

Charges Scheme 2015 – 2016

Non-Household Premises



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Appendix 1 – Schedule of Charges

Schedule of Charges effective from 1 April 2015 – 31 March 2016

Appendix 2 – Miscellaneous Charges

Schedule of Charges effective from 1 April 2015 – 31 March 2016

Useful Information

Where customer service comes first

There are many ways in which we help our customers:

- By helping customers who want advice on water efficiency, metering, low water pressure, leaks and other supply queries
- Our expert representatives are on the road every day to provide personal help and to give advice to customers in their own homes about technical problems linked to their water supply
- The Service Plus Scheme offers advice and services for older or disabled customers and their carers
- By listening carefully to all suggestions and comments made by customers and responding swiftly to all complaints
- Aiming to answer all written complaints within 10 working days and billing enquiries within five working days
- While we strive 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 endeavor to identify the most appropriate tariff tailored to each individual customer's needs
- By publishing free booklets giving information and advice on metering, water quality, bill payments, saving water, new connections and many other subjects

How to contact us

Customer Service Centre

Our Customer Service Centre is open between 8am and 7pm from Monday to Friday, and between 8am and 1pm on Saturdays.

Account enquiries	0333 000 8899
Water supply and general enquiries	0333 000 0002
24hr leak line	0333 000 3330
24hr automated payment line	0333 00 00 247
Calling from abroad	044 333 000 1122

Emergencies

When the Customer Service Centre is closed, emergencies can be reported using the following number.

Out of hours emergencies	0333 00 00 365
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Calls to 03 numbers are charged at the standard geographic rate and must be included in any inclusive call minutes offered by your telephone company.

Write

Customer Service Centre
South East Water
Rocfort Road
Snodland
Kent
ME6 5AH

Email: southeastwater.co.uk/contact

The Consumer Council for Water

If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit their website ccwater.org.uk, call them on **020 7931 8502**, or write to them at Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

1. Introduction

This is the Charges Scheme of South East Water Ltd for the year commencing on 1 April 2015 and ending on 31 March 2016 for non-household premises. It is made pursuant to section 143 and 143A of the Water Industry Act 1991 and in accordance with the requirements of our Licence. It supersedes any prior Charges Scheme made by us. It sets out our end-user charges for services provided in the period commencing on 1 April 2015 and ending on 31 March 2016 except where other charges apply under an agreement with us. It also explains how our charges are applied and calculated and how and when they must be paid. Our charges relating to water supplies are set out in Appendix 1 (Schedule of Charges) and our other standard charges are set out in Appendix 2 (Miscellaneous Charges).

In this Charges Scheme the words “we”, “us” and “our” refer to South East Water Ltd.

Our charges have been approved by the Water Services Regulation Authority (Ofwat) where applicable.

In fixing our charges we ensure that they comply with the price controls determined by Ofwat, and that no undue preference is shown to, and that there is no undue discrimination against, any class of customers or potential customers.

This Charges Scheme must be interpreted in a manner that is consistent with relevant legislation and the terms of our Licence and to the extent that any provision of this Charges Scheme are inconsistent with any legislation or the provisions of our Licence the provisions of such legislation and/or of our Licence prevail.

A glossary is included at the end of this Charges Scheme to explain some of the terminology used.

2. About water and wastewater services

Wastewater bills

We only provide water supply services. Wastewater services in our supply area are provided either by Thames Water Utilities Ltd or Southern Water Services Ltd. Where the water supply is metered, the wastewater charges will be based on the meter readings we have taken or an estimated volume.

We bill customers for wastewater services on behalf of Thames Water and, where applicable, this will be indicated on our bill.

Southern Water charges its customers directly for its wastewater services and customers will, where applicable, receive a separate bill for wastewater services.

Who to contact for wastewater queries

If Thames Water is your wastewater services provider, you should contact Thames Water for all queries about wastewater services. You should contact us only for billing and account enquiries.

If Southern Water is your wastewater services provider, you should contact Southern Water for all aspects of your wastewater services including billing and account enquiries.

3. Water supply charges

3.1 Types of water supply charges

We use three main methods to charge for your water supply:

Metered charges:	based on the volume of water recorded by our meter
Unmetered charges:	based on the rateable value of the premises
Assessed charges:	based on the characteristics of the premises

Details on each of these charges are provided in the following sections of this Charges Scheme.

3.2 Persons chargeable

Water charges are payable by the occupier(s) of the premises unless there is an agreement between us and another person who has agreed to pay the water charges instead of the person(s) normally responsible for paying the water charges.

In addition to any person in actual occupation of the premises, 'occupier' means:

- **The owner of newly constructed premises who maintains these premises ready for occupation prior to their initial sale**
- **The owner of premises who maintains the same furnished and ready for occupation**
- **Any person who has sufficient control over premises to owe a duty of care to those who come lawfully onto these premises**
- **Any person who owns or operates premises for multiple occupation with shared facilities**
- **Any person who owns or operates premises for use as a holiday let, hostel or bed and breakfast**
- **Any person who owns or operates premises used for short term occupation including premises occupied under licence or lettings where the occupation or term of the tenancy is for less than six months**
- **Any person who is the owner of premises while renovation or building works are being undertaken at the premises**

3.3 Special circumstances

Shared supplies

Where several premises or parts of premises are supplied with water through a shared service pipe but are in different occupation, each owner and/or occupier is liable to pay the water charges as explained in this section.

When there is no agreement between us and another person to pay the charges in respect of those premises (or such agreement has ended for any reason):

- **In cases where the supply to those premises is not metered, the applicable charge will be either an unmetered charge (when a valid rateable value is available in respect of the premises) or an assessed charge**
- **In cases where the supply to those properties is metered with a single meter (and each of the premises are not also individually metered), metered charges will apply and the occupiers of each of the premises supplied through that single meter will be jointly and severally liable for the whole of the metered charges calculated by reference to the volume of water registered by the meter. We may at our discretion apportion the metered charges between the occupiers of each of the premises supplied through the single meter on such basis as we think fit. We may also at our discretion apply an assessed charge to any or all of these premises**

Where several premises are supplied by a shared service pipe, we may require separation of the service pipe as permitted under the Water Industry Act 1991.



4 Metered water charges

4.1 Standard metered charges

When do metered charges apply?

Metered charges apply in all cases where we are entitled to charge by reference to the volume of water supplied to the premises and a meter can be physically installed. We are entitled to charge by reference to volume in respect of all non-household premises. Where it is not practical to install a meter or where unreasonable expenses would be required to install a meter an assessed charge will apply instead.

How are they calculated?

Standard metered charges include a standing charge which is an annual sum based on the size of the meter and a volumetric charge for each cubic metre of water supplied as registered by the meter or as estimated by us.

The volumetric charge is based on the volume of water registered by the meter including water lost by leakage or waste (except water used in relation to fire-fighting).

We will only use our own meters or meters installed at our request in accordance with specifications we have approved to apply metered charges. We may at our discretion agree to take ownership of and responsibility for other meters to apply metered charges by reference to these meters.

The amount of the volumetric charge per cubic metre and of the standing charge for each type of meter can be found in appendix 1 – Schedule of Charges.

Billing and payment

Our meters are normally read and bills produced every six months. Metered charges are payable on receipt of the bill. Where a premises annual consumption is greater than 2,500 cubic metres then the meter reading and billing may be moved to monthly basis. For large user tariffs to be applied to qualifying premises, the meter reading and billing needs to be on or moved to a monthly basis.

Where a bill has been issued using an estimated volume of water and a meter read is subsequently obtained, we may issue another bill if the actual volume of water supplied is different from the estimate.

A bill will also be issued when you leave the premises. Please refer to section 9 for further details on change of occupation.

Our charges are updated on 1 April every year. Where a bill relates to a supply of water made in a period which spans this date, the volume of water is allocated pro-rata before and after this date using an average daily volume over the billing period. This allocation of the volume of water is shown on the bill as two readings.

4.2 Metered charges for large volume supplies

We offer a number of metered tariff options for supplies to non-household premises with a consumption exceeding 10,000 cubic metres per year.

Our tariffs are structured according to the type of use and are summarised in the following table.

Customer group	Tariffs available
Intermediate users, 10,000 to 49,999 m ³ per annum	InterSaver
Large users, 50,000 to 249,999 m ³ per annum	InterSaver or SuperEconomy
Super users, 250,000 m ³ per annum and above	Saver or SuperEconomy

Where actual consumption is a qualification criteria, the consumption at the premises from the previous charging year will normally be used to establish eligibility. InterSaver and Saver tariffs will be automatically applied to qualifying premises, as historic usage is the only criteria.

If your consumption pattern is forecast to change significantly in 2015/16 you can opt in or out of these tariff options at the beginning of the charging year and should contact a Key Account Manager to discuss.

4.3 InterSaver tariff

Tariff description

Our InterSaver tariff is available if the water consumption at the premises is between 10,000 and 249,999 cubic metres per annum.

Our InterSaver tariff comprises three elements:

- **A fixed charge which is applied per premises irrespective the number of meters**
- **A meter standing charge for each meter serving the premises, and**
- **A volumetric charge which is based on the volume of water registered by the meter including water lost by leakage or waste (except water used in relation to fire-fighting)**

The charges for each type of meter can be found in Appendix 1 – Schedule of Charges.

Billing and payment

Meters measuring supplies to premises on this tariff are normally read and bills produced monthly. Metered charges are payable on receipt of the bill. The fixed charge and the meter standing charge are both billed in 12 equal monthly instalments.

Where a bill has been issued using an estimated volume of water and a meter read is subsequently obtained, we may issue another bill if the actual volume of water supplied is different from the estimate. A bill will also be issued when you leave the premises. Please refer to section 9 for further details on change of occupation.

Our charges are updated on 1 April every year. Where a bill relates to a supply of water made in a period which spans this date, the volume of water is allocated pro-rata before and after this date using an average daily volume over the billing period. This allocation of the volume of water is shown on the bill as two readings.



4.4 SuperEconomy tariff

Tariff description

Our SuperEconomy tariff provides an additional discount to qualifying customers with a fairly steady demand pattern. Applications need to be made in writing.

Our SuperEconomy tariff comprises five elements:

- **The fixed charge which is applied per premises irrespective the number of meters**
- **The metered standing charge for each meter serving the premises**
- **The capacity charge which is based on the amount of water you wish to reserve for the charging year (the “reservation volume”) as agreed in advance with us. This annual volume is divided by 365,000 and then multiplied by the capacity charge rate**
- **The volume charge which is applied to the actual volume of water used, up to 10% above the average monthly reserved volume and within the annual reserved volume**
- **The excess usage charge which is applied to the actual volume of water used in excess of the average monthly capacity plus 10%. Each month the volume supplied is assessed to determine if the average monthly capacity has been exceeded. If it has been exceeded by more than 10%, then this additional volume is billed at the excess usage rate**

The volumetric charge is based on the volume of water registered by the meter including water lost by leakage or waste (except water used in relation to fire-fighting).

The reservation volume must be agreed in writing by 31 May each year for this tariff to apply to the current year.

The charges for each type of meter can be found in Appendix 1 – Schedule of Charges.

Billing and payment

All meters on a premise with this tariff are normally read and bills produced monthly. Metered charges are payable on receipt of the bill. The fixed charges and the meter standing charge are both billed in 12 equal monthly instalments.

Where a bill has been issued using an estimated volume of water and a meter read is subsequently obtained, we may issue another bill if the actual volume of water supplied is different from the estimate.

A bill will also be issued when you leave the premises. Please refer to section 9 for further details on change of occupation.

Our charges are updated on 1 April every year. Where a bill relates to a supply of water made in a period which spans this date, the volume of water is allocated pro-rata before and after this date using an average daily volume over the billing period. This allocation of the volume of water is shown on the bill as two readings.



4.5 Saver tariff

Tariff description

Our Saver tariff is available if your water consumption is greater than 250,000 cubic metres per annum.

- **A fixed charge which is applied per premises irrespective the number of meters**
- **A meter standing charge for each meter serving the premises, and**
- **A volumetric charge which is based on the volume of water registered by the meter including water lost by leakage or waste (except water used in relation to fire-fighting)**

The charges for each type of meter can be found in Appendix 1 – Schedule of Charges.

Billing and payment

Meters on a premise on this tariff are normally read and bills produced monthly. Metered charges are payable on receipt of the bill. The fixed charge and the meter standing charge are both billed in 12 equal monthly instalments.

Where a bill has been issued using an estimated volume of water and a meter read is subsequently obtained, we may issue another bill if the actual volume of water supplied is different from the estimate.

A bill will also be issued when you leave the premises. Please refer to section 9 for further details on change of occupation.

Our charges are updated on 1 April every year. Where a bill relates to a supply of water made in a period which spans this date, the volume of water is allocated pro-rata before and after this date using an average daily volume over the billing period. This allocation of the volume of water is shown on the bill as two readings.

4.6 Shared supplies: meter and sub-meter arrangements

Where your premises are connected to our water main by a shared privately owned service pipe supplying water to other premises as well as to your premises and individual meters to each premises supplied by the shared service pipe measure the volume of water supplied to each individual premises, a check meter may be installed at the beginning of that shared service pipe to measure all water leaving our water main. If the water recorded by the check meter exceeds for any reason the total water recorded on all the individual meters, the occupier of each of the individual premises will pay an equal portion of the volumetric charge attributable to this excess.

4.7 Meter accuracy

If you believe that a meter may not be registering correctly we will investigate the issue and we will undertake one free, on-site confidence test of any meter we use for the calculation of water charges. Our meter will be tested to determine whether it falls within limits of accuracy prescribed by regulations.

We will also test any of our meters if you request a test in writing to determine whether it falls within prescribed limits of accuracy set by regulations. We will provide you with a copy of the test results. Where the meter is tested in situ, the test is normally carried out by us. If it is necessary to remove the meter for testing, or if you ask us to remove the meter for testing, the test will be carried out by an independent organisation.

Where a test (other than the first on-site confidence test mentioned above) is carried out at your request and the meter falls within the prescribed limits of accuracy, we may recover the expenses we reasonably incurred in carrying out the test.

If a meter does not fall within the prescribed limits of accuracy, an adjustment to the volumetric charges will be made and a balance payable by you or us. The meter will be deemed to have stopped registering correctly since the date of the meter reading which is immediately before the latest meter reading (unless it is proved to have begun to register incorrectly at a later date).

4.8 Tampering with meters

All meters installed by us or our contractors remain our property and responsibility. Tampering with a water meter or its associated fittings used by us to determine the amount of water used on the premises is a criminal offence. We will prosecute in cases of tampering and will recover the actual cost of making the necessary repairs to the meter and fittings.



5 Unmetered water charges

When do unmetered charges apply?

Unmetered charges apply when a valid rateable value is available in respect of the premises and we are not for the time being charging by reference to volume. Where a valid rateable value is not available in respect of the premises and we are not for the time being charging by reference to volume an assessed charge is applied instead of the unmetered charge. We are entitled to charge by reference to volume in respect of all non-household premises.

Unmetered charges apply for each day you are in occupation of the premises or otherwise responsible for the charges. They are payable where a supply of water is made available to premises, even if water is not actually used on these premises. Exceptions apply in respect of empty premises (please refer to section 9.1.2).

How are they calculated?

Unmetered charges include a standing charge and a charge per pound of rateable value.

The rateable value is the value determined or proposed for rating purposes under the General Rate Act 1967 as at 31 March 1990, or where applicable a rateable value assessed by us.

Billing and payment

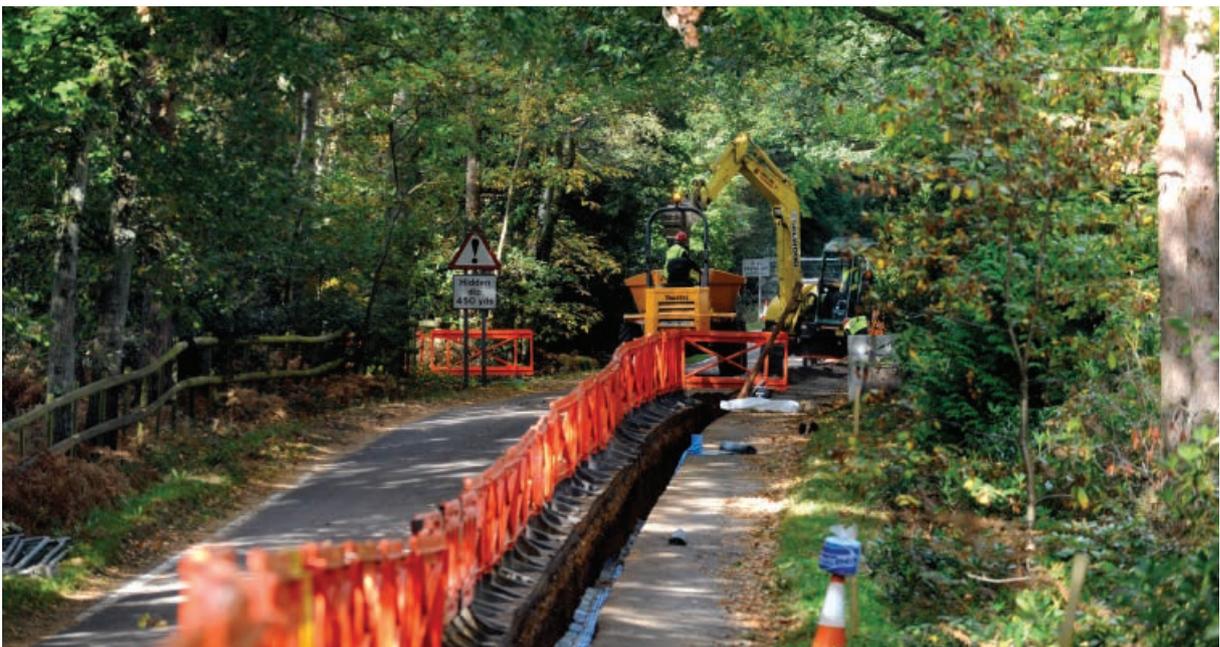
Unmetered charges are billed annually in advance and cover the period from 1 April to the following 31 March. If you move into the premises in the course of this period, a bill will be issued covering the period from the start of your occupation to the following 31 March. Unmetered charges are payable on receipt of the bill.

6 Assessed charges

When do assessed charges apply?

Assessed charges apply:

- **When, in respect of unmetered premises, we have determined that it was not reasonably practicable to install a meter or that unreasonable expenses would be required to install a meter**
- **In respect of premises for which a rateable value is not available, is no longer valid or is disputed (for example, due to substantial alteration to the original premises) when we are not for the time being charging by reference to volume, or**
- **At our discretion instead of other charges in relation to premises supplied through a shared service pipe as explained in section 3.3 and 7.1**



How are they calculated?

The assessed charge is an annual sum which is designed to reflect the estimated usage of water on the relevant premises and is based on the characteristics of the premises.

There are two types of assessed charges:

- **A low usage assessed charge for premises which only has a sink and toilet facilities and with usage estimated to be below 80 cubic metres per year**
- **A standard assessed charge for all other premises**

The amount of assessed charges can be found in Appendix 1 – Schedule of Charges.

Billing and payment

Assessed charges are billed annually in advance and cover the period from 1 April to the following 31 March. If you move into the premises in the course of this period, a bill will be issued covering the period from the start of your occupation to the following 31 March.

Assessed charges are payable on receipt of the bill.

7 Changing from an unmetered to a metered supply

7.1 Option to be metered

7.1.1 Non-household premises which are not partially occupied as a home

We are entitled to require that any non-household premises are metered and to apply metered charges. However, if we are not for the time being applying metered charges for the supply of water to your premises, you can ask us in writing to install a meter to your premises and apply metered charges. If you do so, you will not be able to revert to your previous charges. We may charge you for the expenses we incur in installing a meter.

If you have asked us to pay metered charges for your water supply but we determine that it is not reasonably practicable to install a meter or that we would have to incur unreasonable expenses to install a meter we will apply assessed charges.

7.1.2 Non-household premises in which, or in any part of which a person has his home

If you occupy non-household premises in which or in any part of which a person has his home, and you either pay unmetered charges or (in certain cases) assessed charges for your water supply, you can ask us in writing to install a water meter free of charge and to pay metered charges instead, provided that it is reasonably practicable to install a meter or that we would not have to incur unreasonable expenses to install a meter. We may also install a meter and apply metered charges if you have consented to it (and in this case you will be deemed to have asked us to install a meter and to apply metered charges).

If you ask us to apply metered charges, you will not be able to revert to your previous charges.

We will give effect to your request by installing a meter and applying metered charges within a period of three months commencing on the date of receipt of your application, provided that the installation is not delayed by you or another third party.

You will continue to pay your current charges for the water supplied to your premises until the end of that period of three months or until the meter is installed if earlier. If we do not install a meter within this period [and the delay was not caused by you or a third party], we will apply metered charges from the end of that period even if the meter has not yet been installed on that date so that you are not worse off.

You can apply for this option online by going to southeastwater.co.uk/meters or by calling our Customer Service Centre and requesting an application form. The application form must be completed and returned before a survey can take place to determine whether it is feasible to install a meter and where we will locate the meter.

We may require separation of any shared supply between non-household and household premises under section 64 of the Water Industry Act 1991.

What if a meter installation is not feasible?

If you have asked us to pay metered charges for your water supply but we determine that it is not reasonably practicable to install a meter or that we would have to incur unreasonable expenses to install a meter we will apply assessed charges.

If there is a dispute as to whether it is reasonably practicable to install a meter or whether we would have to incur unreasonable expenses to install a meter, the Water Services Regulation Authority (Ofwat) may be asked to determine the dispute.

7.1.3 Shared supplies

Where a meter has been fitted on a service pipe and it later becomes apparent that the service pipe is used to supply several premises, an assessed charge will be applied if we determine that it is not possible to continue applying metered charges, for example where metering all the individual premises supplied is not feasible.

7.2 Selective metering

In respect of non-household premises, a meter may be installed and charges may be fixed by reference to volume at any time.

8 Payment of water supply charges

8.1 Unmetered charges

The standard billing period is from 1 April to 31 March, and the following payment options are available:

- **A single payment for the entire year's charges due on the 1 April**
- **Two payments due the 1 April and 1 October**
- **10 monthly payments – April – January inclusive**

If you move in to the premises during the standard billing period we will adjust the payment arrangements above to cover the remaining period to the next 31 March.

8.2 Metered charges

We offer the following payment options for metered charges:

- **A single payment on receipt of bill**
- **Payment by monthly budget plan. Metered charges can be paid monthly, where charges for the next 12-month period are estimated and divided into 12 equal payments. Budget plan payments are reviewed each time we issue a bill to you and if necessary the payment is adjusted so that it will continue to reflect the water use on the premises. An outstanding balance on an account will not be included when setting up a new budget plan but must be paid in full, first. Monthly billed customers cannot go onto a budget plan**

8.3 Methods of payment

We offer a variety of payment methods.

Payment by Direct Debit – There's no easier, safer or more convenient way to pay for your water bill than by Direct Debit.

Payment for measured or unmeasured can be made on the first, seventh, fifteenth or 23rd day of each month.

If payment for any month is not made by the arranged day, the Direct Debit facility will be withdrawn and the remaining balance will become due immediately. Go to southeastwater.co.uk/directdebit

Pay online – you can pay your bill online using a credit or debit card.

Go to southeastwater.co.uk/payingyourwaterbill



Alternative payment options

- Pay via BAC's. Always include your water account number in the reference field when making a payment. If your payment is for multiple accounts please email or post a remittance showing the payment amount for each account number
- Payment can be made free of charge at any branch of HSBC Bank
- Standing order – set up your agreed instalment through your bank, free of charge
- Pay at any PayPoint outlet, free of charge
- Pay at any branch of your own bank and this will also normally be free of charge
- Make payment over the telephone, using debit or credit cards by calling our Customer Service Centre. There is no additional cost to you for this service
- Make payment at the Post Office, but a fee may be charged for this service by the Post Office
- Send payment by cheque or postal order through the post. You should not send cash by post. If your payment is for multiple accounts please include a remittance showing the payment amount for each account number

9 Change of occupation

If you are planning to move to premises within our supply area, you can obtain information on which type of water charges are applicable for the premises by visiting our website or contacting Customer Services. We apply metered charges to most non-household premises.

You must notify us of the date you will begin to use the premises and provide all details we reasonably require to setup your account. Occupiers must pay the charges in respect of any services we provide to them from the date they became the occupier of the premises.

In the event of a change of occupier, the new occupier or owner is responsible for informing us if a water supply to the property is no longer required. No retrospective allowances will be made.

9.1 Vacation of property and responsibility for water charges

9.1.1 Metered premises

Notice that customer will vacate premises

You must notify us at least two working days in advance of the date you will cease to occupy the premises. You will remain liable for payment of metered charges, even after leaving the property, unless we are given this notice. 'Two working days' means a consecutive 48-hour period that excludes Saturdays and Sundays or any other day designated as a Bank Holiday in England and Wales.

If two working days' notice is not given, then you will be liable to pay the water charges until the first to occur of the following:

- **28 days after we receive the late notification**
- **The day on which the meter would have normally been read**
- **The day a new occupier advises us that she or he has become the new occupier of the premises**

Notice that water is no longer required

Where you notify us in writing that a water supply to your metered premises will no longer be required by a certain date set out in the notice without vacating the premises by that date, we may disconnect the service pipe or otherwise cut off the supply to these premises and you will cease to be responsible for the charges after the later of (i) the expiry of the notice and (ii) the end of a period of two working days beginning with the service of the notice, except where a new supply is requested for the same premises.

Where you serve a written notice that a water supply is no longer required in respect of metered premises and vacate the premises by the date set out in the notice, the responsibility for water charges will be as explained in the previous section.

9.1.2 Unmetered premises

Notice that water is no longer required

Where you notify us in writing that a water supply to your unmetered premises will no longer be required by a certain date set out in the notice (whether or not you vacate these premises by that date), we may disconnect the service pipe or otherwise cut off the supply to these premises and you will cease to be responsible for the charges after the later of (i) the expiry of the notice and (ii) the end of a period of two working days beginning with the service of the notice, except where a supply is requested for the same premises.

Vacant unmetered premises

Where unmetered premises are vacated without notifying us, unmetered charges will only cease to be applied if and from the time you are able to demonstrate to our reasonable satisfaction that:

- **No one uses the premises**
- **The premises are unfurnished, and**
- **The water supply to the premises is not being used for any purpose**

You must confirm in writing that a water supply is no longer required. No retrospective allowance will be made. In such circumstances we may choose to disconnect the premises or otherwise cut off the supply.

Where unmetered charges remain payable but the premises are not being used, you may be able to reduce the charges payable by requesting the installation of a meter (please see section 7).

9.2 Payment of closing account for previously occupied premises

If a debt exists in respect of premises you previously occupied in our area of supply, then subsequent payments that you make to us may be applied (at our sole discretion) to the payment of that debt until it is fully paid before your payments are applied to the charges relating to the premises you are occupying or have subsequently occupied.

9.3 Empty properties – disconnection by South East Water

A new service pipe and connection will be required if an existing supply has been turned off or disconnected for a period in excess of five years to protect the quality of the water supplied to the premises.

Where premises remain empty for 12 months, the service pipe to the premises must be flushed before a supply can be provided in order to avoid contamination by stagnant water of the water supplied to the premises and of the water in our main. A water quality test will also be required, conducted at the customer's expense, to ensure that the customer's supply pipe will not contaminate the supply.

For charges relating to flushing please refer to Appendix 2 – Miscellaneous Charges.

9.4 Opening account payment

We may require an on-account payment of 25% of the estimated annual water charges for the property from any non-household customer who is expected to use more than 10,000 cubic metres.

9.5 Non-household customers – payment in advance

We may require a payment in advance of up to six months of the estimated annual charge for any non-household property where, in the current or prior charging year, any bill has remained unpaid for a period of seven days after the final notice, a disconnection notice has been issued against any bill, and/or poor credit history has been identified. We may carry out company searches when an application is received for a water account. We may require a Director's Guarantee on any commercial business that does not reach a satisfactory credit rating.



10 Value Added Tax (VAT)

Standard rate Value Added Tax is payable on supplies of water to non-household premises where the primary activity of the business falls into Sections 1, 2, 3, 4 and 5 of the UK Standard Industrial Classification of Economic Activity. Supplies to other classes of businesses are zero-rated.

The Standard Industrial Classification (SIC) codes are:

1. Energy and water supply industries
2. Extraction of minerals and ores other than fuels, manufacture of metals, mineral products and chemicals
3. Metal goods, engineering and vehicles' industries
4. Other manufacturing industries
5. Construction

When applying for a supply to non-household premises occupied by a business, a SIC code should be provided. Failure to supply a code could result in VAT being charged.

VAT is also payable on certain charges for other services to customers included in Appendix 2 Miscellaneous Charges.

11 Additional charges

Returned cheques and rejected Direct Debit payment instructions

An administration charge may be applied at our discretion in respect of any void or dishonoured cheque or Direct Debit transaction.

Legal costs, tracing fees and collection fees

In the event that a county court claim is issued for the recovery of any unpaid water charges, we may charge for any costs we incurred in relation to that process, including solicitors' fixed costs, court fees and any additional enforcement costs. These costs may also include any fees that have been incurred in the service of court documents or collection services.

Reconnection charge

Where premises have been disconnected, a charge for reconnection will be made.

12 Collection of outstanding charges

Non-household customers who do not pay their bills on demand may have their water supply withdrawn after the statutory period of notice has elapsed.

If a non-household customer requests a site visit to discuss a debt, additional charges will be levied for such a visit.

We may charge interest on overdue accounts for non-household customers.

Insolvency

Where a customer enters into any formal insolvency procedure, we will apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date'). Any apportioned charges after the insolvency date will be payable by the occupier of the property in question and fall due on the next day of occupation after the insolvency date and will not fall within the insolvency procedure. The charges will be payable by the person responsible for the payment of water and wastewater charges for the property in question on the same terms as would apply if the property had been newly occupied on that day.

13 Terminology used in this document

'Connection' or 'Service Pipe Connection' means the installation of a section of service pipe we are responsible for laying under the Water Industry Act 1991 (the 'communication pipe') and the connection to our water main and the private section of service pipe including associated fittings.

'Household premises' means any premises or part of a building that we determine to be household premises in accordance with the provisions of the Water Industry Act 1991 and any relevant regulation or guidance.

'Licence' means the instrument of appointment of South East Water Ltd as a water undertaker under the Water Industry Act 1991 (for the areas formerly covered by South East Water Ltd and Mid Kent Water plc).

'Non-household premises' means any premises other than household premise.

'Ofwat' means the Water Services Regulatory Authority, the economic regulator for the water industry in England and Wales.

'Cubic metre' or 'm³' means 1,000 litres.



Appendix 1 Schedule of charges, 2015-2016

(Excluding VAT)

Charges subject to Ofwat's approval

All charges are effective from 1 April 2015

Unmetered water supplies

- Standing charge

Sussex (Eastern Region)	£33.50
West Kent (Eastern Region)	£33.50
Mid Southern (Western Region)	£33.50
Mid Kent (Eastern Region)	£63.00

- Rateable value charges

Value charge per £ of rateable value

Sussex (Eastern Region)	£1.4018
West Kent (Eastern Region)	£1.3135
Mid Southern (Western Region)	£0.8472
Mid Kent (Eastern Region)	£1.1709

Metered water supplies

The following charges apply from 1 April and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April. This will be shown on the bill as two separate calculations.

Volumetric charges

Volumetric charge per m³

Eastern Region monthly read meters	£1.5199
Western Region monthly read meters	£1.1529
Eastern Region six monthly read meters	£1.5272
Western Region six monthly read meters	£1.1584

Annual standing charge

Meter Size (mm)	Six monthly read
12/15	£43.70
20/22	£58.00
25/28	£64.00
30/32/35	£75.00
40/42	£85.00
50/54	£95.00
65	£101.00
75/80	£115.00
100	£148.00
125	£197.00
150	£197.00
300	£230.00

Meter Size (mm)	Monthly read
12/15	£75.00
20/22	£87.00
25/28	£93.00
30/32/35	£105.00
40/42	£108.00
50/54	£117.00
65	£123.00
75/80	£138.00
100	£171.00
125	£219.00
150	£219.00
300	£252.00

Assessed water charges

Non-household premises with just a sink and toilet facilities with usage estimated below 80 cubic metres per year	£144.00
Other non-household properties	£284.00

InterSaver tariff

	Fixed charge (£)	Volumetric charge (£ per m ³)
Eastern Region – 10,000 to 49,999 m ³	2,256	1.2946
Western Region – 10,000 to 49,999 m ³	1,704	0.9822
Eastern Region – 50,000 to 249,999 m ³	6,720	1.2053
Western Region – 50,000 to 249,999 m ³	5,088	0.9145

Saver tariff

	Fixed charge (£)	Volumetric charge (£ per m ³)
Eastern Region – Over 250,000 m ³	19,188	1.1554
Western Region – Over 250,000 m ³	14,532	0.8767

SuperEconomy tariff

	m ³ per annum	Fixed charge (£)	Capacity charge per 1000 m ³ per day (£)	Usage charge (£ per m ³)	Excess usage charge (£ per m ³)
Eastern Region	50,000 to 249,999	6,528	109,512	0.8692	1.2360
	250000+	18,600	104,952	0.8334	1.1800
Western Region	50,000 to 249,999	4,932	82,980	0.6599	0.9365
	250000+	14,088	79,512	0.6328	0.9000

Appendix 2 Miscellaneous charges, 2015-16

(Excluding VAT)

Key **R** Regulated business
uR unRegulated business

Reconnection

During working hours	uR £48.00
Outside normal working hours	uR £96.00

NOTE: Properties are disconnected either at a customer's request, or when permitted by law for non-payment of charges or to protect water quality.

Location of leaks and repairs

First half-hour on site	uR nil
Each additional hour	uR £48.00
Specialist leak detection	uR on application

Meter reads, checks, and removal

Meter checked on site

If test shows meter to be accurate	uR nil
If test shows meter to be inaccurate	uR nil

Meter removal

Removed for testing (meter shown to be accurate)	uR £70.00
Removed for testing (meter shown to be inaccurate)	uR nil
Re-site meter (at request of customer)	uR on application



Map charge

Providing water infrastructure maps to customers, no site visit required

uR £21.00

Debt and payment charges

Debt recovery site visit (commercial)

uR £48.00

NOTE: includes 1/2 hour of an agents time, after which the hourly rate becomes effective

Debt recovery hourly rate (commercial)

uR £48.00

Returned cheques

R actual cost incurred

Rejected direct debit

R actual cost incurred

Flushing charges

During normal working hours

R £48.00

Outside normal working hours

R £96.00

Quality testing

R on application

Water quality testing

Water quality testing for empty properties

R £157

[Write](#)

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