

A photograph of a woman and a young girl standing under a large, colorful umbrella in the rain. The woman, on the left, is wearing a red jacket over a yellow top and is smiling at the girl. The girl, on the right, is wearing a pink jacket and has her hair in braids. The umbrella is multi-colored with sections of yellow, red, and purple. Rain is falling around them, creating a soft, blurred background. The text is overlaid on the top right of the image.

SEVERN TRENT CONNECT
SCHEME OF CHARGES 2016/17
Wellesley, Aldershot

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1.0 Introduction

Severn Trent Services (Water and Sewerage) Limited is the appointed sewerage undertaker for the site known as Wellesley, Aldershot and as described in our variation of appointment notice. Severn Trent Connect is the trading name of Severn Trent Services (Water and Sewerage) Limited. We are part of Severn Trent Plc, a FTSE 100 company, which provides water and wastewater services in the UK, and internationally, through our two main businesses – Severn Trent Water and Severn Trent Services.

This Scheme of Charges details our charges for the period 1st April 2016 to 31st March 2017 for our household and non-household customers situated within the Wellesley site.

2.0 General principles

Under Section 142 of the Water Industry Act 1991 we have the power to fix, demand and recover charges from any persons to whom we provide services, in accordance with our Charges Scheme. We have made this Scheme under section 143 of the Water Industry Act 1991 and it complies with the principles and guidelines set by Ofwat. This Scheme fixes charges for the services or facilities provided by us and in connection with the following:

- The provision of sewerage and sewage disposal services
- The conveyance, reception and treatment of trade effluent discharged under a trade effluent consent

This Scheme applies to all household premises within the boundary of the Wellesley, Aldershot site. The Scheme also applies to Non-Household customers within the site unless we have entered into a separate written charging agreement in which case the terms of the agreement will apply.

3.0 Our different charging types

Our charge tariffs consist of both fixed and variable charges.

3.1 Fixed charges

Fixed charges cover the cost of taking away and treating rainwater from your property and the highway. They also include a contribution towards the cost of producing bills, processing payments and dealing with customer enquiries.

For Business customers the fixed charges are based on the size of the supply pipe serving the property and the level of usage.

3.2 Variable charges

Variable charges are based on the consumption registered through the water meter fitted at your property, multiplied by the relevant pence per cubic metre charge. For business customers the variable charge applied (pence per cubic metre) is determined by the annual volume of water used.

If a household or business property is not served by a meter, the charge is based on the property's rateable value (RV) multiplied by the relevant rate of pence per £RV.

3.3 Assessed charges

For Household properties that do not have a water meter fitted or a rateable value we will base your variable charges on the number of bedrooms in the property. There is also a single occupier charge for properties where only one person is in occupation. Please refer to Section 5.3 for more information.

If you are a business customer and your property is not served by a water meter, we may base your variable charges on an assessment of the volume of water you use. For further details please see Section 6.3.

4.0 Billing arrangements

Severn Trent Connect provide wastewater services to the Wellesley, Aldershot site. South East Water provide water services to the site and we have arranged for them to bill for wastewater services on our behalf.

5.0 Household Customers

5.1 Metered household customers

Metered household wastewater charges are made up of a volumetric charge based on the consumption registered through the water meter situated at the property. This charge covers the disposal and treatment of foul water from the property. There is also a fixed charge which covers the taking away and treatment of Surface Water (rain water) and Highway Drainage. Where a property does not have any Surface Water draining to the public sewer a reduced rate will be applied. For full details of our metered household waste water charge tariffs please refer to Table 1 in Section 10.

5.2 Unmetered household customers

If your property was built before April 1989 it is likely that charges will be based on the 1989/90 rateable value of the property. The charge is calculated by multiplying the rateable value of the property by the rates for the services received. The charge covers the disposal and treatment of Foul Water. There is also a fixed charge for Surface Water and Highway Drainage. Where a property does not have any surface water draining to the public sewer a reduced rate will be applied. For full details of our metered household waste water charge tariffs please refer to Table 2 in Section 10.

5.3 Household Assessed tariff

Where a property built after April 1989 does not have a water meter fitted or a rateable value, we apply an Assessed Charge for waste water services based on either the number of bedrooms or single occupancy. The fixed charge also applies at either the full or reduced rate. For full details of our unmetered household wastewater charges please refer to Table 3 in Section 10.

6.0 Business Customers

6.1 Metered business customers

Non-household wastewater charges are made up of a volumetric charge based on the consumption registered through the water meter situated at the property. The charge per cubic metre varies depending on the amount of water used. For commercial users with a larger consumption there is an additional supplementary annual charge payable. There is a fixed charge based on the amount of water used and a further fixed charge based on the service pipe size. Where a property does not have any surface water draining to the public sewer a reduced rate will be applied. For full details of our metered non-household wastewater charges please refer to Tables 4 & 5 in Section 10.

6.2 Unmetered business customers

Unmetered non-household wastewater charges are based on the rateable value (RV) of the property. The charge is calculated by multiplying the RV by the rates for the services received. The charge covers the disposal and treatment of Foul Water. There is also a fixed charge for Surface Water and Highway Drainage which is based on the service pipe size. Where a property does not have any surface water draining to the public sewer a reduced rate will be applied. For full details of our unmetered non-household wastewater charges please refer to Tables 6 & 7 in Section 10.

6.3 Business Assessed tariff

This tariff will be applied where a business customer has been unable to have a water meter fitted.

Charges are based on our assessment of the water used. This assessment is based on a combination of the nature of the business and the number of full time (or equivalent) employees. This information is used to determine an average amount of water used per employee which is multiplied by the total number of employees to determine the total assessed consumption. The total consumption is then multiplied by the relevant variable charge.

The fixed charges for Business Assessed customers are based on the level of assessed usage and the size of the supply pipe serving the property. For full details of our business assessed wastewater charges please refer to Tables 8 & 9 in Section 10.

7.0 WaterSure scheme

If you use a lot of water because you have a large family or someone in your household has a medical condition, and you are on a low income, our WaterSure scheme could help. It's a statutory scheme that offers you a capped charge for metered water services.

You may qualify for the WaterSure scheme if your water is metered, if someone in your household receives certain state benefits, and if you:

- have a large family of three children or more, or
- have a medical condition that requires the use of extra water.

Are you eligible?

If your answer is YES to the first two questions, and one from question three, you may be eligible for help with your metered bill through the WaterSure Scheme.

1. Are your water bills based upon meter readings?

2. Is anyone in your household (including you) in receipt of the following benefits / tax credits?

- Child Tax Credit (you must be in receipt of more than just the family element)
- Housing Benefit
- Income-based Jobseeker's Allowance
- Income Support
- Means-tested Council Tax Benefit (not including reductions / discounts)
- Pension Credit
- Working Tax Credit

Now answer either question 3a or 3b:

3a. Do you have three or more children, under the age of 19, who live at home permanently - for whom you are responsible and claim Child Benefit?

3b. Does one of the permanent residents of your household suffer from one of the following medical conditions which requires them to use a lot of extra water:

- Abdominal stoma
- Crohn's disease
- Desquamation (flaky skin disease)
- Eczema, psoriasis or varicose ulceration (weeping skin disease)
- Incontinence
- Ulcerative colitis
- Any other condition that requires the use of lots of extra water

South East Water currently administer the WaterSure scheme on our behalf, if you believe that you qualify please contact them direct on **0333 000 0001** for more information on the scheme and how to apply.

8.0 Paying Your Bill

South East Water provide a billing service on our behalf and there are a range of payment options and methods available to our customers including Direct Debit. Please contact South East Water on **0333 000 0001** or visit their website at www.southeastwater.co.uk for more information.

8.1 Can I pay directly from my benefits?

If you have arrears and you receive Income Support, Jobseeker's Allowance, Employment Support Allowance, Universal Credit or Pension Credit, the JobCentre Plus (previously known as the Benefits Agency) may be able to arrange for your bill to be paid out of your benefits directly to us. Please contact South East Water on **0333 000 0001** and explain your circumstances to one of their advisors.

Paying this way means:

- You won't have to remember to make payments.
- You pay in a convenient way for no extra cost.
- We won't take further recovery action.

If you've already contacted the JobCentre Plus offices for help, please let South East Water know.

9.0 Surface Water Drainage Rebate

If you can show that your property does not have any surface water draining to the public sewer, you will not have to pay the full fixed wastewater charge. A reduced charge will apply and these are detailed in the relevant charge tables in section 10. Please contact us if you believe your property is not connected for surface water.

10.0 Our 2016/17 Wastewater Charges

Table 1 Household charges – Metered Customers

Area	Variable charge (pence/m ³)	Fixed wastewater charge	Reduced wastewater fixed charge
Wellesley, Aldershot	79.56p	£68.38	£42.84

Table 2 Household charges – Unmetered Customers

Area	Variable charge (pence/£RV)	Fixed wastewater charge	Reduced wastewater fixed charge
Wellesley, Aldershot	65.49p	£53.67	£28.14

Table 3 Household Assessed charges

Band	No. of Bedrooms	Assessed wastewater charge
1	0/1	£79.05
2	2	£86.16
3	3	£99.40
4	4	£109.94
5	5	£124.01
6	Single occupier	£57.74

*In addition you pay a fixed charge of £53.67 or a reduced charge of £28.14 for Wastewater as detailed in Table 2 above

Table 4 Non-Household variable charges – Metered Business Customers

Consumption (m ³ per annum)	Volume charge (pence/m ³)
0 - 500	89.19p
500-1,000	87.54p
1,000-5,000	82.17p
5,000-20,000	81.93p
20,000-50,000	81.80p
50,000-100,000	81.72p
100,000-250,000	65.81p
Over 250,000	65.37p

Table 5 Non-Household fixed charges – Metered Business Customers

Assessed consumption (m ³ per annum)	Wastewater	
	Full	Reduced
0-500	£25.82	N/A
500-1,000	£28.78	N/A
1,000-5,000	£81.86	N/A
5,000-20,000	£123.27	N/A
20,000-50,000	£183.18	N/A
50,000-100,000	£323.73	N/A
100,000-250,000	£323.73	N/A
Over 250,000	£1144.47	N/A

In addition to the fixed charge included in the table above, all non-household properties pay a fixed wastewater charge based on supply pipe size as detailed in the following table:

Pipe size (mm)	Wastewater	
	Full	Reduced
12/15	£35.29	£9.75
20/22	£101.13	£43.92
25/28	£180.80	£78.65
30/32/35	£281.94	£122.58
40/42	£405.54	£175.70
50/54	£720.16	£312.59
65	£1126.72	£489.30
75/80	£1621.13	£703.82
100	£2882.69	£1251.34
125	£4503.83	£1955.17
150	£6485.55	£2815.27
200	£11529.76	£5005.39
250	£18014.29	£7820.66
300	£25941.18	£11262.12

Table 6 Non-Household variable charges – Unmetered Business Customers

Area	Variable charge (pence/£RV)
Wellesley, Aldershot	65.49p

Table 7 Non-Household fixed charges – Unmetered Business Customers

Pipe Size mm	Inches	Wastewater	
		Full	Reduced
12/15	0.50	£78.91	£53.37
20/22	0.75	£135.09	£77.88
25/28	1.00	£214.76	£112.61
30/32/35	1.25	£315.90	£156.54
40/42	1.50	£439.50	£209.65
50/54	2.00	£754.12	£346.54
65	2.50	£1160.68	£523.26
75/80	3.00	£1655.09	£737.78
100	4.00	£2916.65	£1285.30

Table 8 Non-Household Assessed consumption

Band	Example business types	Assessed usage per full time employee
1	Retail, Accountants, Legal services	15m ³ per year
2	Dental surgeries, Hairdressers	50m ³ per year
3	Restaurants, Hotel trade, Photographic processing	100m ³ per year
4	Public houses, Sports facilities	200m ³ per year
5	Laundrettes, Textile finishing	On inspection

Table 9 Non-Household Assessed charges

Assessed usage (m ³ per annum)	Wastewater volumetric charge (pence/m ³)	Wastewater fixed charge
0-500	86.71p	£24.87
500-1,000	87.27p	£24.87
1,000-5,000	81.97p	£81.55
5,000-20,000	82.11p	£116.79

In addition to the fixed charge included in the table above, all non-household properties pay a fixed wastewater charge based on supply pipe size as detailed in the following table:

Pipe Size mm	Inches	Wastewater	
		Full	Reduced
Up to 12/15	Up to 0.50	£35.29	£9.75
20/22	0.75	£101.13	£43.92
25/28	1.00	£180.80	£78.65
30/32/35	1.25	£281.94	£122.58
40/42	1.50	£405.54	£175.70
50/54	2.00	£720.16	£312.59
75/80	3.00	£1621.13	£703.82
100	4.00	£2882.69	£1251.34

11.0 Supplementary Large User annual charge

For high volume users there is an additional supplementary charge payable.

Tariff	Consumption per annum	Annual charge
Large volume user - Wastewater	>100,000m3	£15912.00

12.0 Sundry charges

Where a single lock-up garage, car space or storage area only benefits from surface water drainage a fixed annual wastewater charge for each unit will apply.

Wastewater fixed charge	£10.94 per annum
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13.0 Trade Effluent charges

Trade effluent charges apply if your business discharges effluent into the public sewer system as part of a trade or industrial process. You will need to apply to us for permission before you are permitted to discharge trade effluent to the public sewer system. Failure to obtain permission prior to discharging is a criminal offence. To obtain permission please call us on **0345 450 9549** for further information on the application process.

We have also produced a separate document explaining more about Trade Effluent charges which can be downloaded from our website at

www.severntrentconnect.com/business-customers/your-services

14.0 Developer Charges

We have produced a separate Developer charges summary which can be downloaded from our website at www.severntrentconnect.com/developers.

15.0 Contact us

You can contact us at:

Severn Trent Connect
3900 Parkside
Birmingham Business Park
Birmingham
B37 7YG



0345 450 9549



customer@severntrentconnect.com



www.severntrentconnect.com

Severn Trent Services (Water and Sewerage) Ltd (T/A Severn Trent Connect)

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