



SEVERN TRENT CONNECT

WHOLESALE CHARGES 2018/19

Non-Household

SEVERN TRENT  
CONNECT

a part of

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## 1.0 About this document

*This document applies to Retailers holding a Licence to operate in the non-household market. The provision of wholesale services to Retailers is governed by the terms set out in the Wholesale Contract between us and the Retailer, incorporating the Market Code. For the purpose of the Market Code, this Scheme is a “Wholesale Tariff Document” covering the period 1st April 2018 to 31st March 2019.*

*The Wholesale Tariff Document explains how we calculate wholesale bills and how different charges apply. This scheme is primarily for Retailers, customers should refer to the scheme operated by their Retailer.*

## 2.0 General charging 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 Act and Ofwat Charging Rules. This Scheme fixes the charges for the services or facilities provided by us and in connection with the following:

- Primary services relating to the provision of sewerage and sewage disposal services (including the reception treatment and disposal of the contents of cesspools)
- Primary services relating to the conveyance, reception and treatment of trade effluent discharged under a trade effluent consent
- Non-Primary services as defined in the Wholesale-Retail Code set by OFWAT and published by Market Operator Services Ltd.

## 3.0 A Guide to Wholesale bills

### 3.1 Retail overview

This section is for retailers supplying any non-household property, including businesses, public sector organisations, charities and other bodies – any premises which does not meet the definition of a household and which has been deemed to be eligible for the non-household retail market in line with guidance issued by Ofwat.

## 3.2 How we charge

There are two ways we charge for the water services we provide:

- Metered
- Assessed volume

Whichever of these applies, the charges normally cover the following elements:

**Waste water** - This covers the cost of removing, treating and/or disposing of the used water from the property.

**Surface water drainage** - This covers the cost of draining rainwater from the property. If no rainwater from the property drains to the public sewer then customers will not have to pay this charge.

Our charge tariffs consist of both fixed and variable charges.

### 3.2.1 Fixed charges

Fixed charges cover the cost of taking away and treating rainwater from a non-household property and the adjoining highway. The fixed charges are based on the size of the supply pipe serving the property and the level of usage.

### 3.2.2 Variable charges

Variable charges are based on the consumption registered through the water meter fitted at the non-household property, multiplied by the relevant pence per cubic metre charge. The variable charge rate applied (pence per cubic metre) is determined by the annual volume of water used.

### 3.2.3 Assessed charges

For non-household properties where it has been impractical or infeasible to install a water meter we may base the variable charges on an assessment of the volume of water used. For further details please see Section 3.4.

### 3.3 Metered Non-Household charges

Metered 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 non-household users with a larger consumption there is an additional supplementary annual charge payable
- 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 1 & 2 in Section 6.

### 3.4 Assessed Non-Household charges

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 non-household 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 Non-Household assessed wastewater charges please refer to Tables 3, 4 & 5 in Section 6.

## 4.0 Surface Water Drainage Rebate

If a customer can show that their non-household property does not have any surface water draining to the public sewer, they will not have to pay the full fixed wastewater charge. Retailers should submit applications for an adjustment to us using [Market Code Form H/01](#), using the contact details on page 16. If the application is successful a reduced charge will apply and these are detailed in the relevant charge tables in Section 6.

## 5.0 Trade Effluent – General information

Trade effluent is anything that is not domestic sewage (toilet, bath or handwashing waste) or uncontaminated surface water and roof drainage (rainwater). Waste water discharges from hotels, pubs, restaurants, takeaways and caravan parks are not classed as trade effluent. They are, however, regulated under Section 111 of the Water Industry Act 1991. Premises found to be discharging fats, oils, greases and food scraps to sewer, which then cause blockages or prove injurious to the safe operation of our assets, can be prosecuted.

### Does a Non-Household customer need a consent for trade effluent?

We need to know if a Non-Household customer plans to discharge anything other than domestic waste into a drain which is connected to our public sewer. It is the customer's responsibility to obtain consent prior to commencing any trade effluent discharge.

It is a criminal offence under Section 118 (5) of the Water Industry Act to discharge any trade effluent to sewer without the consent of the Sewerage Undertaker. Non-Household customers may be subject to legal action if they discharge without consent.

If a non-household customer manufactures or processes materials such as chemicals, metal finishing, food and drink, or if they operate a small launderette or car wash, it is likely that they will need a trade effluent consent from Severn Trent Connect.

Short term discharges (e.g. contaminated groundwater from land remediation/building projects, flushing of central heating/cooling systems in commercial premises, etc.) are subject to temporary trade effluent authorisation.

Retailers will need to complete an application known as a Trade Effluent Notice and send this to us. To download the application form and find out more information please visit: <https://www.severntrentconnect.com/business-customers/your-services/trade-effluent/>

We will charge the Retailer a fee for processing new applications and for any changes to terms and conditions that we approve. The related charges are detailed in Section 10.

## 5.1 Trade Effluent - Basis of charge

To calculate the trade effluent charges we apply the industry standard Mogden Formula. This enables us to calculate the strength of the effluent in relation to the average sewage strength. We use this calculation to determine the relevant banding and then apply the associated unit tariff. The standard tariff formula is shown below, if you require any further information on how we calculate the charges please contact us.

### 5.1.1 Volume and strength charge - Standard tariff formula

The charge per cubic metre of trade effluent shall be derived from the formula -

$$R + V + \left( \frac{Ot}{Os} \right) B + \left( \frac{St}{Ss} \right) S$$

Where:

R = the amount shown in the Trade Effluent Charges Schedule. This is the average volume related wastewater charge for receiving into its public sewers and conveying one cubic metre of foul sewage to Severn Trent Connect's sewage treatment works;

V = the amount shown in the Trade Effluent Charges Schedule. This is the average charge by Severn Trent Connect for primary treatment of one cubic metre of foul sewage at Severn Trent Connect's sewage treatment works;

Ot = the Chemical Oxygen Demand of the trade effluent (in milligrammes per litre) after one hour of quiescent settlement or such other parameter as may be determined by Severn Trent Connect;

Os = the Chemical Oxygen Demand of average strength settled foul sewage (in milligrammes per litre) after one hour of quiescent settlement or such other parameter as determined at Severn Trent Connect's sewage treatment works;

B = the amount shown in the Trade Effluent Charges Schedule. This is the average charge by Severn Trent Connect for biological oxidation of one cubic metre of foul sewage at Severn Trent Connect's sewage treatment works;

St = the total suspended solids settleable in one hour from the trade effluent at pH 7.0 or at the pH of mixed sewage (in milligrammes per litre);

Ss = the total suspended solids removed from average strength foul sewage by settlement (in milligrammes per litre) in one hour at pH 7.0 or the pH of mixed sewage as determined by Severn Trent Connect;

S = the amount shown in the Trade Effluent Charges Schedule. This is the average charge by Severn Trent Connect, per cubic metre of sewage received, for treatment and disposal of sludge from Severn Trent Connect's sewage treatment works;

## 5.2 Who we will charge

Charges shall be payable by licensees providing retail services to customers discharging trade effluent as defined below:

- a. any person who makes a discharge of trade effluent in accordance with a trade effluent consent (whether directly or indirectly through any intermediate sewer or drain) to a public sewer or sewage treatment works at any time during the period to which this scheme relates; or
- b. any person to whom a trade effluent consent applies or has been given and, who at the time the trade effluent is or is authorised to be discharged described in (a) above, occupies the premises from which the discharge is made; or
- c. any person making a discharge of effluent, which is however not deemed a trade effluent to be received (whether directly or indirectly through any intermediate sewer or drain) to a public sewer or sewage treatment works at any time during the period to which this scheme relates.



## 6.0 Our 2018/19 Wholesale Wastewater Charges

### Wellesley, Aldershot

**Table 1 Non-Household variable charges – Metered**

Consumption (m3 per annum)	Volume charge (pence/m3)
0 - 500	80.79p
500-1,000	80.79p
1,000-5,000	80.79p
5,000-20,000	80.79p
20,000-50,000	80.79p
50,000-100,000	80.79p
100,000-250,000	64.68p
Over 250,000	64.68p

**Table 2 Non-Household fixed charges – Metered**

Pipe size (mm)	Wastewater	
	Full	Reduced
12/15	£38.82	£10.73
20/22	£111.27	£48.33
25/28	£198.94	£86.54
30/32/35	£310.22	£134.87
40/42	£446.22	£193.31
50/54	£792.38	£343.93
65	£1,239.72	£538.38
75/80	£1,783.72	£774.41
100	£3,171.81	£1,376.85

Pipe size (mm)	Wastewater	
	Full	Reduced
125	£4,955.54	£2,151.27
150	£7,136.02	£3,097.62
200	£12,686.13	£5,507.40
250	£19,821.03	£8,605.04
300	£28,542.94	£12,391.65

**Table 3 Non-Household Assessed consumption**

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

**Table 4 Non-Household Assessed volumetric charges**

Assessed usage (m <sup>3</sup> per annum)	Wastewater volumetric charge (pence/m <sup>3</sup> )
0-500	80.79p
500-1,000	80.79p
1,000-5,000	80.79p
5,000-20,000	80.79p

**Table 5 Non-Household Assessed fixed charges**

Pipe Size mm	Inches	Wastewater	
		Full	Reduced
Up to 15	Up to 0.50	£38.82	£10.73
20/22	0.75	£111.27	£48.33
25/28	1.00	£198.94	£86.54
30/32/35	1.25	£310.22	£134.87
40/42	1.50	£446.22	£193.31
50/54	2.00	£792.38	£343.93
75/80	3.00	£1,783.72	£774.41
100	4.00	£3,171.81	£1,376.85

## 7.0 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	>100,000m <sup>3</sup>	£16,108.95

## 8.0 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	£7.01 per annum
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## 9.0 Trade Effluent charges

### Wellesley, Aldershot

**Table A Trade Effluent fixed charges**

Discharge volume (m <sup>3</sup> per annum)	Fixed charge	Minimum charge
Tariff A: Small usage (0-500m <sup>3</sup> )	N/A	£120.26

**Table B Standard volume charges**

Description	Pence per m <sup>3</sup> or kg
Reception and conveyance (R)	13.65p/m <sup>3</sup>
Primary treatment (V)	15.67p/m <sup>3</sup>
Biological treatment (B)	45.15p/kg
Solids treatment (S)	57.24p/kg

**Table C Average strength factors used in Trade Effluent formula**

Chemical Oxygen demand	-Os	445mg/l
Settleable solids	-Ss	336ml/l

**Table D Standard strength discharges (mg/l)**

Standard strength premises	Value for Ot	Value for St
Launderettes	576	58
Car Washes	88	62
Dry Cleaners	30	7
Commercial swimming pools	120	108
Small / micro-brewery	1730	88

Concrete contaminated sites (batching plants, wheel washes on construction sites)	116	58
Laboratory glassware washing	308	34
Bus wash	621	92
Train wash	594	71
Contaminated surface water at waste transfer sites	638	81
Gasholder runoff	20	11

Standard strength discharges, shown in the table above, will be applied for charging purposes unless we determine that it is not a suitable basis of charge in specific circumstances or if the customer requests charging to be based on sample results.

#### Table E Miscellaneous Trade Effluent charges

Description	Charge
Minimum charge per annum or duration of consent, whichever is the shorter	£120.26
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	£2.43



## Table F Large volume user charges

Where a bill is more than £90576.53 at a single site charges will be based on our large user trade effluent tariffs.

Description	Charge
<b>Large volume annual supplementary charge (fixed)</b>	£18,115.21
<b>Charge per cubic metre or kilogram of trade effluent at standard strength</b>	
Reception and conveyance (R)	11.13p/m3
Primary treatment (V)	12.58p/m3
Biological treatment (B)	36.20p/kg
Solids treatment (S)	45.90p/kg

## 10.0 Non Primary Wholesale charges

Non-Primary service	Charge
<b>Verification of supply – Site inspection</b>	£70 for the first hour £30 for additional hours
<b>Verification of supply – Abortive visit</b>	Recovery of reasonable costs
<b>Non-cyclical meter read</b>	£30
<b>Information requests</b>	POA
<b>Trade Effluent</b>	
<b>Assessing applications for trade effluent consents</b>	
Application fee	£150.97
Sample fee (per sample)	£150.97
Sewerage modelling	POA
Abortive charge	£113.23
<b>Assessing variations to trade effluent consents</b>	
Application fee	£150.97
Sample fee (per sample)	£150.97

Sewerage modelling	POA
Abortive charge	£113.23
<b>Sampling and Analysis for trade effluent billing</b>	
Sample fee (per sample)	£150.97
Abortive charge	£113.23
<b>Monitoring trade effluent discharges</b>	
Sample fee (per sample)	£150.97
Abortive charge	£113.23

## 11.0 Contact us

You can contact us at:

Severn Trent Connect  
Severn Trent Centre  
2 St. Johns Street  
Coventry  
CV1 2LZ



0345 450 9549

8.30 am to 5.30 pm Monday to Friday and out of hours emergencies



[customer@severntrentconnect.com](mailto:customer@severntrentconnect.com)



[www.severntrentconnect.com](http://www.severntrentconnect.com)

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