

# SEVERN TRENT CONNECT

## WHOLESALE CHARGES 2019/20



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## 1.0 Introduction

Severn Trent Services (Water and Sewerage) Limited T/A Severn Trent Connect (ST Connect) is a licensed water and wastewater undertaker operating in the New Appointments and Variations (NAV) market in England.

This document contains ST Connect's Wholesale Charges Scheme (the Scheme) for 2019/20.

This scheme has been produced with reference to the wholesale charging rules set out by the Water Services Regulation Authority (Ofwat). The full text of the rules is available here: <https://www.ofwat.gov.uk/wp-content/uploads/2018/10/Wholesale-Charging-Rules-issued-by-OFWAT-under-sections-66E-and-117I-of-the-Water-Industries-Act-1991.pdf>

## 2.0 Scope

Since April 2017 eligible non-household premises have been able to choose their supplier of retail services for water and wastewater services. Eligible premises are defined in the guidance as set out by Ofwat. Further information can be found here:

<https://www.ofwat.gov.uk/publication/eligibility-guidance-whether-non-household-customers-england-wales-eligible-switch-retailer/>

This scheme sets out our wholesale charges for services to such non-household premises. The charges at point of use will be subject to Retail services charges as applied by regulated non-household retailers. Open Water provide a list of all retailer licences to provide services in England. Further information can be found here: <https://www.open-water.org.uk/for-customers/find-a-retailer/suppliers/english-water-and-wastewater-retailers/>

The scheme is applicable only to areas for which ST Connect is the appointed wholesaler for sewerage services; these are shown below:

- Wellesley, Aldershot
- Aurum Green, Basingstoke.

## 3.0 A Guide to Wholesale bills

### 3.1 Primary charges

Primary charges are the charges for the provision of services to enable removal and treatment of wastewater from premises. Primary charges are made up of volumetric and fixed charges. Further information of the definition of primary charges can be found here:

<https://www.mosl.co.uk/download-document/9366586159141339a022725c6c3cd880>

#### 3.1.1 Sewerage volumetric charge

The volumetric charge is calculated by reference to the consumption of water recorded through the water meter fitted to the premise, multiplied by the applicable volumetric rate (pounds per cubic meter), as set out in Section 7.0.

The calculation includes an allowance for the water delivered to the premise but is not discharged from the premise. Should a customer be able to demonstrate with reasonable evidence that the volume not discharged from the premise is greater than the allowance applied, ST Connect will consider reducing the volume used in the charge calculation.

#### 3.1.2 Sewerage fixed charge

For each premise a fixed annual charge will apply, this will be built up from charges relating to surface water drainage, highway drainage and foul drainage. The applicable charges are set out in Section 7.0.

Where customers can demonstrate with reasonable evidence their premise is not connected to the surface water sewer, the fixed charges relating to surface water drainage will not be applied.

### 3.2 Applying charges

Charges will become due upon receipt by the Licensee of an invoice from ST Connect, the invoice to be based upon the scheduled settlement reports issued by the Market Operator. Payment terms will be in accordance with the Wholesale – Retail contract signed between the Licensee and ST Connect. For the avoidance of doubt, where ST Connect fails to issue an invoice or the non-receipt of an invoice by the Licensee does not negate the responsibility of the Licensee to pay the due charges.

### 3.2.1 Sewerage charge

All premises within ST Connect's areas of appointment for sewerage services will be metered for water supply, such meters recording the supply of water to the premises will form the basis for the volumetric elements of the sewerage charges. Fixed sewerage charges will apply, including charges for surface water drainage, except where Licensees can demonstrate to the satisfaction of ST Connect their customers' premise(s) are disconnect from the surface water drainage network.

### 3.3 Non-primary charges

Non-primary charges are for services not directly associated with removing and treating sewage. A list of such charges is provided in Section 11.0, ST Connect reserve the right to make charges for services additional to those published in the table below.

### 3.4 Trade Effluent

Please see Section 6.0 for information on Trade effluent charging.

## 4.0 Wholesale – retail contract

Licensees wishing to provide retail services to eligible non-household customers with ST Connect's area of appointment, must first enter into a contract for wholesale services with ST Connect. Further information can be found on the Market Operator's website: <https://www.mosl.co.uk/market-codes/codes#collapse1c>

## 5.0 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](#). If the application is successful a reduced charge will apply and these are detailed in the relevant charge table in Section 7.0.

## 6.0 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

classified 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 10.0.

### **6.1 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.

### 6.1.1 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;

### 6.1.2 Who will we 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.



## 7.0 Our 2019/20 Wholesale Wastewater Charges

**Table 1 Non-Household variable charges**

Consumption (m3 per annum)	Volume charge (pence/m3)
0 - 500	84.83p
500-1,000	84.83p
1,000-5,000	84.83p
5,000-20,000	84.83p
20,000-50,000	84.83p
50,000-100,000	84.83p
100,000-250,000	67.91p
Over 250,000	67.91p

**Table 2 Non-Household fixed charges**

Pipe size (mm)	Wastewater	
	Full	Reduced
12/15	£40.77	£11.26
20/22	£116.83	£50.75
25/28	£208.89	£90.87
30/32/35	£325.73	£141.62
40/42	£468.53	£202.98
50/54	£832.00	£361.13
65	£1,301.71	£565.29
75/80	£1,872.91	£813.13
100	£3,330.40	£1,445.69
125	£5,203.32	£2,258.83

Pipe size (mm)	Wastewater	
	Full	Reduced
150	£7,492.82	£3,252.50
200	£13,320.44	£5,782.77
250	£20,812.08	£9,035.29
300	£29,970.09	£13,011.23

## 8.0 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>	£16,914.40

## 9.0 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	£7.36per annum
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## 10.0 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	£126.27

Table B Standard volume charges

Description	Pence per m <sup>3</sup> or kg
Reception and conveyance (R)	14.33p/m <sup>3</sup>
Primary treatment (V)	16.45p/m <sup>3</sup>
Biological treatment (B)	47.41p/kg
Solids treatment (S)	60.10p/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	£126.27
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	£2.55

**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
Large volume annual supplementary charge (fixed)	£19,020.97
<b>Charge per cubic metre or kilogram of trade effluent at standard strength</b>	
Reception and conveyance (R)	11.69p/m <sup>3</sup>
Primary treatment (V)	13.21p/m <sup>3</sup>
Biological treatment (B)	38.01p/kg
Solids treatment (S)	48.20p/kg

## 11.0 Non Primary Wholesale charges

Non-Primary service	Charge
Verification of supply – Site inspection	£73.50 for the first hour £31.50 for additional hours
Verification of supply – Abortive visit	Recovery of reasonable costs
Non-cyclical meter read	£31.50
Information requests	POA
Trade Effluent	
Assessing applications for trade effluent consents	
Application fee	£162

Sample fee (per sample)	£147
Sewerage modelling	POA
Abortive charge	£110
<b>Assessing variations to trade effluent consents</b>	
Application fee	£162
Sample fee (per sample)	£147
Sewerage modelling	POA
Abortive charge	£110
<b>Sampling and Analysis for trade effluent billing</b>	
Sample fee (per sample)	£147
Abortive charge	£110
<b>Monitoring trade effluent discharges</b>	
Sample fee (per sample)	£147
Abortive charge	£110
<b>Disconnection and reconnection of pipes</b>	POA - ST Connect will consider requests for disconnection and reconnection. Charges will reflect the costs for the activity (including overheads costs).
<b>New connections</b>	POA - Licensees may request additional connections to their customers' premises. Connections will be made subject to sufficient capacity on ST Connect's network(s). Infrastructure charges may also apply.

## 12.0 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)

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

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Registered Office: Severn Trent Centre, 2 St John's Street, Coventry, CV1 2LZ

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

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