

Charges Scheme
2020/2021

Household



Charges schemes

United Utilities Water Limited has published four charges schemes for 2020/2021 charging year. They include the charges to be paid for services provided by us in the course of carrying out our function as a water and sewerage undertaker. Below are details of all the schemes published by us.

This scheme is

Household charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2020, chargeable to household customers

The others are

Wholesale water charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2020 for wholesale water services

Wholesale sewerage charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2020 for wholesale sewerage services

New connections and developer services charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2020, for water supply and sewerage connections and developer services

All of the charges schemes shown above, and our **Charges statement for New Appointments & Variations** are available to download from our website; [unitedutilities.com](https://www.unitedutilities.com)

United Utilities Water Limited - regional map



HOUSEHOLD CHARGES SCHEME 2020/2021

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1. INTRODUCTION

1.1 Charges scheme

<i>Applicable period of this charges scheme</i>	This charges scheme is made by United Utilities Water Limited under section 143 of the Act for household customers, for the period 1 April 2020 to 31 March 2021. It fixes the charges to be paid by household customers for services provided by us for domestic purposes in the course of carrying out our function as a water and sewerage undertaker
<i>Charges scheme compliance</i>	This charges scheme and the charges in section 8 of this scheme comply with the requirements of our Instrument of Appointment.
<i>Miscellaneous charges</i>	Certain miscellaneous charges shown throughout this scheme and in section 8 are listed for information.
<i>Instrument of Appointment obligations</i>	We are required to set charges that do not show undue preference to, or discriminate unduly against, any class of customers or potential customers and that the overall level of our charges does not exceed the price limit as set by Ofwat.
<i>Water supply and sewerage area</i>	Under our Instrument of Appointment (as updated), our original water supply and sewerage area excludes areas of Appointment for other water and sewerage undertakers.

1.2 Amount of charges

Standard charges The amount or value of each standard charge made under this scheme is detailed throughout and in section 8. Where any service is not provided for in this scheme, we may fix an appropriate charge.

1.3 Billing period

Billing period A billing period is the period covered by a bill and in the case of customers with a water meter is the period between meter readings (or estimation of consumption). A billing period may cross two or more charging years, for example the current charging year and the previous charging year.

1.4 Value Added Tax (VAT)

VAT Liability Measured and unmeasured water supply charges for household premises are zero-rated.

Measured and unmeasured sewerage and sewage disposal charges are also zero-rated.

Charges for mixed use premises and our other services will have VAT applied at the appropriate rate.

This is not a definitive description of the liability of charges to VAT and is subject to changes to the Value Added Tax Act 1994 and HM Revenue and Customs' policy.

2. GENERAL

2.1 Liability for charges

Liability for charges

Charges will be made where services are provided to a premises.

All occupiers of a premises are jointly and severally liable for charges. Occupiers of premises are liable for charges except where another person, other than a billing agent, has agreed with us to accept responsibility. Exceptions include some accommodation where the occupation of the tenants is temporary. In these cases the landlord will usually be charged as the occupier.

You must inform us of any changes that may affect your charges.

Landlord Responsibility

Section 144C of the 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.

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.

Requirements of third party billing agents

If you take on the services of a third party to act as your billing agent, we will require written authority from you, which can be sent to us by you or your billing agent, before making and recovering charges through your billing agent. For any additional dealings between us and your billing agent the authority must have been signed and dated within the previous 12 month period. The involvement of a billing agent does not affect your liability for charges.

Liability for an unmeasured supply

If you have an unmeasured water supply you are liable for water services charges where your property benefits from a supply of water from us, until you give us notice that the supply should be disconnected.

Liability for a measured supply

If you have a measured water supply you are liable for water services charges until either:

- (i) you leave the premises having given us an up to date meter reading; or
- (ii) you request that the supply is disconnected; or
- (iii) where the water meter serves more than one premises the person who accepted responsibility for payment of the charges gives a reasonable period of notice to end the agreement.

<i>Charges for vacant premises</i>	<p>If premises without a water meter are vacant and do not receive services from us no charges are payable.</p> <p>If premises with a water meter are vacant and receive no services from us, we will not charge for water services unless consumption is recorded on the water meter.</p> <p>Where consumption is recorded at a premises with a water meter that is, or has been unoccupied, the owner is liable for the charges. If the consumption is due to a leak the owner is responsible for repairing this leak and applying for a one-off leak allowance from us. The owner of the property will remain liable for the charges until the leak is repaired (see 3.3.8). Alternatively, the owner can contact us to request a temporary disconnection until the property is occupied.</p>
<i>Sole occupier deceased</i>	Where we are notified that a sole occupier has passed away, no charges are payable from the date of death if this is within the current charging year. If this is within a previous charging year, no charges will be payable up to a maximum of two years before the date of notification.
<i>Sole occupier hospitalised or residential care</i>	Where we are notified that a sole occupier is hospitalised or goes into residential care for three months or more, we will not charge for water services during their period of absence from the date they leave the property if this is within the current charging year. If this is within a previous charging year, no charges will be payable up to a maximum of two years before the date of notification.
<i>Sole occupier imprisonment</i>	Where we are notified that a sole occupier is imprisoned for three months or more, we will not charge for water services charges during their period of absence from the date they leave the property if this is within the current charging year. If this is within a previous charging year, no charges will be payable up to a maximum of two years before the date of notification.
<i>More than one premises</i>	We reserve the right to apply the following arrangement where a single metered water supply serves more than one premises. Where the size of, and water use at all but one of those premises is, in our opinion, insignificant in relation to the total served under such an arrangement, we may regard the occupier of that one set of premises as the occupier of all the premises served.

2.2 Timing of payment

<i>Payment date</i>	All charges are payable as stated on your bill. If you do not pay on time it will result in debt recovery action and you may need to pay additional costs because of this.
<i>Payment options</i>	Unmeasured charges are due in advance, (unless alternative arrangements are agreed with you) and can be paid annually, half yearly, quarterly or by instalments. If you choose to pay by instalments and you

do not pay on time then all outstanding charges on your account become due immediately.

Measured charges are payable in line with your meter reading frequency, (unless alternative arrangements are agreed with you) (see 3.3.3). We may allow you to pay your charges on a payment plan – monthly, quarterly or half yearly.

You may choose to pay weekly or fortnightly if this is more affordable for you.

Charges when a formal insolvency procedure occurs

Charges will be apportioned on a daily basis if you enter into any formal insolvency procedure.

Any apportioned charges after the insolvency date will be payable by the occupier of the premises in question and fall due on the next day of occupation after the insolvency date. Any such apportioned charges will not fall within the insolvency procedure. The charges will be calculated according to the basis of charge that was applicable on the insolvency date.

Other water companies

If your sewerage charges are collected by another water company on our behalf the charges will be payable on the date stated by them.

2.3 Priority services

Priority services is a free service designed to help customers who may need additional help and support and where we may need to respond differently to meet customer needs.

There are many services available, from nominee schemes where you can register others to act on your behalf, discounted tariffs, braille and large print facilities, language facilities and knock and wait schemes for those with limited mobility, through to bottled water delivery in the event of extreme incidents to name some of the features.

You can go on line to find out more about the service and to register at:

unitedutilities.com/Priorityservices

2.4 Discount for direct debit payers

You will receive an annual discount of **£5.00** if you choose to pay by direct debit, except if you have a group billing arrangement with us (see 2.8) or receive an owners allowance (see 2.9). The discount will be applied to your first instalment.

Application or removal of discount – measured customers

If you have a water meter and a payment plan, the discount will be applied annually when the payment plan is reviewed.

We will remove the discount if you fail to keep up with your direct debit payments.

2.5 Discount for paying water services charges via a registered social housing landlord or local authority

You will receive an annual discount of **£10.00** if you pay your water services charges via your registered social housing landlord or local authority.

You will receive the discount for each year that you continue paying by this method.

If you pay by direct debit you will also be entitled to receive an annual direct debit discount from us.

2.6 Help with lowering your bill

We operate three schemes intended to help our customers who are having difficulty paying their water services charges.

If you or a person living with you (“the qualifying person”) meet the eligibility criteria and conditions detailed on our website you may be eligible for assistance with your charges. Further details, including full eligibility criteria can be found at:

unitedutilities.com/difficulty-paying-bill

If you are eligible for any of these schemes, you will still be entitled to a discount if you pay by direct debit. If you were previously billed on a measured basis we will keep reading your water meter and if your charges are higher than you would have paid based on your meter readings, we will charge you the lower amount.

2.6.1 WaterSure

WaterSure is a scheme intended to help customers with a water meter or who pay an assessed charge (see 3.5.5) that have low income and use higher than average amounts of water due to a large family or medical conditions.

Our scheme allows eligible customers to pay a charge based on our average annual household charges.

The eligibility criteria for this scheme is defined in the Water Industry (Charges) (Vulnerable Groups) (Consolidation) Regulations 2015. You can find details on our website: **unitedutilities.com/difficulty-paying-bill**

Basis of charge

If you are eligible for the scheme, your charges will be based on the average annual charge for household customers as shown in the table below.

	Water per year	Sewerage per year	Total per year
Average household charge	£196.65	£223.19	£419.84

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge will be **£152.82**.

Your entitlement begins at the start of the billing period in which you successfully apply. Where you are no longer eligible, your period of entitlement ends at the end of the billing period in which this occurs.

2.6.2 Help to pay scheme

The **help to pay** scheme has been developed by us to help certain household customers to pay their water services charges, where they are entitled to receive Pension Credit and meet the eligibility criteria detailed on the website.

We reserve the right to manage the overall numbers on the scheme at any given time during the charging year.

Basis of charge

Where the qualifying person is the only adult living at a premises, the tier one **help to pay** charge will apply. For other households with a qualifying person, the tier two **help to pay** charge will apply.

If you do not have a water meter and your application is successful, your charges will be based on the help to pay scheme (see table below), and this will take effect no later than the date you applied.

	Water per year	Sewerage per year	Total per year
Tier 1	£122.40	£132.60	£255.00
Tier 2	£172.80	£187.20	£360.00

If you have a water meter and your application is successful, your charges will be based on the help to pay scheme (see table above) from the date of your last meter reading.

2.6.3 Support tariff (also known as Back on Track)

The **Support tariff** is a scheme designed by us to help customers on low income who are struggling to pay their water services charges. The scheme is available to customers who are in arrears with their water services charges, and in receipt of certain eligible benefits.

Full details of the scheme and eligibility criteria can be found at:

unitedutilities.com/difficulty-paying-bill

Basis of charge

If your application is successful, your charges will be based on the **Support tariff** band relevant to your ability to pay, this will take effect no later than the date you applied, as shown in the following table.

	Water per year	Sewerage per year	Total per year
Band 1	£57.60	£62.40	£120.00
Band 2	£95.04	£102.96	£198.00
Band 3	£123.84	£134.16	£258.00
Band 4	£167.04	£180.96	£348.00
Band 5	£190.08	£205.92	£396.00
Band 6	£230.40	£249.60	£480.00

You must complete our income assessment for the income of those living at the premises to support your application. We may verify this information with your registered Jobcentre Plus.

2.6.4 Application

You can apply for any of the schemes described above using our struggling to pay form. You can call us on Freephone **0800 072 6765** to complete over the phone or request a form. You can also complete the form on-line at: unitedutilities.com/difficulty-paying-bill

You can ask for assistance from a debt advice agency, such as The Citizens Advice Bureau, to help you complete our struggling to pay form.

2.6.5 Evidence of eligibility

*Right to assess
eligibility*

We may contact you to ask you to provide evidence that you meet or continue to meet the eligibility requirements. If you are asked but do not provide evidence, inclusion on the scheme may be withdrawn.

2.6.6 Changes in eligibility and renewal of application

You must tell us if there is a change in circumstances that could affect your eligibility.

We will notify you if you need to renew your application.

2.7 Billing adjustments

Adjustments to charges

Any adjustment to charges will normally be applied from the start of the charging year in which we are notified of a change of circumstances. If the change of circumstances happens within the current charging year, then the adjustment will be applied from that date.

Whilst we make every effort to make sure that all bills for charges are correct, in the case of error we reserve the right to make retrospective adjustments. This will always happen if the adjustment is in your 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.

Right to make retrospective adjustment

We reserve the right to make retrospective adjustments where you prevent or refuse access to install, exchange or read the water meter, or you provide incorrect information or withhold information that may affect your charges.

2.8 Group billing arrangements

We may agree to group billing arrangements for owners of multiple premises.

2.9 Owners allowance

An annual allowance of 3.5% is available to owners of premises who, by agreement with us, undertake to pay water services charges for one or more tenanted household premises. To qualify for the allowance, payment must be made as stated on your bill.

3. WATER SUPPLY CHARGES

Liability for water supply charges

3.1 Liability for charges

You are liable for charges if premises are occupied or there is evidence of consumption, or you benefit from a supply of water made available to you.

3.2 Unmeasured water supply charges

Structure of unmeasured water charges

3.2.1 Basis of charge

Charges for an unmeasured water supply for domestic purposes are made up of two parts:

- a standing charge; and
- a fixed charge per £ of the charging value of the premises.

Standing charge per year	Charge per £CV
£65.06	£1.078

If there is no charging value (CV) or we consider the charging value is no longer relevant, we will either require a water meter to be installed or apply an assessed charge.

Permanent disconnection

3.2.2 Permanent disconnection

No charge will be made if you ask us to permanently disconnect your water supply.

Temporary disconnection of a water supply

3.2.3 Temporary disconnection

You may request that a water supply is temporarily disconnected provided the premises has a separate service pipe and this can be done without affecting other customers. We reserve the right to make a charge for the disconnection and any subsequent reconnection of the same supply (see 8 B.4).

3.2.4 Reconnection following disconnection for non-compliance with the Fittings Regulations

Where a water supply has been disconnected for non-compliance with the Fittings Regulations and you request reconnection, we reserve the right to charge you for reconnection (see 8 B.4.1).

3.2.5 Animal troughs

Charges for animal troughs

A standing charge of **£150.40** is payable for each trough where the water used is not metered. An animal trough with a meter will be charged using our standard measured tariff (see 3.3.9).

3.3 Measured water supply charges

3.3.1 Basis of measured charges

Measured water charges

Water for domestic purposes, supplied through a water meter is charged on our standard measured tariff (see 3.3.9).

3.3.2 Water meter installation

Position of water meter

Water meters and any associated equipment will be positioned in accordance with the Meters Regulations and must record the total use of water used by you. The water meter will usually be sited inside your premises but may be outside if this is necessary for operational or access reasons. You can request an alternative location providing it is accepted by us and you meet any additional costs (see 3.3.5 and 3.5.3).

Metering of communal water facilities

If you have the right of use of communal water facilities, these facilities may need to be charged for separately to enable you to have your own water meter installed.

We may, at our discretion, exclude a bib tap or other installation where it is clear that use is likely to be minimal from communal water facilities for the purpose of this paragraph.

Tampering with water meters

It is an offence to tamper with or remove a water meter without our permission (see section 175 and 176 of the Act). We may give you permission to relocate your water meter provided certain conditions are met (see 3.3.5).

3.3.3 Water meter reading

The meter reading is evidence of consumption.

Meter reading frequency

We will read your water meter at specific intervals throughout the year, normally these times are determined by us; however we do offer a number of alternatives for those customers who are able to read their own meters. You can enter your meter reading using our [MyAccount](#) portal, the United Utilities app or you can submit your meter reading electronically or by calling our automated line. We will then raise a bill which will be based on your actual usage. Where a customer does not read their own meter, we reserve the right to attempt to read more frequently if we deem this necessary.

We reserve the right to restrict the number of bills that are raised in a year. This is outlined in the frequently asked questions section of our website.

Estimated bills Where no meter reading has been obtained, we will estimate usage based on previous consumption (or assumed usage for any period prior to meter installation or where there is no record of previous consumption). If a water meter stops recording consumption or fails to register correctly, we will estimate usage based on the most reliable data available. Estimates may be adjusted later if necessary.

Apportionment of charges between charging years Charges will be billed on a pro-rata basis, using the applicable tariff for the current and previous charging year for the first meter reading taken after 1 April.

3.3.4 Water meter testing

Accuracy of meters You can ask us to test the water meter in accordance with regulation 6 of the Meters Regulations, using the application form available on our website. The water meter will always be removed from the premises for testing, to ensure accuracy. A charge for the test of **£70.00** (plus VAT at the standard rate) is payable by you if it shows that the accuracy of the water meter falls within the prescribed limits of error. No charge is payable if the meter accuracy is outside the prescribed limits of error.

If the test shows the water meter is registering incorrectly, we will adjust your charges in accordance with regulations 8 & 9 of the Meters Regulations. Where the water meter has registered less than the volume of water supplied to the house the adjustment is limited to six months before the last meter reading that brought the matter to our attention.

Relocation of a water meter

3.3.5 Change in water meter position

We will allow you to relocate a water meter from one internal location to another internal location, provided that the work meets our requirements and it is inspected by us. A charge is payable for the inspection.

If you have a physical disability and are registered for our Priority Services , we will not charge for relocating a water meter from an external location to an internal one but all other meter location requests will be charged as set out in the following table:

Meter location From	Meter location To	Survey fee	Relocation fee	Inspection fee
Internal	New internal position (relocated by your plumber)	N/a	N/a	£61.20
Internal or external	New internal position (relocated by us)	£61.20	£208.69	N/a
External	New external location at property boundary (must be relocated by us)	£61.20	£545.69	N/a
Internal	New external location in boundary box (must be relocated by us)	£61.20	£442.70	N/a
Internal	New external location in an existing boundary box (must be relocated by us)	£61.20	£171.95	N/a

3.3.6 Access to the water meter

Access to the water meter

You must allow us access to the water meter at all reasonable times. If you fail to allow us reasonable access to read or maintain a water meter it may result in legal proceedings (see sections 162 & 172 of the Act) and you may be liable for any costs incurred by us, including associated legal costs.

3.3.7 Responsibility for metered charges

Responsibility for water registered on the water meter

You are responsible for paying charges for all water registered on the water meter. No allowance will be given against water charges for water lost due to a leak except in defined circumstances (see 3.3.8).

3.3.8 Leakage allowances

Leakage allowance if you have a water meter

We operate a leakage code of practice for customers occupying domestic premises. Under this code if you have a water meter you can claim an allowance for water lost due to a leak on your internal pipework or your outside supply pipe provided certain conditions (as detailed in our leakage code of practice) are met.

Full details of our leakage code of practice can be found in our leaflet which can be found at: unitedutilities.com/leaflets

If your claim is successful and we agree to adjust your water charges we will also adjust your sewerage volumetric charges. We will only adjust your water charges once for a leak on internal pipework and once for a leak on your outside supply pipe.

Sewerage allowances for subsequent leaks

For subsequent leaks, further allowances may be granted for sewerage volumetric charges if the water did not return to the public sewer provided the same conditions are met.

3.3.9 Standard measured tariff

Standard measured water charges

The charges for water for domestic purposes are made up of two parts:

- a charge per cubic metre of water used; and
- a standing charge for the water meter.

Standing charge per year	Volumetric charge per m3
£25.96	£1.828

Note: Assumes a 15mm diameter water meter is installed.

Standing charges – household

We consider a 15mm water meter is adequate for household premises (except where a common water meter is installed see 3.4.3) and will normally insist that this size water meter is installed.

3.3.10 Charging for water used for fire-fighting purposes

Water used for fire fighting

In accordance with section 147 of the Act, where we receive a valid application, no charge is made for water used for fire-fighting purposes, for the testing of apparatus installed or equipment used for extinguishing fires or for the purpose of training persons for fire-fighting.

3.3.11 Replacement of service pipe

Replacement of service pipe

We operate a scheme to replace lead service pipes free of charge (see B.8). Where you ask us to re-join your service pipe (up to 32mm) to our communication pipe, and neither your pipework nor ours is lead there will be a charge for this service (section B.9).

3.4 Compulsory water metering

3.4.1 Categories of premises

Categories of premises to be compulsorily metered

We will usually require the following categories of premises to be metered:

- premises built on or after 1 April 1990, including flats (which should normally be separately metered) and including premises which were previously non-household premises and which have been converted to household premises on or after 1 April 1990;
- premises which have been split or merged into a different number of premises or substantially altered, except premises where the occupier has received an unmeasured bill for those premises;

- premises which do not have a charging value (except premises where the occupier has previously received an unmeasured bill for those premises);
- premises where there is likely to be high water use (as defined by Regulation 2(b) of the Water Industry (Prescribed Conditions) Regulations 1999), where a household customer:
 - (i) uses an automatic watering device (such as a garden sprinkler);
 - (ii) automatically fills a swimming pool or pond with a capacity greater than 10,000 litres;
 - (iii) has a bath with a capacity (measured to the centre line of overflow) greater than 230 litres;
 - (iv) has a shower unit of a type specified in paragraph 4(c) of the Table in regulation 5 of the Fittings Regulations;(v) uses a unit which incorporates reverse osmosis.
- premises where there is a new occupier, provided that an unmeasured bill has not already been sent to that occupier;
- household premises where water is used for business purposes e.g. the filling of storage tankers to facilitate drain cleaning and wheelie bin washing;
- caravan sites and similar premises;
- animal troughs (or the supplies which feed those troughs); and
- premises or parts of premises containing communal water facilities (e.g. a communal laundry in a block of flats).

Responsibility for cost of meter installation

The cost of installing a water meter to a new water supply connection will be payable by the person requesting the supply (see section 148 of the Act). In all other cases, if we require a supply to be metered, we will fit a water meter free of charge and you will not be allowed to revert to an unmeasured basis of charge.

Obstruction of installation of a meter

For premises of a type listed above, where you obstruct or delay installation, replacement or maintenance of a meter, we reserve the right to apply the assessed volume charge for larger property (see 3.5.5 and 4.3) until the work is carried out.

Transfer to our water supply network

If you transfer from a private water supply to a water supply provided by us, we may, having regard to the provisions above, charge for water based on the rateable value of the premises, where one exists.

3.4.2 New premises

Metering of new premises

Subject to 3.4.3, all new premises must be capable of being separately metered and we may require you to meet the conditions set out in sections 47(2) and 64(3) of the Act before the connection is made, and recover costs as set out in section 45(6).

3.4.3 Common water metering arrangement for household premises

Common metering arrangements

We may allow a group of individual household premises (typically an apartment block), to be supplied through a common water meter (see 3.4.2), provided that:

- the owner, landlord or management company enters an agreement with us to pay all water services charges (including charges for surface water drainage and highway drainage services for periods of non-occupation) for the premises included in the group;
- the location of the common water meter is agreed with us;
- the plumbing arrangements for the premises included in the group are configured so that individual water meters, in accessible locations in communal areas, can easily be added if the agreement terminates for any reason in the future;
- in the event of difficulties with payment, or if the owner, landlord or management company defaults in payment, we reserve the right to terminate the agreement and apply and enforce individual charging. Where individual charging is enforced, you become liable for charges from the date you are informed by us of the date of termination of the agreement with the owner, landlord or management company;
- in circumstances where the agreement is terminated and where it is not reasonably practicable to install individual water meters or until it is practicable to do so, an annual assessed charge will be payable by each occupier (see 3.5.5 and 4.3).

We reserve the right to refuse an application for a common meter if any of these conditions are not met.

Upon an application for a common metering arrangement we will request information from a Credit Reference Agency (see 7.6). We may at our discretion, refuse an application based on this information.

3.4.4 Alterations to premises

Requirements relating to

Unless agreed with us in advance, any alterations to existing premises resulting in the creation of additional premises or merging of existing premises must be made so that each of the premises is separately

alterations to premises connected to our water main and capable of being separately metered. The costs of appropriate alterations to the pipework will be payable by you. In default, we may require you to meet the conditions set out in sections 47(2) and 64(3) of the Act before the connection is made and recover costs as set out in section 45(6). A charging value or assessed charge (see 3.5.5) may be applied if metering is not practicable, or until a water meter can be installed.

Illegal connections In cases of illegal connection, we may pursue all appropriate criminal and civil remedies.

3.5 Optional water metering

3.5.1 Application for a free water meter installation

Application for a free water meter installation If you receive an unmeasured water supply from us you may apply to be charged by volume and have a water meter installed free of charge. You can request a free water meter by applying via our website, by telephoning us or by completing and returning our application form.

Lowest Bill Guarantee pilot scheme **Lowest Bill Guarantee** is a pilot scheme designed by us to help you find out if you could save money with a water meter.

If you choose to apply for a free water meter as part of the **Lowest Bill Guarantee** pilot scheme, we guarantee that if your charges based on your new meter are higher than your unmeasured charges would have been, you will be charged the lower amount (subject to fair usage policy).

The trial will run for two years from the date of meter installation. At the end of the two year period you will be offered the choice to move to the standard measured tariff, revert to an unmeasured basis of charge, or move to any other household tariff for which you are eligible.

You may choose to revert to an unmeasured basis of charge at any time during the trial period. The water meter will remain in place.

3.5.2 Circumstances where an application will not be actioned

Circumstances where a water meter cannot be installed We will **not** install a water meter as requested in 3.5.1 if:

- more than one metre of pipework requires alteration;
- more than one water meter is needed;
- the plumbing does not comply with the Fittings Regulations or access to the premises is denied;
- alterations, which make metering impracticable, have taken place without our agreement (see 3.4.4);

- an agreement cannot be reached for the responsibility and liability for payment of the water services charges for any premises with communal water facilities that we determine requires separate metering (see 3.5.12); or
- the expense of metering would, in our opinion, be unreasonable (see 3.5.14).

unless in our view the circumstances are exceptional.

3.5.3 Water meter position

Position of water meter

We will determine the position of the water meter and any associated equipment in accordance with 3.3.2. It will normally be sited internally but may be external for operational requirements. Installation is at our expense except where you request that the water meter be installed in a different position from that specified by us, in which case you will pay an installation charge of **£198.53** plus VAT at the standard rate for the difference in cost.

3.5.4 Standard of service and allowance for failure to install a water meter on time

Timescales for installing water meters

We will install a water meter and start charging based on volume used within eight weeks of your application.

Allowance for failure to install on time

If we fail to do so, we will normally allow you **£5.00** for each subsequent week's delay, until the water meter has been installed or you have been notified that a water meter cannot be installed. We will not make an allowance where the delay is wholly or partially caused by your failure to carry out any necessary plumbing alterations or to provide access to the premises. Unmeasured charging will in any event continue until the water meter is installed.

The allowance will show on your first measured bill.

3.5.5 Assessed charge for water services where a water meter cannot be installed

Assessed charge for water services where a meter cannot be installed

Where a water meter has not been installed because:

- one or more of the reasons in 3.5.2 apply (except that relating to non-compliance with the Fittings Regulations); and
- a shared water meter cannot be installed (see 3.5.12).

You will be charged based on an assessed charge for water services instead of a charge based on the charging value of your premises. However if your current charges based on the charging value of your premises are less than the annual assessed charge for water services,

we will continue to charge you based on the charging value of your premises. The assessed charge is a fixed annual charge shown in the following table, and will depend on the occupancy and nature of the premises.

Type of premises

Single person household (not applicable to any property with a swimming pool larger than 10,000 litres)	£94.85
Detached (includes houses, link detached and detached bungalows)*	£239.70
Semi-detached (includes houses and semi-detached bungalows)*	£216.17
Other household premises (includes flats and terraced houses)*	£158.14
Larger property – a property which either: <ul style="list-style-type: none"> • has a swimming pool (larger than 10,000 litres) or; • has a building footprint larger than 250m² in area (including any annex buildings), and has six or more bedrooms 	£449.79
*excludes properties which meet the larger property criteria	

For details of the assessed charge for sewerage services see 4.3.

Charges based on an assessed charge for water services will apply from the date it is determined that metering is not practicable.

Assessed charge for water services for a single person household

Where an assessed charge is based upon the premises being a single person household, it is your responsibility to inform us immediately if this is no longer the case. You may be required to provide us with reasonable evidence to demonstrate that you are eligible for this charge. Where an occupier vacates premises which are charged based on the single person household charge, we will change to the applicable property type as described above for charging purposes until we are notified it is occupied again as a single person household.

Change of occupation

When an occupier vacates premises where an assessed charge is applied for water services, the property will be reverted to charges related to the charging value where one exists.

The new occupier will be entitled to apply for a water meter (see 3.5.1).

3.5.6 Revocation of application

Reversion to unmeasured charges at your request

You can revoke your application at any time before the end of a period of up to two years from the date the water meter was installed. Reversions will only be allowed strictly in accordance with our policy. You can either call or write to us to ask for this.

3.5.7 Limitation on revocation

Limit on reversion to unmeasured charges

An application cannot be revoked where;

- there has been a previous revocation for the premises or;
- where no person remains in occupation of the premises from when the application for a water meter was made or;
- the high water use conditions of the compulsory metering categories apply (see 3.4.1).

3.5.8 Procedure following revocation

Date of reversion to unmeasured charges

Where a valid notice of revocation is received, the water meter will remain in place. Charges will revert to an unmeasured basis from the date of the last meter reading (if within the previous 28 days), or (if there has been no such reading) from the date you provide a satisfactory reading at our request, or failing this the date we take a special reading of the water meter.

3.5.9 Continuation of measured charging under a previous meter option

Requirement to continue paying based on volume

Where premises are charged by volume as the result of a water meter option under a charges scheme prior to 1 April 2000, you will be required to continue to pay charges based on volume.

3.5.10 Continuance of measured charging following change of occupancy

Requirement to pay measured charges on change of occupier

Where there is a change of occupancy at premises where a water meter has been installed, you will be required to pay charges by volume, except where you have received an unmeasured bill for those premises. This also applies where an application has been revoked.

3.5.11 Premises metered under a previous meter option scheme where not all consumption is measured

Requirements for metered premises where not all consumption measured

Where it is found that a water meter has been installed as a result of:

- an application under a meter option scheme prior to 1 April 2000; or
- an application made after 31 March 2000

but that water meter does not measure the total consumption of water at the premises (including any communal water facilities see 3.3.2), we may, at our discretion:

- require the water meter to be moved so that it measures the total consumption of water used at the premises; or
- for premises that are the whole or part of a building that has different parts that are in different occupancies and where the requirements of 3.5.12 are satisfied, we will install a water meter so that it measures total consumption of water used at the premises; or
- require a water meter to be installed so that it measures the total consumption of water used by any communal water facilities.

Where none of these options are practicable, or an agreement cannot be reached for the responsibility and liability for payment of the water services charges for any communal water facilities, we will require you to change back to an unmeasured basis of charge and will offer you either an assessed charge (see 3.5.5 and 4.3) or a charging value where one exists.

3.5.12 Premises served by a common supply pipe

Common metering and billing arrangements

Where an application is served for premises which are the whole or part of a building of which different parts are occupied by different persons, we may install a water meter of the appropriate size and begin charging by reference to volume providing:

- there is agreement from all occupiers;
- where the water meter is larger than 22mm a party acting on behalf of all the occupiers may be required to pay the cost of meter installation; and
- that party agrees with each of the occupiers appropriate arrangements for the recovery of due proportions of the water services charges (including charges for surface water drainage and

highway drainage services for periods of non-occupation) and also agrees with us to pay the water services charges; and

- if that party terminates the agreement after the end of a period of 12 months from the date on which measured charges began, and no other party is prepared to agree to pay the water services charges, either an annual assessed charge (see 3.5.5 and 4.3) or a charge based on the charging value of the individual premises where one exists, will be payable by each occupier.

3.5.13 Common water meter serving a number of household premises

Charging requirements for a common meter

Where a common water meter serves a number of household premises and there is no agreement over liability for payment of the water services charges, we will require individual metering or where water meters cannot be installed, apply either an assessed charge (see 3.5.5 and 4.3) for each premises or a charge based on the charging value of the individual premises where one exists.

We will normally apply an assessed charge except where an occupier of premises with a charging value requests to be charged based on that value.

3.5.14 Disputes relating to water meter installation

Right of appeal

Any dispute regarding our refusal to install a water meter may be referred to the Water Services Regulation Authority (Ofwat) for determination (see section 144A(4) of the Act). The address is: **Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.**

3.6 Other water supply charges

3.6.1 Charges for water used for improvements to existing premises

Charges for water used for improvements to existing premises

In the case of improvements to existing premises that are unoccupied, full charges continue to be due at the appropriate standard measured or unmeasured rate where services are provided to the property.

Charges for inspection of plumbing work

3.6.2 Inspection of plumbing work

Where an inspection is required at premises to confirm that plumbing works comply with the Fittings Regulations, there is no charge for initial inspections. If works do not comply with the Regulations, we reserve the right to make a charge for each necessary re-inspection visit.

We reserve the right to make a charge where you request a visit from us to:

- locate a stop tap or stop valve for work on private pipework; or
- provide advice about or assistance with private pipework; or
- carry out a pressure/flow test.

Defective fittings notice

3.6.3 Defective fittings

Under sections 73 to 75 of the Act we have a duty to enforce the Fittings Regulations and have power to take steps to prevent contamination, waste and misuse of water, you may be charged any costs associated with this work. We will serve a defective fittings notice on any premises for the repair of or disconnection of any apparatus found to be defective (including underground supply pipes).

Where a repair or disconnection of apparatus is not made within the timescales we specify, the repair or disconnection will be carried out by us and you will be charged the cost of the work.

Where necessary, we may disconnect the supply under section 75 of the Act. Where this is the case, we reserve the right to recover any costs from you.

Concessionary supplies

3.7 Concessionary supplies

If you have a concessionary supply of water which becomes connected to a supply of water for domestic purposes from us, you will be charged in accordance with this charges scheme. We may phase the application of such charges over a period of time determined by us.

4. SEWERAGE SERVICES

4.1 Liability for charges

Liability for sewerage charges

You are liable for payment of sewerage charges for premises which are physically connected or drained by a sewer or drain connecting, either directly or through an intermediate sewer or drain, with a public sewer provided for foul or surface water or both; or where you have the benefit of facilities that drain to a public sewer (see section 144(1)(b) of the Act).

Charges for access to other premises or receiving the benefit of facilities

Sewerage charges for surface water drainage and highway drainage services are payable where premises are not occupied but continue to receive the benefit of services or there is evidence of consumption (see 2.1) or the water supply has been temporarily disconnected (see 3.2.3).

If you have access to other premises or you receive the benefit of facilities that drain to a public sewer, charges will be made as appropriate in accordance with the relevant sections below (see 4.2 and 4.4).

4.2 Unmeasured sewerage charges

Unmeasured sewerage charges

If your premises do not have a water meter, sewerage charges are based on the charging value for your premises as shown in the table below:

	Foul drainage charge per £CV	Surface water drainage charge per £CV	Highway drainage charge per £CV	Total charge per £CV
All services	£1.017	£0.478	£0.207	£1.702
No surface water drainage	£1.017	N/a	£0.207	£1.224
Surface water drainage and highway drainage only	N/a	£0.478	£0.207	£0.685

This basis of charge will also be applied where two or more sets of premises share the same metered water supply, but the person who has agreed to pay our measured water charges has not also agreed to pay the measured sewerage charge.

Requirement for water meter installation or assessed charge

We may require you to have a water meter fitted or we may assess a charging value if a water meter cannot be fitted for premises where there is no charging value or where we consider the charging value is no longer appropriate, for example where premises have been substantially altered.

Where we have assessed a charging value for any charging year, this value will apply as the basis of the charge for that year (and following years until we are notified otherwise and we agree that the charging value should be changed).

Any change to that charging value will be effective as set out in 2.7.

4.3 Assessed charge for sewerage services where a water meter cannot be installed

Assessed charge for sewerage services

Where a water meter has not been installed (see 3.5.5) you will be charged based on an assessed charge for sewerage services instead of a charge based on the charging value of your premises. However if your current charges are less than the annual assessed charge for sewerage services we will continue to charge you based on the charging value of your premises.

This will be a fixed annual charge shown in the following table:

Single person household (not applicable to any property with a swimming pool larger than 10,000 litres)	£166.85
Detached (includes houses, link detached and detached bungalows)*	£266.04
Semi-detached (includes houses and semi-detached bungalows)*	£249.96
Other household premises (includes flats and terraced houses)*	£210.22
Larger property – a property which either: <ul style="list-style-type: none">• has a swimming pool (larger than 10,000 litres) or;• has a building footprint larger than 250m² in area (including annex buildings), and has six or more bedrooms	£409.87
*excludes properties which meet the larger property criteria	

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge for each type of premises will be reduced by **£70.37**.

For details of the assessed charge for water services see 3.5.5.

Assessed charge for sewerage services for a single person household

Where an assessed charge is based upon the premises being a single person household, it is your responsibility to inform us immediately if this is no longer the case. You may be required to provide us with reasonable evidence to demonstrate that you are eligible for this charge. Where an occupier vacates premises which are charged on the single person household charge, we will change to the applicable property type as described above for charging purposes until we are notified it is occupied again as a single person household.

Charges based on an assessed charge for sewerage services will apply from the date it is determined that metering is not practicable.

Change of occupation

When an occupier vacates premises where an assessed charge is applied for wastewater services, the property will be reverted to charges related to the charging value where one exists.

The new occupier will be entitled to apply for a water meter (see 3.5.1).

4.4 Measured sewerage charges

Structure of measured sewerage charges

The following sewerage services charges are made for premises with a water meter:

- foul drainage; a charge per cubic metre based upon the volume of water registered on the water meter; and
- a standing charge; and
- either a fixed charge for each of surface water drainage and highway drainage;
- or a fixed charge for highway drainage.

	Standing charge per year	Volumetric charge per m3 Foul drainage	Fixed charge Surface water drainage per year	Fixed charge Highway drainage per year
All services	£5.16	£1.252	£70.37	£33.09
No surface water drainage service	£5.16	£1.252	N/a	£33.09

<i>Return to sewer assumption</i>	<p>4.4.1 Return to sewer assumption</p> <p>When we set the volumetric charge for sewerage we assume that on average five per cent of the metered water supplied to customers is not returned to the sewer. No adjustment is made to the billed volume because the five per cent non-return is included in the charge.</p>
<i>Non-return allowance</i>	<p>4.4.2 Non-return to sewer allowance</p> <p>Where more than five per cent of the water supplied to premises is not returned to the sewer, you may claim an allowance against the total volumetric charge payable. We will assess any such allowance on the basis of the evidence available, and the allowance will be given from the date the application is received.</p> <p>You must inform us of any change that may affect the percentage of water returned to the sewer. Any adjustment to the charge will be given from the date you provide the information or we become aware of the change.</p>
<i>Application</i>	<p>Allowances can be reviewed by us at any time at our discretion. You must provide accurate records to enable us to calculate any such allowances. We may require sub meters to be installed at your expense for this purpose. Where a sub meter is installed the allowance will be calculated as a proportion of the total volumetric charge payable for the premises. Failure to provide accurate information will result in no allowance being given.</p> <p>A non-return to sewer claim form is available from our website. Please complete and post to us at:</p> <p>United Utilities, PO box 459, Warrington WA55 1WB</p> <p>Alternatively you can send your application to us using the contact form: <u>myaccount.unitedutilities.com/ContactUs</u></p>
<i>Sewerage charges for premises served by a private water supply</i>	<p>4.4.3 Premises served by a private water supply</p> <p>For premises with a private supply of water and without a metered supply, sewerage charges are based on a charge per £ of the charging value for unmeasured premises (see 4.2).</p> <p>For premises with a private supply, which is metered, the sewerage charges payable are as set out in 4.4. For premises with a metered supply as well as a private supply, the measured charges payable under 4.4 will be based on the total volume of water received (estimated where appropriate).</p>

4.4.4 Multiple household premises served by a common water meter

Surface water drainage and highway drainage charges

Where a group of individual household premises (typically an apartment block) is served by a common water meter, the charge for surface water drainage and highway drainage services is a fixed charge of **£103.46** for each of the individual premises (see 8 A.2.b).

4.4.5 Reductions in surface water drainage charges

Reductions in surface water drainage charges

A reduction can be claimed in the surface water drainage part (not highway drainage) of the sewerage charges upon receipt of a valid application. This would apply in the following circumstances:

(i) if none of the surface water from your premises enters the public sewer network (other than as trade effluent), no charge will be made for surface water drainage;

(ii) if some of the surface water from your premises goes directly to a watercourse and you pay a third party for its disposal, the charge for surface water will be reduced by the amount you pay to the third party (up to a maximum of the amount we charge you for that part of the service).

Partial drainage

In determining the surface water drainage charge for household customers it is recognised that the full site area of the premises does not drain to a sewer.

We do not consider it appropriate to measure the site area of individual household premises due to the high volume of administrative activities this would entail.

Submission of claim form

Claims must be submitted on our claim form, which can be obtained from our website.

Application of reduction in charges

The reduction in charge for a successful claim will be made for up to six years, dependent on circumstances.

Where a change to a surface water connection is made during a charging year the reduction will be applied from the date of the change.

4.4.6 Highway drainage charges

Highway drainage

The highway drainage part of the sewerage charge has to be paid if your premises are connected to the public sewer network (see 4.1).

Highway drainage charges will not be reduced under the circumstances set out in 4.4.5 above.

4.4.7 Premises not connected for foul drainage

Surface water drainage and highway drainage charges where premises have no foul connection

Where premises are connected to the public sewer for surface water drainage but not foul drainage, the charges for surface water drainage and highway drainage are as follows:

- (i) for unmeasured premises (with or without a water supply) a charge per £ of the charging value (see 4.2);
- (ii) for measured premises a fixed charge (see 4.4).

4.4.8 Premises served by a septic tank that drains into a public sewer

Premises served by a septic tank

Where there is no discharge of foul drainage from premises to a public sewer other than from a properly maintained septic tank, surface water drainage and highway drainage charges are payable on the same basis as set out in 4.4.7.

4.5 Dealing with the contents of cesspools or septic tanks

Contents of cesspools or septic tanks

As set out in our Wholesale sewerage charges scheme, (section 8.6) we will charge for receiving the contents of cesspools or septic tanks directly at a United Utilities wastewater treatment works, payable by the person making the delivery. Details can be found at:

[unitedutilities.com/wholesale-services/wholesale-charges](https://www.unitedutilities.com/wholesale-services/wholesale-charges)

5. CONNECTIONS FOR WATER OR SEWERAGE SERVICES

Connections for water or sewerage services

Where you apply for a property to be connected for the first time to our water or sewerage network, infrastructure charges may apply, and an income offset may be applicable.

Full details of infrastructure charges and income offset payments can be found in the United Utilities New Connections and Developer Services charges scheme.

[unitedutilities.com/wholesale-services/wholesale-charges](https://www.unitedutilities.com/wholesale-services/wholesale-charges)

Or you can call our developer services team direct on **0345 072 6067**

*Available
methods of
payment*

6. METHODS OF PAYMENT

We accept payment of our charges by any of the methods below in accordance with 2.2 of this scheme.

All methods are free of charge at the point of payment unless otherwise stated.

We regularly review our payment methods to ensure that we are able to offer the most up to date and convenient methods for our customers, we reserve the right to amend any of these payment methods during the course of a charging year. For the most up to date list of payment methods please refer to our website.

6.1 Direct debit

You can arrange to pay by direct debit either via our website at: unitedutilities.com/DirectDebit or by telephoning (0345 672 2888 if you do not have a water meter or 0345 672 2999 if you have a water meter) with your bank details or by completing and returning a direct debit instruction. Your direct debit arrangement will continue from year to year, unless cancelled at any time by you. A choice of dates for payment is available. An annual discount is given for payment by this method (see 2.4).

6.2 Mobile Payments

You can pay your bill using our smartphone app for Apple and Android phones. Search 'United Utilities' on the App Store or Google Play to download.

6.3 Online or telephone banking

You should contact your bank quoting United Utilities Water's bank account number 58933956 and Sort Code 010917 and your account number from your bill.

6.4 Debit or Credit card payments

You can pay by debit card or credit card online at: unitedutilities.com/my-bill or by telephoning our automated payments line on 0800 980 6050 or the number shown on your bill, 0345 672 2888 if you do not have a water meter or 0345 672 2999 if you have a water meter.

6.5 Standing order

You can arrange to pay by standing order by completing a standing order form, available by telephoning us on 0345 672 2888 if you do not have a water meter or 0345 672 2999 if you have a water meter.

6.6 Pay by post

Cheques should be made payable to United Utilities Water Limited, with your United Utilities' account number (shown on your bill), written on the back and sent to **United Utilities, PO Box 11249, Harlow, Essex, CM20 9NN**. Cash or post-dated cheques should not be sent.

We only accept cheques from a bank licensed by the Financial Conduct Authority (FCA).

6.7 BACS/CHAPS

Payment can be made via BACS Payment Schemes Limited (BACS) and Clearing House Automated Payments System (CHAPS). You should quote United Utilities Water's Sort Code 010917 and bank account number 58933956 and your account number from your bill.

6.8 Banks

You can pay at your own bank or building society. Just take your bill with you. You can pay by cash or with a cheque made payable to United Utilities Water Limited.

Please be aware that some banks and building societies will charge for this service. A receipt should be obtained.

6.9 Payment card

You can arrange with us to pay by payment card free of charge at a Payzone outlet or alternatively at a Post Office. Cash payments are free of charge. A receipt should be obtained.

6.10 Payzone

You can pay by cash using the remittance slip attached to your bill or by using your UU payment card at any Payzone outlet which accepts Utility bill payments free of charge. You can find your nearest store here [payzone.co.uk/Store-Locator](https://www.payzone.co.uk/Store-Locator). At the retailer's discretion, payment by cheque or debit card using your bill may also be accepted, however the retailer may charge for this. A receipt should be obtained.

6.11 Post Offices

You can pay by cash or debit card free of charge at any Post Office using the remittance slip attached to your bill or a UU payment card. A receipt should be obtained.

6.12 Registered social housing landlords arrangements

A number of registered social housing landlords bill and collect water services charges from their household tenants on our behalf. If you are included in these collection agreements you should contact your landlord for details of payment options.

We may introduce additional collection agreements with other housing providers during the year.

6.13 Department for Work and Pensions – Water Direct

If you or a person occupying the premises with you receives Universal Credit, Income Support, Income Based Job Seeker’s Allowance, Pension Credit or Income Related Employment and Support Allowance you may apply for deductions from your benefit for the payment of your water services charges. JobCentre Plus has to agree with this arrangement. We can also make applications on your behalf.

6.14 Water saving stamps

Water saving stamps are no longer available. You can redeem stamps by forwarding them to **United Utilities, PO Box 11249, Harlow, Essex, CM20 9NN**. It is recommended that you send any stamps by recorded delivery. Details of your name, address and account number (shown on your bill) to be credited must also be quoted.

6.15 Failed payments, dishonoured cheques and rejected direct debits

We reserve the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, standing orders or direct debits.

Charges resulting from failed payments are as follows:

Refer to drawer cheques	£5.00
Unpaid direct debit / standing order	£5.00

7. GENERAL INFORMATION

You can find further information our services, and details of easy ways to contact us at: unitedutilities.com

7.1 Telephone Enquiries

Emergencies We operate an emergency service out of hours. To report an emergency with your water or wastewater supply please call **0345 672 3723** (24 hours a day). You can also find out about emergency incidents for your area by visiting our website.

Land and highway drains may be the responsibility of the local council, rather than United Utilities Water Limited.

Operational enquiries Water and wastewater operational enquiries **0345 672 3723**.

If you have hearing or speech difficulties, and use a textphone, please dial 18001 followed by the number you require.

Billing enquiries

Billing enquiries

If you have a water meter 0345 672 2999

If you do not have a water meter 0345 672 2888

Lines open:

Monday – Thursday 08.00 - 20.00

Friday 08:00 - 18:00

Saturday 08.00 - 16.00

Written enquiries

7.2 Written Enquiries

Any written enquiries about this booklet and about water services bills should be made to:

United Utilities Water Limited, PO Box 50, Warrington, WA55 1AQ

7.3 Internet

Internet site Please visit unitedutilities.com for lots of information about your water and wastewater services.

You can contact us using our webform at:

unitedutilities.com/help-and-support/contact-us

We also have a Q&A section that helps to answer our most popular queries.

Our webchat service is also available on many sections of our website to offer online support if needed.

7.4 My Account

My account 'My Account' is a facility on our website which allows you to manage elements of your account online. 'My Account' is password protected and allows you to:

- View your statement and account status;
- Pay your bill;
- Set up a direct debit or amend the frequency or payment date of your direct debit;
- Input a meter reading;
- Apply for a free water meter if you don't have one.

If you are a new customer, or moving to a new address, we will send you a link to register for My Account so you can receive your bill electronically rather than through the post. We will always email you when your new bill is available for download in My Account so you can log in and view your account or pay your bill. You can opt out of this at any time and switch back to paper billing if you wish.

You can register for this service at: unitedutilities.com/myaccount

You can also download our app via Google Play or the App Store so you can easily pay your bill or give a meter reading via your smartphone. You can find further details about our app at: unitedutilities.com/app

Alternatively, you can make payments without the need to register for 'My Account' by visiting: unitedutilities.com/my-account/your-bill.

7.5 Complaints procedure

Guaranteed Standards Scheme We aim to deliver a high standard of service and to deal with your complaint speedily and satisfactorily. We should reply to any written complaint within 10 working days. If we fail to do this we will make an automatic payment under the statutory Guaranteed Standards Scheme. This forms part of our standards of service that have been agreed with our regulator Ofwat.

Details can be found in our Standards of service leaflet at: unitedutilities.com/leaflets

How we will deal with your written complaint You should send your complaint including details of your name, address, account number, contact telephone number and email address (if you have one) either by visiting our website, or writing to us at: United Utilities, PO Box 453, Warrington, WA55 1SE.

Stage 1 When we receive your written complaint we will reply within 10 working days of receiving it. We will give you the name of the person owning your complaint, together with a telephone number should you wish to contact them to discuss any aspect of our response.

<i>Stage 2</i>	If you remain unhappy with our response we will escalate your complaint to one of our agents who has not been involved in your initial complaint who will carry out an independent review.
<i>Contact details for CCWater</i>	If you remain unhappy with our response following our two stage process, you can refer your complaint to: The Consumer Council for Water (CCWater) 1st Floor Victoria Square House, Victoria Square, Birmingham, B2 4AJ.
<i>The Water Redress Scheme (WATRS)</i>	After your complaint has been through both stages of our complaints procedure and has been considered by CCWater, if you remain unhappy with the outcome, you may be eligible to take your concerns to the Water Redress Scheme (WATRS) who can provide an independent binding decision. You can find more information about our complaints procedure in our leaflet which can be found on our website at: unitedutilities.com/leaflets

7.6 Data protection

Data protection We are committed to protecting your information and complying with the provisions of the Data Protection laws. Any personal information you provide to us through verbal or written contact or through our website will be dealt with in accordance with our privacy policy which can be found at: unitedutilities.com/privacy-notice

You can request a copy of the personal data we hold about you. You may be required to provide identification. If you would like a copy of your information please contact our Data Protection and Fraud team below. We record both inbound and outbound calls for training, monitoring, quality and security purposes. Any questions about the use of data and data protection should be sent to: **Data Protection and Fraud Team, United Utilities Water Limited, Grasmere House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington, WA5 3LP.**

7.7 Data sharing

Data sharing We want to make the best and fairest decisions we can about our customers by understanding their credit history and payment behaviour and receiving accurate and up to date information which will enable us to make informed, fair and reliable decisions about our customers' ability to pay, and their liability for charges. This will assist us to identify customers for payment assistance where the data provided indicates that the customer may be struggling to pay. It will also enable us to verify the identity of our customers as well as locate and trace them.

In order to do this we will share information about you and how you manage your payments on all new and existing accounts with Credit Reference Agencies (CRAs) and, where appropriate, Fraud Prevention Agencies. Credit Reference Agencies collect and maintain information on

customers' credit behaviour, on behalf of organisations in the United Kingdom. We will use this information to ensure the accuracy of our information, populate your details, carry out an identity and verification check as well as trace and locate non-payers. Debt collection searches we carry out will leave a footprint on your credit file which lenders will also be able to view. We also use CRA information to make decisions regarding your account, your ability to pay and to enhance the effectiveness of our collection processes.

We will share information with CRAs about the way in which you conduct your account with us, such as whether you pay us and/or keep up to date with agreed payment arrangements. If you miss payments or make late payments we will share this information and any outstanding balance with the CRAs. If you fail to pay us or keep up to date with your agreed payment arrangement then your account will fall into default. We will issue you with a Notice of Intention to file a default letter giving you a deadline date to make the required payment. If you do not make this payment by the due date, we will let the CRAs know and a default will be registered on your credit file. If we apply to the courts for a County Court Judgement (CCJ) this too will show on your credit file. Sharing missed or late payments and/or default information as well as CCJ information with CRAs may affect your credit rating. Records remain on CRA files for six years after they are closed, whether settled or not.

Our data sharing activities are communicated in our annual billing leaflet and details can be found on our website at:

unitedutilities.com/privacy-notice

We will also disclose your information where we are required to do so by courts of law, when we are required by law to do so or to comply with other legal obligations placed on us and to detect and/or prevent crime. To assist us in managing your account, we may also buy in data from reputable organisations.

*Available
leaflets*

7.8 Publications

All the customer leaflets shown below can be downloaded from our website at:

[unitedutilities.com/leaflets](https://www.unitedutilities.com/leaflets)

You can also request a leaflet by writing to us at **United Utilities, PO Box 459, Warrington WA55 1WB**, or by calling us on 0345 672 2888.

The following customer leaflets are available:

- Water meter application pack - includes details and an application form to request a free water meter;
- A guide to our Priority Services – our services for household customers who would benefit from additional support;
- Surface water drainage - household 2020/2021 – application form to apply for a reduction in sewerage charges;
- WaterSure application pack;
- A guide to using water wisely;
- Our leakage code of practice;
- Debt recovery: our code of practice;
- Our standards of service – includes compensation payments made under the statutory Guaranteed Standards Scheme;
- Our complaints procedure;
- Household charges 2020/2021 – at a glance;
- A guide to paying your water bill;
- A simple guide to pipes, drains and sewers;
- Replacing lead and common supply pipes;
- Testing your household water meter 2020/2021.

Other water companies

7.9 Other water companies charges

Charges will be different if you live near to the borders of our area and receive water supply or sewerage services from another company.

These charges will appear on the bill you receive from us.

The table below shows the contact details for the water companies that border our area.

Company	Billing and account enquiries	Telephone	Website
Yorkshire Water	Yorkshire Water PO Box 52 Bradford BD3 7YD	0345 124 2424	www.yorkshirewater.com
Northumbrian Water	Northumbrian Water Customer Centre PO Box 300 Durham DH1 9WQ	0345 733 5566	www.nwl.co.uk
Severn Trent Water	Severn Trent PO Box 407 DARLINGTON DL1 9WD	03457 500500	www.stwater.co.uk
Welsh Water (Dwr Cymru)	Dŵr Cymru Welsh Water P.O. Box 690 Cardiff CF3 5WL	0800 052 0145	www.dwrcymru.com

7.10 Enquiries over basis of charge

If you are moving into premises within our area you can obtain details about the basis of our charges for those premises by telephoning 0345 672 2888.

8. SCHEDULE OF CHARGES 2020/2021

This schedule lists our household charges and forms part of our charges scheme for 2020/2021. All charges apply from 1 April 2020.

Charges are annual unless stated otherwise.

All charges published in this schedule exclude VAT.

SCHEDULE A – WATER AND SEWERAGE CHARGES

A.1 Unmeasured charges

A.1.a Water charges

Standing charge	Fixed charge per £CV
£65.06	£1.078

A.1.b Sewerage charges

	Foul drainage charge per £CV	Surface water drainage charge per £CV	Highway drainage charge per £CV	Total charge per £CV
All services	£1.017	£0.478	£0.207	£1.702
No surface water drainage service	£1.017	N/a	£0.207	£1.224
Surface water drainage and highway drainage services only	N/a	£0.478	£0.207	£0.685

A.2 Measured charges

A.2.a Water charges

Standing charge	Volumetric charge per m3
£25.96	£1.828

Assumes a 15mm water meter has been installed.

A.2.b Sewerage charges

	Standing charge	Foul drainage Volumetric charge per m3	Surface water drainage Fixed charge	Highway drainage Fixed charge
All services	£5.16	£1.252	£70.37	£33.09
No surface water drainage service	£5.16	£1.252	N/a	£33.09

Fixed charges for surface water drainage and highway drainage services (shown in the table above) may be applied to each household premises served by a common water meter (see 4.4.4).

A.3 Assessed charges for water and sewerage services – where a water meter cannot be installed

The assessed charges for water and sewerage services payable under 3.5.5 and 4.3 where a water meter cannot be installed, will include a fixed annual amount varying according to the occupancy and nature of the premises as detailed in the following table:

	Water	Sewerage	Total
Single person household (not applicable to any property with a swimming pool larger than 10,000 litres)	£94.85	£166.85	£261.70
Detached (includes houses, link detached and detached bungalows)*	£239.70	£266.04	£505.74
Semi-detached (includes houses and semi-detached bungalows)*	£216.17	£249.96	£466.13
Other household premises (includes flats and terraced houses)*	£158.14	£210.22	£368.36
Larger property – a property which either: <ul style="list-style-type: none"> • has a swimming pool (larger than 10,000 litres) or; • has a building footprint larger than 250m2 in area (including any annex buildings), and has six or more bedrooms 	£449.79	£409.87	£859.66
*excludes properties which meet the larger property criteria			

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the assessed charge for sewerage services for each type of premises will be reduced by **£70.37**.

A.4 Assessed charges for water and sewerage services - altered premises

The assessed charges for water and sewerage services for altered premises payable under 3.4.3 and 3.4.4 will include a fixed annual sum varying according to property type as set out in table A.3 above.

A.5 WaterSure – a charge for vulnerable groups

The annual charge for water and sewerage services payable under 2.6.1 is based on the average household charge as set out below:

	Water	Sewerage	Total
Average household charge	£196.65	£223.19	£419.84

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge will be **£152.82**.

A.6 Help to pay scheme

The annual charge for water and sewerage services payable under 2.6.2 is set out below:

	Water	Sewerage	Total
Tier 1	£122.40	£132.60	£255.00
Tier 2	£172.80	£187.20	£360.00

A.7 Support tariff

The annual charge for water and sewerage services payable under 2.6.3 is set out as follows:

	Water	Sewerage	Total
Band 1	£57.60	£62.40	£120.00
Band 2	£95.04	£102.96	£198.00
Band 3	£123.84	£134.16	£258.00
Band 4	£167.04	£180.96	£348.00
Band 5	£190.08	£205.92	£396.00
Band 6	£230.40	£249.60	£480.00

A.8 Discount for direct debit payers

If you pay by direct debit an annual discount of **£5.00** will be made to your account (see 2.4). Owners of multiple premises who have either agreed a group billing arrangement with us (see 2.8) or who qualify for an owners allowance (see 8 A.10) will not receive the discount.

A.9 Discount for paying water services charges via registered social housing landlord or local authority

If you pay your water services via a registered social landlord or local authority that is participating in our scheme (see 2.5), an annual discount of **£10.00** will be applied to your account. If you are subject to these arrangements you will also be entitled to an annual discount from us if you pay by direct debit (see 2.4).

A.10 Owners allowance

An annual allowance of **3.5%** is available to owners of premises who, by agreement with us, undertake to pay water services charges for one or more tenanted household premises (see 2.9). To qualify for the allowance, payment must be made as stated on your bill. If payments are not made as stated on your bill, the discount will be removed.

SCHEDULE B – MISCELLANEOUS CHARGES

B.1 Water meter testing

Where the water meter accuracy is outside the prescribed limits of the Meter Regulations	No charge
Where the water meter accuracy is within the prescribed limits of the Meter Regulations	£70.00

B.2 Installation of an optional water meter in a location other than that defined in our meter location policy

Installation charge	£198.53
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B.3 Relocation of a water meter

Meter location From	Meter location To	Survey fee	Relocation fee	Inspection fee
Internal	New internal position (relocated by your plumber)	N/a	N/a	£61.20
Internal or external	New internal position (relocated by us)	£61.20	£208.69	N/a
External	New external location at property boundary (must be relocated by us)	£61.20	£545.69	N/a
Internal	New external location in boundary box (must be relocated by us)	£61.20	£442.70	N/a
Internal	New external location in an existing boundary box (must be relocated by us)	£61.20	£171.95	N/a

B.4 Disconnection

Permanent disconnection	No charge
We reserve the right to make a charge where you ask us to temporarily disconnect a water supply and any subsequent reconnection of the same supply	

B.4.1 Reconnection following disconnection for non-compliance with the Fittings Regulations

We reserve the right to charge for reconnection following disconnection for non-compliance with the Fittings Regulations.

We will recover all direct and indirect costs incurred associated with investigation, rectification (including materials) and administration.

B.5 Charges resulting from failed payments

Refer to drawer cheques	£5.00
Unpaid direct debit / standing order	£5.00

B.6 Charges for inspections

We reserve the right to make a charge for inspections relating to the locating of a stop tap or stop valve for work on private pipework or for providing advice about or assistance with private pipework.

B.7 Pressure/flow tests

We reserve the right to make a charge for carrying out a pressure/flow test.

B.8 Replacement of lead service pipes

We operate a scheme to replace lead service pipes free of charge. Not all properties are suitable for this scheme and it is subject to acceptance. If your application is accepted we will replace the lead pipes that we are responsible for and connect the new supply pipe to our water main. Further detail and an application form can be found at:

unitedutilities.com/lead-pipes

B.9 Re-join of non-lead service pipe

Re-join of non-lead service pipe (up to 32mm) - unsurfaced	£380.00
Re-join of non-lead service pipe (up to 32mm) - surfaced	£534.00

B.10 Animal troughs without a water meter

Charge per trough for water	£150.40
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B.11 Re-inspection of plumbing work charge

We reserve the right to make a charge for re-inspection of plumbing work to confirm that such work complies with the Fittings Regulations.

B.12 Cesspool and septic tank waste

The charge for receiving the contents of cesspools or septic tanks directly at a United Utilities wastewater treatment works, payable by the person making the delivery, is set out in United Utilities' wholesale sewerage charges scheme (section 8.6). This can be found at:

unitedutilities.com/wholesale-services/wholesale-charges

(For the purpose of these charges, normal working hours are Monday to Friday 08.00 to 18.00 and exclude Bank Holidays).

B.13 VAT

All charges are shown exclusive of any VAT. where applicable, VAT will be applied at the appropriate rate (see 1.4).

9. DEFINITIONS

The definitions used in this scheme are:

The Act – the Water Industry Act 1991 (as amended).

Assessed charge – applies when a water meter cannot be installed, no charging value for the premises is available or where a charging value exists we have deemed it inappropriate (see 3.5.5 and 4.3).

Bedroom - for the purposes of assessing the larger property criteria, the number of bedrooms at a property will be assessed using the best available information. This may include, but is not limited to, marketing information (e.g. house details marketed by an estate agent, or from a Home Information Pack) and land registry documents.

Bib tap – a tap used mainly for garden watering or vehicle washing.

Billing agent – a person(s) or company with valid written authority from a customer to act on their behalf in relation to our water services charges. The customer remains liable for charges.

Change of occupier – a change in the occupier of the premises or where charges are paid by the owner, a change in the ownership of the premises.

Charging value – the rateable value for the premises or a charge assessed by us for charging purposes. Also referred to as CV.

Charging year – the period of one year commencing on 1st April.

Common billing agreement – an agreement between us and any person(s) or company who has agreed to pay charges for our services for two or more household premises.

Common supply pipe – a water supply pipe that serves two or more premises.

Common water meter – a water meter that serves two or more premises.

Concessionary supply – a piped supply of water we provide other than by means of our mains network.

The Company – United Utilities Water Limited – registered number 2366678.

Connection – a connection to our network regulated by the Act and other relevant legislation from which you receive the benefit of one of our services.

Customer – a person for or to whom we provide services or who applies to become such a person and/or who is liable to pay charges for our services (see sections 150B and 219 of the Act).

Defective fittings notice – a notice we serve where there is actual or likely damage, contamination, waste, misuse, or undue consumption due to any defective fitting (including underground supply pipes) at premises.

Domestic premises – any premises used wholly or partly as a dwelling or intended for such use (see Condition A of our Instrument of Appointment). This definition relates only to leakage allowances (see 3.3.8).

Domestic purposes - as provided for under section 218 of the Act. Water used for drinking, washing, cooking, central heating and sanitary purposes.

Domestic sewage – the contents of toilets, water which has been used for cooking or washing, and surface water but not including water used for the business of a laundry or for a business preparing food or drink for consumption otherwise than on the premises (see section 117 of the Act).

Fittings Regulations – The Water Supply (Water Fittings) Regulations 1999.

Foul drainage – water discharged from premises as domestic sewage excluding surface water.

Help to pay scheme – a tariff for qualifying household customers that meet eligibility criteria determined by us in accordance with section 44 of the Flood and Water Management Act 2010 and the Water Industry (Charges) (Vulnerable Groups) (Consolidation) Regulations 2015 (see 2.6.2).

Highway drainage (also known as rainwater removal) – water which drains from streets and roads into a public sewer.

House – any building or part of a building (including a flat) occupied or likely to be occupied as a private dwelling.

Household customer – a person who is the occupier of a house or who we have identified as being responsible to pay water services charges for our services provided to the occupier.

Household premises – premises in any part of which a person has his home and whose principal use is a home and which may be identified as such in light of any eligibility guidance.

Instrument of Appointment – is the Instrument of Appointment of the Company, then known as North West Water Limited as a water and sewerage undertaker dated 24 August 1989 (as updated).

Meter reading – a reading from a water meter to determine consumption or in the absence of such reading our estimate of consumption.

Meters Regulations – The Water (Meters) Regulations 1988.

Notification – the provision of information relating to a change to a charging value, any other change affecting charging, or other relevant information (including details of any change to a charging value) necessary to verify and support that change.

Occupier – any person in actual occupation of premises, or any person who:

- owns the premises; or
- has sufficient control over premises to put him under a duty of care towards lawful visitors; or
- maintains premises used or intended for use as a dwelling; or
- maintains premises for occupation (including multiple occupation) with shared facilities or as household accommodation for short term occupation (whether let wholly or in part), usually less than 12 months; or
- develops or owns any new premises that are empty or unfurnished.

See also definition for customer.

Premises – includes any building or part of a building which is separately occupied or intended to be occupied and land or an interest in land.

Priority services - our free service for customers who may need additional help and support and where we may need to respond differently to meet customer needs.

Private supply – a supply of water that is neither from a water supply currently owned and/or operated by us, nor a licensed water supplier.

Qualifying person – a household customer falling within a class of person as specified in 2.6.1 2.6.2 and 2.6.3 of this scheme.

Rateable value – the value of premises shown in the official valuation list (for the purposes of the General Rate Act 1967) on 31 March 1990. Also referred to as RV.

Services – any service provided by us related to water supply and sewerage services.

Sewerage services – any services provided by us related to the provision, alteration or disconnection of sewerage and the reception, conveyance and treatment of sewage.

Single person household – a house with one occupier.

Site – premises in the same curtilage or adjoining each other receiving the benefit of our services, occupied and operated as a single economic unit.

Social housing landlord – registered providers of social housing as set out in the Housing and Regeneration Act 2008.

Substantially altered – a site or premises which are substantially physically altered, including being subjected to a material change of use, split into different and separate occupations, merged with other premises, partially demolished, or otherwise altered in such a manner that the recorded charging value is in our opinion no longer appropriate; “substantial alteration” will be interpreted accordingly.

Support tariff (also known as Back on Track) – a tariff for qualifying customers who are in arrears and struggling to pay their water services charges that meet eligibility criteria determined by us (see 2.6.3).

Surface water drainage (also known as rainwater removal) – collection of rainwater that falls on premises and then drains directly or otherwise to public sewers.

UU payment card – a UU branded plastic payment card issued by us to facilitate payments without the need for a payment stub or bill being presented.

Vacant - a household premises is considered to be vacant if there is no physical occupation by any person.

Water and sewerage undertaker – the Company appointed to carry out water and sewerage duties under the Act.

Water services charges – a charge or any combination of charges for water supply services or sewerage services or both.

Water supply – water supplied by us to a customer.

Water supply services – any services provided by us related to the provision, alteration or disconnection of a water supply.

WaterSure scheme – a tariff for qualifying customers with a water meter or who pay an assessed charge because they cannot have a water meter installed, who meet the eligibility criteria as determined by The Water Industry (Charges) (Vulnerable Groups) (Consolidation) Regulations 2015 (see 2.6.1).

Website – our website can be found at: unitedutilities.com

We, us or our – the Company or our representative(s).

You, your – a customer.

