

Our charges

1 April 2016 - 31 March 2017

**Business and non-household
customers**



Our charges for business and non-household customers 2016/2017

From a small corner shop to a large manufacturer, we understand the important role that water plays in the success of your business. Behind the scenes we run a 24-hour operation, supplying clean water to your premises, and taking away your wastewater.

This booklet provides a brief summary of the main charges we'll make to business customers for water and wastewater (sewerage) services from 1 April 2016 to 31 March 2017.

If you want more details, or in case of doubt, please refer to our full charges scheme for information on all of our charges, available on our website at **unitedutilities.com/business-charges-2016-2017**

All charges are shown exclusive of any VAT. Charges marked with the following symbol * may be subject to VAT at the standard rate.



A breakdown of your bill

Your bill includes charges for:

- All the water you use.
- Taking away your sewerage (foul drainage).
- Removing the rainwater that falls on your premises (surface water drainage).
- Removing the rainwater that falls on the public highway (highway drainage).
- A standing charge to cover our costs of providing services such as sending bills and dealing with enquiries. For customers with a water meter the standing charge is normally based on the size of your water meter and covers our costs of reading, maintaining or replacing your water meter as well.



Note: This is a typical United Utilities bill, but will vary depending on the services you receive

Water charges

We charge you for the water that we supply to your premises.

Please note: You'll find the charges tables on pages 8-11.

If you have a water meter:

- There are two parts to the water charge:
 - A charge of **£1.705*** per cubic metre (m³) of water used.
 - A standing charge based on the size of your water meter (see Table A).
- You're charged based on our Standard measured water tariff unless you're a large water user and opt to pay on one of our Select⁺ tariffs (see Table B).
- If we can't read your water meter, we may ask you to provide a reading. When a water meter reading isn't available, we'll estimate your bill based on your previous water use.
- If we supply you with non-potable water we charge:
 - **£0.206*** per cubic metre (m³) of water used.
 - A standing charge per water meter based on its size.

If you don't have a water meter:

- There are two parts to the water charge:
 - A charge of **£0.612*** per £ of the charging value for your premises.
 - A standing charge of **£66.56***.
- If there is no charging value or we decide the charging value is no longer appropriate, we may ask you to install a water meter or we may apply an assessed charge (see Table C).

Sewerage charges

We charge you for collecting and treating the sewerage discharged from your premises into the public sewer.

If you have a water meter:

- We'll normally charge you **£1.105** per cubic metre (m³) of water used.
- If your business discharges more than 50,000 cubic metres (m³) of sewerage a year you can opt for our Select⁺ Sewerage tariff (see Table D).

If you don't have a water meter:

- The sewerage charge is **£0.906** per £ of the charging value for your premises if you receive all services from us (foul drainage, surface water drainage and highway drainage).
- If you do not receive a surface water drainage service, you will be charged **£0.645** per £ of the charging value for your premises.
- If your business receives surface water drainage and highway drainage services only, the charge is **£0.419** per £ of the charging value for your premises.
(See Table E).

*Select tariffs

Our Select tariffs are designed for our large water users. If you use more than 50,000 cubic metres (m³) of water or discharge more than 50,000 cubic metres (m³) of sewerage at one site per year, you could make savings on your bill by switching over. See FAQs for details of how to apply, and you'll find the Select tariff charges in Table B and Table D.

Surface water drainage and highway drainage

Surface water drainage

This charge is based on the amount of rainwater which falls on to your premises and then flows directly or indirectly into the public drainage system. The amount you're charged for removing and processing this rainwater is based on the chargeable area (square metre (m²)) of your premises if you have a water meter, or on the charging value of your premises if you don't have a water meter.

Any permanently grassed, cultivated or landscaped areas, where no surface water drains into a public sewer is excluded from your chargeable area.

Highway drainage

The charge for highway drainage covers the costs of removing water that drains from roads and footpaths into public sewers and maintaining the public highways. The amount you're charged is based on the chargeable area of your premises per square metre (m²) if you have a water meter, or on the charging value of your premises if you don't have water meter (see Table E and F).

You can find more details about how we calculate these charges at:
[unitedutilities.com/sitearea](https://www.unitedutilities.com/sitearea)

Trade effluent

- You must have consent to discharge trade effluent directly or indirectly to the public sewer, or to one of our wastewater treatment works, on a long term or temporary basis.
- You'll be responsible for trade effluent charges in addition to your surface water drainage and highway drainage charges.
- Trade effluent charges are based on a standard unit charge per cubic metre (m³) of trade effluent discharged from your premises to a public sewer.
- The standard unit charge is calculated using the Mogden formula:
(C= (R + V + B1) + (B2 x Ot/Os) + (S x St/Ss)
This is based on the following factors (see Table G):

R = Reception and conveyance.

V = Preliminary and primary treatment.

B1 and B2 = Biological and biological oxidation treatment.

S = Sludge treatment and disposal.

- How much we charge you for trade effluent is calculated by adding together the standard unit charge for each of the above factors which apply to your trade effluent (see Table G).
- The total charge for taking away and treating an average strength effluent is **£0.8622**.
- The minimum charge for trade effluent is **£246.45**.
- We make an application charge when you request consent to discharge trade effluent. This charge is based on the amount you discharge and what it consists of (see Table H).
- If you ask us to vary your existing consent we charge you a direction charge that's also based on the amount you discharge and what it is made up of (see Table H).

You can find more information about trade effluent on our website:
[unitedutilities.com/trade-effluent](https://www.unitedutilities.com/trade-effluent)

Q&A

Frequently asked questions

Who pays the bill and when?

Normally it is the occupier of the premises who pays the bill. If you don't have a water meter, you'll usually receive a bill from us once a year, in advance. It can be paid in full once a year, every six months, every three months or by instalments. If you choose to pay by instalments, and you don't pay on time, then all outstanding charges on your account become due straight away.

If you have a water meter your charges are payable when you receive your bill either monthly or every three months depending on how often we read your water meter.

How can I pay my bill?

We offer a number of payment methods including Direct Debit, by post or by BACS/CHAPS. Visit unitedutilities.com/how-to-pay-business for full details.

If you pay by Direct Debit an annual £5 discount is applied to your bill.

How do I apply for a Select tariff?

You'll need to apply in writing for one of our Select tariffs using our application form. Once we receive this, we'll usually apply the tariff from the date of your last meter reading. You can only change your tariff once a year. Visit our website to download an 'Application to transfer to a different tariff' form at unitedutilities.com/application-forms.

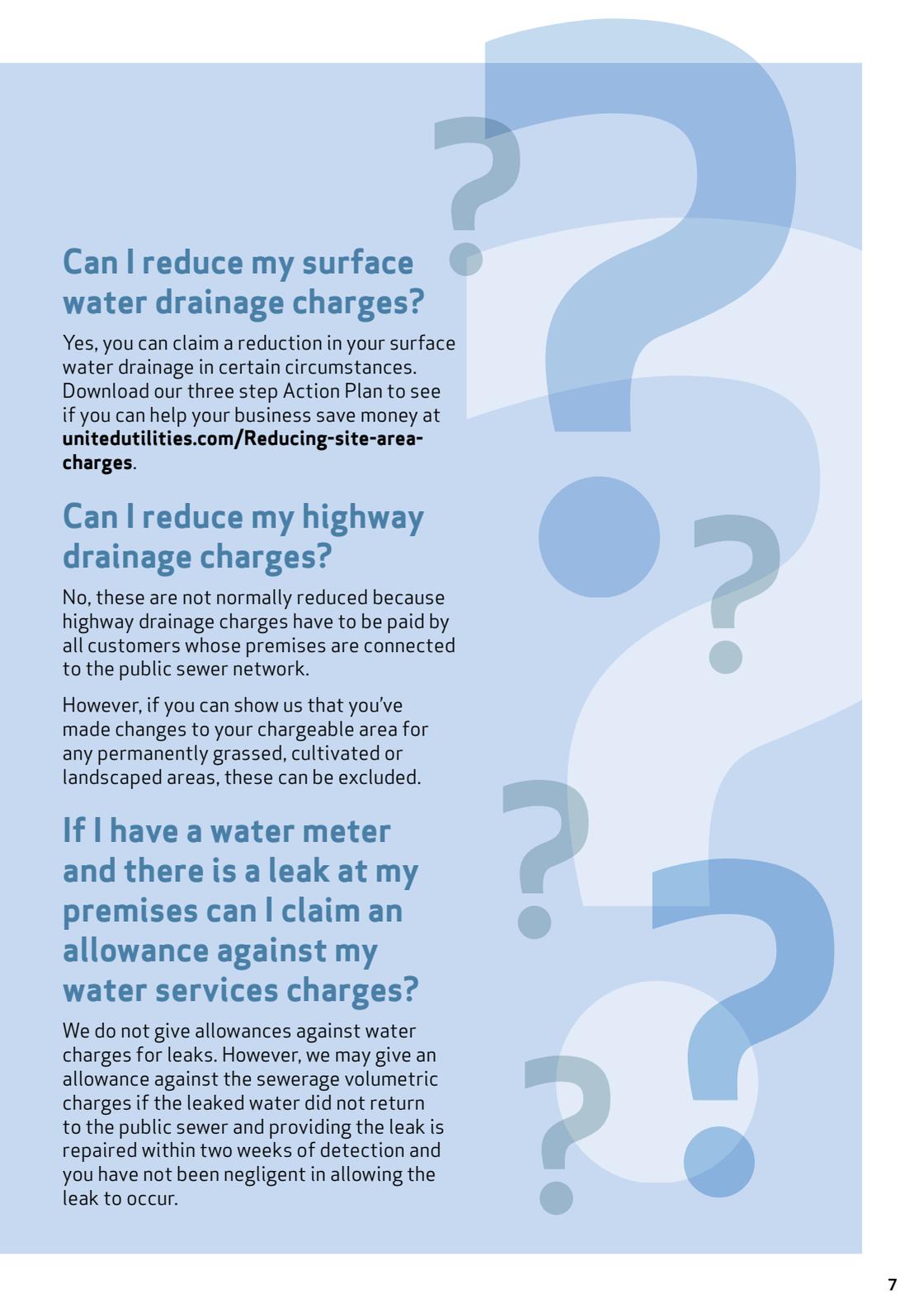
Please note, late payment can result in losing your Select tariff.

Can I get an allowance for water that's not returned to the sewer?

When we set our charge for sewerage services we assume that on average, five per cent of the metered water supplied to your premises is not returned to the sewer. This is included in our charge. If more than five per cent of the water supplied to you is not returned to the sewer, you can claim an allowance against your sewerage volumetric charges. Download a 'Non-return to sewer' form at unitedutilities.com/application-forms.

Are there any allowances for swimming pools?

Where the effluent from a public or commercial swimming pool largely consists of the filter backwash water, we'll apply a swimming pool effluent charge of **£0.950** per cubic metre and a non-return allowance instead of our standard volumetric sewerage charge. We will accept applications for this tariff where the water meter only records the water used for a public or commercial swimming pool and any other facilities directly associated with the use of the swimming pool such as changing rooms.



Can I reduce my surface water drainage charges?

Yes, you can claim a reduction in your surface water drainage in certain circumstances. Download our three step Action Plan to see if you can help your business save money at unitedutilities.com/Reducing-site-area-charges.

Can I reduce my highway drainage charges?

No, these are not normally reduced because highway drainage charges have to be paid by all customers whose premises are connected to the public sewer network.

However, if you can show us that you've made changes to your chargeable area for any permanently grassed, cultivated or landscaped areas, these can be excluded.

If I have a water meter and there is a leak at my premises can I claim an allowance against my water services charges?

We do not give allowances against water charges for leaks. However, we may give an allowance against the sewerage volumetric charges if the leaked water did not return to the public sewer and providing the leak is repaired within two weeks of detection and you have not been negligent in allowing the leak to occur.

Charges tables

Table A – Water meter standing charges – metered customers

Water meter size	Standing charge per annum
12/15mm	£43.31*
20/22mm	£44.11*
25/28mm	£48.96*
30/32/35mm	£48.96*
40/42mm	£63.82*
50/54mm	£95.38*
75/80mm	£95.38*
100mm	£114.94*
150mm+	£114.94*
Farm troughs	£43.31*

Table B – Water tariffs – metered customers

Tariff	Applicable volume	Charge	
Standard	0-50,000m ³ per annum	Volume per m ³	£1.705*
Select 50	50,000-180,000m ³ per annum	Volume per m ³	£1.319*
		Fixed charge p.a.	£18,939.20*
Select 180	180,000-750,000m ³ per annum	Volume per m ³	£1.057*
		Fixed charge p.a.	£66,015.70*
Select 750	750,000-3,000,000m ³ per annum	Volume per m ³	£0.988*
		Fixed charge p.a.	£118,322.93*
Select Plus	Over 3,000,000m ³ per annum	Volume per m ³ (up to 3,000MI)	£0.988*
		Volume per m ³ (over 3,000MI)	£0.384*
		Fixed charge p.a.	£118,322.93*
Non-potable water (where available)		Volume per m ³	£0.206*

Note: The annual fixed charges are in addition to the normal water meter standing charge.

Table C - Assessed charges for water and sewerage services – unmetered customers

Type of premises	Water	Sewerage	Total
Premises where we determine the water meter size would be 15mm	£635.33*	£391.58	£1,026.91
Premises where we determine the water meter size would be >15mm but < 22mm	£1,584.75*	£976.74	£2,561.49

Note: The sewerage charge quoted does not include surface water drainage and highway drainage charges. These will be charged separately on a site area charging band for the chargeable area of the premises (see Table F).

Table D – Sewerage charges – metered customers

Tariff	Charge per m ³
Standard	£1.105
Select	£1.105
Swimming pool effluent	£0.950
Charge for direct discharge to a wastewater treatment works	£0.685

Table E – Sewerage charges – unmetered customers

	Foul drainage charge per £CV	Surface water drainage charge per £CV	Highway drainage charge per £CV	Total charge per £CV
All services	£0.487	£0.261	£0.158	£0.906
No surface water drainage service	£0.487	N/A	£0.158	£0.645
Surface water drainage and highway drainage services only	N/A	£0.261	£0.158	£0.419

Table F – Surface water and highway drainage charges for metered non-household premises

Site area charging band	Chargeable area m ²	Surface water drainage only charge	Highway drainage only charge	Surface water drainage and highway drainage charge
Band 1	Up to 124	£87.69	£41.78	£129.48
Band 2	125-299	£217.83	£103.77	£321.60
Band 3	300-649	£485.46	£231.27	£716.73
Band 4	650-1,499	£1,098.38	£523.27	£1,621.64
Band 5	1,500-2,999	£2,297.42	£1,094.50	£3,391.91
Band 6	3,000-6,999	£5,107.87	£2,433.41	£7,541.28
Band 7	7,000-11,999	£9,704.36	£4,623.19	£14,327.55
Band 8	12,000-17,999	£14,714.81	£7,010.18	£21,724.99
Band 9	18,000-24,999	£21,091.44	£10,048.03	£31,139.47
Band 10	25,000-49,999	£36,787.76	£17,525.81	£54,313.57
Band 11	50,000 -74,999	£61,313.27	£29,209.83	£90,523.10
Band 12	75,000 - 99,999	£85,838.77	£40,893.86	£126,732.63
Band 13	100,000-124,999	£110,364.27	£52,577.88	£162,942.16
Band 14	125,000-149,999	£134,889.78	£64,261.91	£199,151.68
Band 15	> 150,000	£159,415.76	£75,946.17	£235,361.94

Table G – Trade effluent charges

Mogden formula elements (C= (R + V + B1) + (B2 x Ot/Os) + (S x St/Ss)	Volume charge per m³
R = Reception and conveyance	£0.3228
V = Preliminary and primary treatment	£0.1789
B1 = Biological treatment (capital element)	£0.0502
B2 = Biological oxidation (based on Chemical Oxygen Demand of 350mg/l)	£0.1404
S = Sludge treatment and disposal (based on Suspended Solids of 230mg/l)	£0.1699
Total charge for conveyance and full treatment of average strength effluent	£0.8622

Table H – Trade effluent - application and direction charges

Application charge	
Low impact discharges for our network and treatment assets	£319.00
Discharges that require detailed assessment against our network and treatment assets	£473.00
Discharges which constitute a large proportion of the flow or load at the receiving wastewater treatment works and/or contain substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£739.00
Direction charge	
Low impact discharges for our network and treatment assets	£176.00
Discharges that require detailed assessment against our network and treatment assets	£295.00
Discharges which constitute a large proportion of the flow or load at the receiving wastewater treatment works and/or contain substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£479.00

How to contact us

Write to us at: **United Utilities Water PLC, PO Box 50, Warrington, WA55 1AQ**

Billing and accounts

(meter, tariff or bill queries): **0345 072 6072** Monday to Friday, 8.30am-5.30pm

Operational enquiries

(water and wastewater issues): To report an emergency with your water or wastewater supply, please call **0345 6723 723** (24 hours a day).

Website:

unitedutilities.com/businesscustomers

How we use your information

Your account information is very important and this is why we're careful with the information we collect and process about you in order to manage your account. We share information about you and how you manage your payments with credit reference agencies (CRAs) (and where fraud is suspected, fraud prevention agencies). We also use CRAs to validate and populate your account details and help us make decisions regarding your account, your ability to pay and to enhance the effectiveness of our collection processes. Information on existing and new accounts will be shared with CRAs.

