

Charges Scheme

1 April 2026 to 31 March 2027



It's what we're made of.

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1. Introduction

This document contains details of Bristol Water's Charges Scheme for domestic customers for 2026/27. The Scheme is made under the provisions of the Water Industry Act 1991 (as amended by the Water Industry Act 1999 and Water Act 2014).

The charges come into force on 1 April 2026. This document is one of several charging documents as set out below:

Annual Charges Publications

Charges Scheme

Our charges to all **domestic customers** for the supply and billing of water.

Wholesale Charges Schedule

Our wholesale charges to **licensed retailers** supplying eligible **non-household (business) premises**; and the wholesale element of our charges to **household customers** for the supply of water.

Charging Arrangements for New Connections

Our charges for setting up new water supply connections applicable to **developers, retailers, households, and businesses**.

NAV Charges Schedule

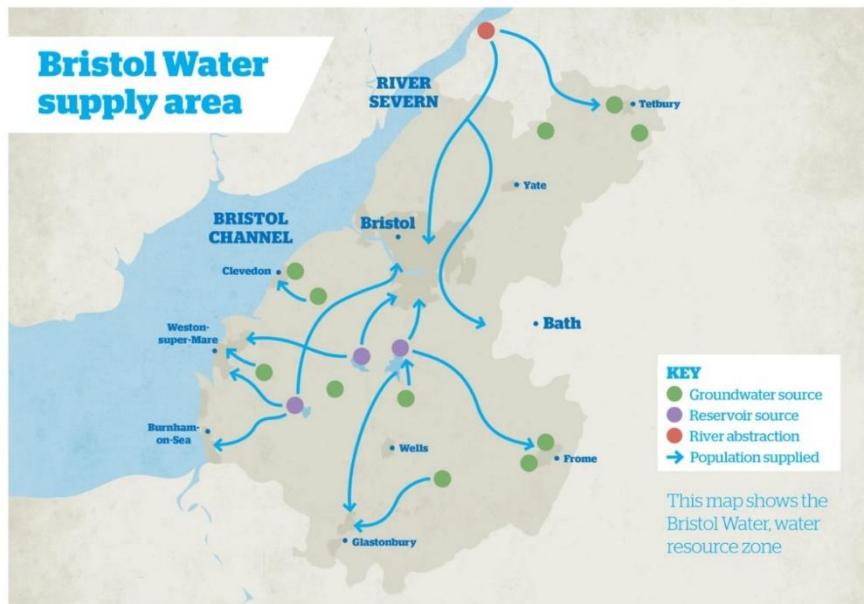
Our bulk wholesale charges to New Appointments and Variations (NAVs).

Statement of Assurance

A statement of assurance provided by the Board that our Charges Scheme, Wholesale Charges Schedule and Charging Arrangements for New Connection Service are compliant with the Ofwat charging rules.

On 1 February 2023 Ofwat terminated the Licence of Bristol Water and varied the Licence of South West Water to cover the area served by Bristol Water, following the acquisition of Bristol Water plc by Pennon. The revised Licence of South West Water provides for separate price controls (and therefore charges) for the Bristol Water area.

Area of supply



Contact Us

BWBSL (For billing enquiries):

Address: 1, Clevedon Walk, Nailsea, Bristol BS48 1WA
Tel: 0345 600 3600 (Monday – Friday, 8am to 6pm)
Website: www.bristolwater.co.uk/my-bill/#ways-to-pay
Email: customer.services@bwbsl.co.uk

Bristol Water (For operational enquires):

Address: Bridgwater Road, Bristol, BS13 7AT
Tel: 0345 702 3797 (Emergency Service only between 6pm and 8am)
Website: www.bristolwater.co.uk
Email: customer.services@bristolwater.co.uk

Consumer Council for Water:

This independent committee aims to protect customers' interests and investigate customer complaints free of charge.

Address:
Consumer Council for Water, 23 Stephenson Street, Birmingham, B2 4BH
Tel: 0300 034 2222 (8.30-17.00 Mon-Fri)
Email: enquires@ccwater.org.uk
Website: www.ccwater.org.uk
Email: enquires@ccwater.org.uk

Water Services Regulation Authority (Ofwat)

Address: Centre City Tower, 7 Hill Street, Birmingham, B5 4UA
Tel: 0121 644 7500
Email: mailbox@ofwat.gov.uk
Website: www.ofwat.gov.uk

2. Table of charges for Household customers

Description of charges	Costs of delivery, treatment charge 2026/27 (£)
Unmeasured Domestic Water Tariff	
Fixed Charge	53.71
Variable Charge Per £ RV	1.7441
Variable charge Caravans Per £ RV	1.3081
Sprinkler Charges	59.00
Measured Domestic Water Tariff	
Fixed Charge	69.23
Variable Charge	1.8795
Assessed Domestic Water Tariff	
Fixed Charge	69.23
First Bedroom	103.37
Each additional bedroom	70.48

3. Table of charges support tariffs

Description of charges	Costs of delivery, treatment charge 2026/27 (£)
Assist Charge	
Assist Band 0 – 87% discount	30.63
Assist Band 1 – 74% discount	63.61
Assist Band 2 – 56% discount	106.02
Assist Band 3 – 37% discount	153.14
Assist Band 5 – 20% discount	195.54
Assist Band 5 – 18% discount	200.25
WaterSure Annual Charge	249.46
Pension Credit Social Tariff Charge	
Measured Household Standing	55.38
Measured Household Variable per m3	1.5036
Unmeasured Household Standing	42.97
Unmeasured Household Variable per £ RV	1.3953
Assessed Charge Standing	55.38
Assessed Charge First Bedroom	82.70
Assessed Charge Additional Bedroom	56.38

4. Main Types of charges and Tariffs

- 4.1. Bristol Water provides water to customers within the area of supply shown above.
- 4.2. Bristol Water customers are billed by Bristol Wessex Billing Services Ltd (BWBSL), a company jointly owned by Pennon and Wessex Water, which is also responsible for billing Wessex Water customers for water and sewerage services.
- 4.3. All charges will be subject to VAT where appropriate and are stated net of VAT in this document. Domestic charges are zero VAT rated.
- 4.4. Customers are required to inform BWBSL of whether they are liable to pay VAT. A VAT declaration form will be sent to all non-household customers when they first provide us with billing information, although for those eligible for the business retail market this type of information will be provided to their retailer and not BWBSL.
- 4.5. The charges in this document are set to meet Ofwat's PR24 Final Determination, set separate controls for wholesale and household retail activities. The wholesale revenue control includes revenues for all wholesale activities to both households and non-households.
- 4.6. This Charges Scheme applies to household (domestic) customers. Non-household customers eligible for the business retail market should refer to the charges information published by their retailer. Bristol Water publishes a separate schedule of charges which sets out the wholesale charges we charge business retail market licensed retailers and a charges arrangement document for developer services charges.
- 4.7. Reference to rateable value means the figure published in the rating valuation list as of 31 March 1990. Where no rateable value exists, the Valuation Office Assessment provided by the United Kingdom Valuation Office Agency will be used.
- 4.8. This document provides a comprehensive list of charges. All the social tariffs we provided are set out in this document. Other charges, such as for developer services are available in the other charges documents which are accessible through our website.
<https://www.bristolwater.co.uk/business-developers/charges-regulations/>

Unmeasured Water – Domestic Customers

- 4.9. Trough Charges (for Domestic use) - Field troughs unless metered, fixed standpipes and similar devices will be charged at: **£498.60** per annum.
- 4.10. Caravans – Where used as a main domestic residence, caravans are charged the standing charge plus 75% of the standard RV charge.
- 4.11. “WaterSure+” tariffs for vulnerable domestic unmeasured customers – This charge applies to customers who meet the eligibility criteria for the WaterSure+ tariff (as detailed on page 15 of this charges scheme), but are not able to be charged on a measured basis, as a meter cannot be installed at their property. The charge is set at the lower of the charge based on the rateable value, the applicable assessed charge to the number of bedrooms, or the average charge paid by domestic measured customers, which for 2026/27 is: **£249.46**.
- 4.12. Vacant Properties – Unfurnished, unmeasured vacant properties are not charged.
- 4.13. If an unfurnished unmeasured property is undergoing refurbishment or renovation, unmeasured charges are legally payable. The customer may however switch to a measured charge, by having a

water meter installed (see Switching to measured charges Section 11). Where there is evidence of low water usage during the works, we may agree to charge only 50% of the unmeasured charges due, on a pro rata basis for the period of refurbishment or renovation. The customer or the person carrying out the works must notify the Company and request this reduction in the charges. If a property is being used for storage, it will be considered occupied with full charges made against the owner of the premises.

- 4.14. If a property is unoccupied due to the customer being hospitalised or residing in care, charges will not normally apply, provided there is no water use at the property. The customer or their representative should contact BWBSL at the earliest possible opportunity to inform them of this situation.
- 4.15. Following the death of the sole occupier of a property, charges will not normally apply (from the date of death), provided there is no water use at the property. The deceased's executors should contact BWBSL at the earliest possible opportunity to inform them of these circumstances.
- 4.16. Sprinkler Charges - An unmeasured customer using a sprinkler or other automatic garden-watering device will be charged an annual fee of **£59.00**. The Company reserves the right to selectively meter customers using sprinklers or other automatic garden-watering devices, as described on pages 23-24 of this charges scheme.

Measured Water - Domestic Customers

- 4.17. Assessed Charges – Where it is not possible to fit a meter and the customer does not wish to remain on Rateable Value charging, an assessed charge will be levied. This will consist of a Standing Charge per annum plus a charge per bedroom of (Section 2).
- 4.18. Customers in sheltered accommodation may be eligible for a discounted level of assessed charge – see page 14 for details.
- 4.19. Where an assessed charge property is occupied by one person we will not charge for additional bedrooms. Customers must contact BWBSL to inform us of their eligibility for this discount. Proof of single-occupancy may be required.
- 4.20. “WaterSure+” tariffs for vulnerable domestic measured customers – This charge applies to customers who meet the eligibility criteria for the WaterSure+ tariff (see page 15 of this charges scheme), and have a meter installed at their property. The charge is set at the lower of the charge based on actual water consumption, or the average charge paid by domestic measured customers, for 2026/27 see page 6.
- 4.21. Leakage Allowance - The following allowances are given, subject to certain conditions as detailed in our domestic leakage code of practice booklet:
 - First leak – 100% of consumption above normal usage
 - Second leak – 50% of consumption above normal usage
 - Where the leak occurs on internal pipework within the property or because of faulty plumbing, allowances may be given on a discretionary basis.
- 4.22. Additional leakage allowances may be provided on a discretionary basis.
- 4.23. Vacant Properties – Measured vacant properties are not charged a standing charge where no consumption is recorded, however meter readings will still be taken and if any consumption is recorded then normal standing and volumetric charges will apply.

- 4.24. Premises that are undergoing refurbishment or being used for storage will be considered occupied, with charges made to the owners of the premises.
- 4.25. If a property is unoccupied due to the customer being hospitalised or residing in care charges will not normally apply, provided there is no water use. The customer or their representative should contact BWBSL at the earliest possible opportunity to inform them of this situation.
- 4.26. Following the death of the sole occupier of a property, charges will not normally apply (from the date of death), provided there is no water use. The deceased's executors should contact BWBSL at the earliest possible opportunity to inform them of these circumstances.

Miscellaneous Charges

- 4.27. Plumbing Inspections – we are required by law to inspect plumbing installations for compliance with statutory regulations. Initial inspection and up to two re-inspections are free of charge. If contraventions remain, all subsequent re-inspections will be charged at a fixed price of **£96.91**.
- 4.28. Where we are requested to attend a site meeting or carry out an inspection on a specific date and, upon attending, the work is not ready for inspection or the person with whom the meeting was requested fails to attend, the Company reserves the right to levy a charge for the abortive visit. Such charges will be made at a fixed price of **£96.91**.
- 4.29. The estimated cost of the work will be billed to the customer and will be payable in advance. Where necessary we will provide a pipework specification for the customer to do pipework alterations themselves. Any adjustment between the estimate and the actual cost will either be billed or returned to the customer following the completion of the work.
- 4.30. Resizing and/or re-siting of meters - Customers may request us to move a meter at any time after the first year of installation. Where a customer requests that the meter attached to their supply is downsized or re-sited, before approving such a course of action, we will inspect the location to assess whether this is appropriate. A non-refundable inspection charge of **£88.29** will be made for this service.
- 4.31. If the re-siting of the meter is to meet the needs of an elderly or disabled customer this service will be provided free of charge.
- 4.32. Standpipe Hire Charges are as set out in Table 1:

Table 1 - Standpipe Hire Charges

	15mm	64mm
Weekly Hire charge – subject to a minimum charge of 4 weeks	£46.41	£67.96
Twelve months hire – payable in advance	£1,446.57	£2,132.09
Deposit *	£215.90	£485.78
Registration Fee (non-refundable)	n/a	£53.98
Water consumption charged per cubic metre	£1.8795	£1.8795

* Refundable subject to condition on return and may be offset against outstanding fees for hire charge and water usage

4.33. All standpipe hire charges are subject to VAT except for the deposit.

4.34. In addition, the current charge per cubic metre listed above will be charged for all water recorded used through the standpipe meter. If the User fails to provide accurate meter readings, Bristol Water shall be entitled to estimate the number of units of water used and charge accordingly.

4.35. **Temporary Turn Off of supplies**
If a customer wishes their supply to be temporarily turned off, we will charge **£92.60**. Subsequent restoration of supply will incur a fee of **£92.60** during standard hours (Monday-Friday excluding Bank Holidays 8am – 5pm) where no pipework modification is required, or **£123.12** outside of standard hours. This option is only available for measured customers. We do not allow domestic troughs to be temporarily turned off, and an annual standing charge must be paid for these unless they are permanently disconnected. If a non-standard reconnection is required, involving excavation or pipework modifications, we will provide a quotation to carry out this work.

4.36. **Permanent Disconnection of supplies**
Requests for a permanent disconnection must be made in writing to: New Supplies Section, Bristol Water, Bridgwater Road, Bristol BS13 7AT. In some circumstances disconnections may incur a charge.

4.37. **LeakStop**

- The Company operates a scheme to assist domestic customers to repair leaks on supply pipes which are customers' responsibility, by providing a subsidy to assist with repairs or replacement. The scheme is subject to conditions contained in the LeakStop leaflet, available on the Bristol Water website.
- The company may choose to provide additional assistance at its discretion in certain circumstances.

4.38. **Firefighting**
No charge is made for the availability of the supply of water, or the water taken, for fire extinguishing or the testing of fire extinguishing apparatus.

4.39. **Infrastructure Charges**
Details of infrastructure charges and their basis of calculation are contained within our New Connection Charging Arrangements publication.

5. Liability to Pay Charges

Payment Dates

5.1. Bills for main measured and unmeasured charges are payable as follows:

5.2. Unmeasured Charges

Unmeasured charges are payable in advance on 1st April of each year. Unmeasured charges can be paid in two equal instalments on 1 April and 1 October or alternatively bills may be paid in instalments. Where any instalment is not paid by the due date the whole bill, less any payments already made, becomes due immediately.

5.3. Measured Charges

Most measured customers are sent a bill every six months. Bills are payable immediately although different payment options are available. Where bills span financial years, they are apportioned on a daily basis for the old and new charging rates.

5.4. Billing Adjustments

Whilst the Company strives to ensure that all bills for charges are correct, in the case of error it reserves the right to make retrospective adjustments. This will always happen if the adjustment is in the customer's favour. We will not make retrospective adjustments in our favour if there is clear evidence of a failure or error by the Company.

5.5. Security Deposits

- The Company reserves the right to require nondomestic customers to provide a security deposit in cash or some other form of security reasonably acceptable to the Company equivalent to one billing cycle plus three months of average charges ('the Security Deposit').
- For customers billed monthly this will represent four months' charges, for customers billed half-yearly this will represent nine months' charges. Average charges will normally be based upon those payable in the previous year or in the case of new customers based on a reasonable estimate of charges to be paid in the current year.
- A Security Deposit may be required where we consider it reasonably appropriate having regard to charges due to the Company and the customer's credit rating, credit and/or account history or financial resources ('the Credit Rating'). This security deposit is a guarantee of future payment of charges and does not represent advance payment of charges.
- The requirement for a Security Deposit may be reviewed by the Company or at the request of the customer to reflect changes in the volume of services provided or adjustments to the Credit Rating. After 2 years, where a Credit Rating improves the Security Deposit may be cancelled and any money deposited repaid with interest. Where a customer's Credit Rating deteriorates the Company may require the customer to provide a Security Deposit. Interest will be paid by the Company on any cash paid to the Company as a Security Deposit at the rate applying to sums deposited as security under s42(4) of the Water Industry Act.

5.6. Customers entering into any formal insolvency procedure

- Where a Customer enters into any formal insolvency procedure (to include but not limited to liquidation, administration, receivership, bankruptcy, company or individual voluntary arrangement or equivalent procedure) we will apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date'). Any apportioned charges after the insolvency date will be payable by the occupier of the property in question and fall due on the next day of occupation after the insolvency date and will not fall within the insolvency procedure. The charges will be payable

by the person responsible for the payment of water and sewerage charges for the property in question on the same payment terms as would apply if the property had been newly connected on that day.

6. Billing Arrangements – Joint Water and Sewerage Billing

- 6.1. The following arrangements are in place for the billing of Bristol Water customers only.
- 6.2. Bristol Water is responsible for the supply of water within the area shown on page 3.
- 6.3. Wessex Water, an entirely separate company, is responsible for the provision of sewerage / wastewater services in this area.
- 6.4. For the convenience of customers and the two companies, a joint company, BWBSL, is responsible for providing combined bills to Bristol Water and Wessex Water customers.

7. Methods of Charging

7.1. Unmeasured Charges

- Customers on unmeasured charges are charged a standing charge, and a variable charge calculated by the Rateable Value (RV) of their property. Unmeasured customers may choose to switch to Measured Charges. Please refer to section 8 of this schedule.
- Notional Rateable Value - Where unmeasured properties have been structurally altered then we will use a 'notional rateable value' that is based on comparable households or similar properties of the same type. These may be used on a temporary basis or as a permanent charge depending on circumstances. This will also apply where the property has been substantially altered so that the loading units have increased by 25%. (A standard property has a loading unit of 24 through such items as taps and other water fittings, see Appendix II). These charges are detailed in Table 2 below:

Table 2 - Notional Rateable Values

Property Type	No. of Bedrooms	Notional RV £	Property Type	No. of Bedrooms	Notional RV £
Bedsit	1	80			
Flat/ Maisonette	1	110	Semi detached	1	230
	2	140		2	260
	3	170		3	290
	4*	200		4*	320
				1	290
Terrace	1	170	Detached	2	320
	2	200		3	350
	3	230		4*	380
	4*	260			
Temporary caravan charge		95			

*note: Add £30 Notional RV for each additional bedroom.

- Where none of these applies, a fixed annual fee of £356.82 will be used.

7.2. Measured Charges

- Customers on measured charges are charged a standing charge, and a variable charge based on their water consumption, which is measured by a water meter fitted by Bristol Water.
- We attempt to read each customer's water meter twice each year and use the customer's actual water consumption as the basis of charging. When it has not been possible to obtain a meter reading the bill will be estimated, on the basis of the customer's normal consumption.
- If a customer believes that the consumption recorded on their bill is incorrect they may contact BWBSL who will investigate. A guide to the normal consumption of a household can be found on the Bristol Water website www.bristolwater.co.uk and in the "Now you've turned on to water metering" leaflet provided to new measured customers.
- The customer may request that the meter is tested to check its accuracy. The cost of this to the customer is **£70.00**, plus VAT. If the meter is found to have been recording inaccurately the cost of the meter testing will not be payable.

7.3. Assessed Charges

- Where a domestic customer has requested to be charged on a measured basis, but it is not possible to install a water meter at their property, the customer may be offered an assessed charge, based on the number of bedrooms in their property.
- Where customers live in sheltered accommodation with communal laundry facilities, we may discount the bedroom-related portion of the assessed charge by 15%. Please contact BWBSL for more details of this discount.

7.4. Properties of Multiple Occupation

- Where a property has been subdivided into letting rooms with a shared water supply we have no basis to bill the individual tenants and will charge the landlord or their agent.

8. “WaterSure+ Customers”

8.1. Domestic measured customers may be eligible for a reduced charge in certain circumstances. This reduced charge is the average measured bill for domestic customers, where this is lower than their actual bill based on measured consumption.

8.2. Domestic unmeasured customers may also be eligible for the WaterSure+ tariff if a meter cannot be fitted at their property. This charge is the lower of the charge based on the Rateable Value, the applicable assessed charge to the number of bedrooms, or the average charge paid by domestic customers

8.3. The current WaterSure+ charge is detailed on page 6 of this charges scheme.

8.4. To be eligible for this charge the conditions are that:

- The customer, or any other person who lives at the property, is in receipt of one or more of the following benefits:
 - Income Support
 - Income-related JobSeekers Allowance
 - Housing Benefit
 - Council Tax Benefit
 - Working Tax Credit
 - Pension Credit
 - Child Tax Credit (except families in receipt of the family element only)
 - ESA (Employment and Support Allowance)
 - Universal Credit
- And that either the same person receives child benefit for three or more dependent children under the age of 19 who live in the household, or that any person residing in the property is receiving treatment for one or more of the following medical conditions and if the condition causes them to use a significant volume of water.
 - Desquamation (flaky skin loss)
 - Weeping skin disease (eczema, psoriasis, varicose ulceration)
 - Incontinence
 - Abdominal stomas or
 - Renal failure requiring home dialysis
 - Crohn’s disease
 - Ulcerative colitis
- We will also consider requests for assistance from customers in receipt of the specified benefits who have other medical conditions, including mental health conditions, which involve significant use of water.
- The customer or other qualifying person must occupy the whole or part of the property as their only or principal home. Where the customer occupies only part of the property, this must still be the principal purpose of the property.

8.5. Customers who come into either of these categories should contact BWBSL for an application form. Completed forms must be returned to BWBSL including evidence to support the claim in the specified format. BWBSL will then calculate which types of billing arrangement are available so that the applicant can make their choice. Customers may register at any time of the year. If accepted, the entitlement will last for one year unless that is part way through a billing period, in which case the entitlement will cease at the end of the next billing period. Customers who want to keep their

entitlement have to resubmit the registration form and evidence. BWBSL will remind customers 28 days before their entitlement is due to end. At that time, it will send them another application form and details of evidence required. If circumstances change, customers must tell us although they may stay on the tariff until the end of a billing period. Claims may be subject to checking by the Company or third parties acting as agents on our behalf.

- 8.6. Successful applicants to the WaterSure+ tariff will be charged on that tariff for the entire billing period in which their application is made.
- 8.7. We are required by legislation to also offer the standard WaterSure tariff, which is set at the level of the average household bill, **£249.46**.

9. Assist Tariff

- 9.1. Where a household customer or resident of a qualifying premises, as defined in section 9.4, is experiencing substantial difficulty in paying their bill, they may be eligible for the Bristol Water Assist Tariff.
- 9.2. Applicants (unless otherwise advised by Bristol Water) must provide a full financial statement via an independent debt advice agency approved by Bristol Water, such as Citizens Advice Bureaux, Talking Money, Age UK or StepChange Debt Charity, or a recognised self-help tool or an assisted self-help tool may be used.
- 9.3. The debt advice or other agency (unless the applicant is otherwise advised by Bristol Water that equivalent evidence will be accepted) must confirm to us that on the evidence of a completed means assessment form the applicant's household is not able to afford a level of payment that meets their current annual bill for services provided by Bristol Water to the premises.

9.4. Eligibility Criteria

To qualify for the Assist Tariff the following requirements must be met:

- In the case of premises that are not used solely as a person's home, the other use is not the principal use of the premises
- Water supplied to the premises is not used for watering a garden (other than by hand) by means of any apparatus, or for automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.

The requirements for eligible organisations are that:-

- The qualifying organisation is a not for profit organisation or registered charity that provides housing for persons likely to be eligible under section 9.4;
- The premises are owned by the qualifying organisation and primarily used for the housing of eligible persons under section 9.4;
- An appropriate level of charge will be set according to the occupancy of each property used for the housing of persons under paragraph 9.4.

We would expect to see all or some of the following in a successful application:

- The household can demonstrate reasonable outgoings that are greater than income;
- There is evidence that a household is cutting back on other essentials such as food and heating to pay water (and sewerage) charges;
- Where the household is not claiming benefits, the water bill is likely to be greater than 5% of income after housing costs – unless there is evidence that essential water use is being rationed;
- The household is in arrears with one or more other “priority” creditors (e.g. mortgage and council tax).

We would be likely to reject an application if

- The customer does not accept a free water meter (despite being able to afford a meter bill);
- The customer's water use is very high without good reason;
- There is evidence that the customer is favouring non-priority debtors (e.g. store cards and catalogues) over current water charges;
- The customer has significant savings;
- The debt agency's or equivalent assessment of the customer's ability to pay water charges is very low compared to other utilities.

9.5. Application Process

Applications for the Bristol Water Assist Tariff:

- Must be made by the qualifying person or such other occupier of the premises who may be responsible jointly or otherwise to pay the charges for services provided to the premises;
- Must be supported by reasonable evidence of qualification for assistance;
- Must be supported by a completed means assessment in a form prescribed by the Company relating to the entire income of those residing at the premises and would be liable to pay charges under the Water Act and such other evidence as the Company may demand;
- May result in the Company seeking verification with the applicant's consent from a potential qualifying person's registered Jobcentre Plus of evidence to support their application.

9.6. Decision

Applications to the Assist Tariff will be reviewed by the Company and the Company will determine whether it is satisfied that the assessment made by the debt agency (or equivalent assessment) about the ability of the applicant's household to pay is accurate. If the application is successful, the Company will determine which level of Assist Tariff is appropriate for the customer. The Company's decision about eligibility for the Assist Tariff will be final and will consider all relevant circumstances about the household's financial circumstances and how they have arisen.

If an applicant is not successful, then no further application for eligibility may be made by the applicant until six months has elapsed or there has been a material change of circumstance in the customer's financial circumstances.

9.7. Re-application process

Customers accepted onto the Assist Tariff must reapply annually for the tariff on the anniversary of their first successful application. The Company will require proof of eligibility to the benefits listed above, confirmation that there has been no material change in the household's financial circumstances and reserves the right to request the customer to submit a new means assessment via a debt advice agency (or equivalent assessment).

If the customer does not reapply or fails to provide the necessary evidence or provides evidence to show that their financial situation has improved, the Company reserves the right to vary the Assist Tariff level of apply standard charges as appropriate.

Where an application is made or where a customer agrees to pay the Assist Tariff the Company reserves the right to apply the Assist Tariff to premises occupied by such persons already on a payment arrangement that does not cover their annual bill for services provided without the need for a formal means assessment by a debt advice agency.

No other rebates or allowances whether set out in this schedule of charges or otherwise will apply to those customers paying the Assist Tariff.

Acceptance of a re-application may depend on the willingness of the customer to accept a water meter, where the application suggests this may be beneficial.

9.8. Assist Tariff structure

The Company will assess the application according to the customer's financial situation and apply the appropriate level of Assist Tariff.

The Assist Tariff consists of six levels, providing varying levels of discount against the average bill charged to domestic customers in that charging year.

For 2026/27 the Assist Tariff charges are as set out in Table 3:

Table 3 - Assist Charges

Assist Level	Tariff (£)	Discount against Average Bill
0	30.63	88%
1	63.61	75%
2	106.02	58%
3	153.14	39%
4	195.54	22%
5	200.25	20%

9.9. Assist Tariff structure

We plan to take further steps to encourage unmeasured customers on the Assist Tariff to benefit from meter savings. Where a customer installs a meter as part of the Assist Tariff, the customer will have one month following receipt of their fourth measured bill, or within 24 months of the meter installation, whichever is the later, to revert to unmeasured charges. In addition, we will refund any additional charges incurred during the trial metering period.

10. Pension Credit Social Tariff

10.1 Customers who receive Pension Credit or the State Pension as the sole source of their income are eligible for our Pension Credit Social Tariff.

10.2 This tariff provides a 20% discount on normal household tariffs, as detailed in Table 4 below:

Table 4 - Pension Credit Social Tariff Charges

Product/Service	Standing Charge	Variable Charge	
Measured Household	£55.38	1.5036	per m3
Unmeasured Household	£42.97	1.3953	per £ of RV
Assessed Charge	£55.38	£82.70	First Bedroom
		£56.38	Additional bedroom

10.3 Applications to join this tariff should be made directly to the Company, by contacting BWBSL by email or telephone, using the contact details provided on page 4 of this document.

10.4 Customers must provide reasonable evidence of their qualification for this tariff to support their application.

10.5 Customers are not eligible for the Pension Credit Social Tariff where:
in the case of premises that are not used solely as a person's home, the other use is not the principal use of the premises

Water supplied to the premises is not used for watering a garden (other than by hand) by means of any apparatus, or for automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.

11. Switching to Measured Charges

11.1 Domestic customers who are charged on an unmeasured basis have the option to switch to a measured charge, by having a water meter installed. The cost of the meter installation is normally free to domestic customers. You can also apply for a meter online.

11.2 Customers who wish to switch to a measured charge should visit our website, at www.bristolwater.co.uk/request-a-meter. Customers rights relating to water metering are set out at www.bristolwater.co.uk/watermeterrights. Alternatively, applications can be made by telephone, customers should contact BWBSL. The application form is considered to be the statutory document known as a 'Measured Charges Notice' which signifies the start of the process set out by law. Applications can also be made in writing, using a form available on request from BWBSL. The following section describes these processes as they apply for household and commercial customers. For both classes of customer, any meter fitted remains the property of Bristol Water.

11.3 Household properties

- We will arrange to survey the property and fit a meter within 56 days of receipt of the completed application. If, due to circumstances within our control, we fail to do so within this time scale, and if a meter is eventually fitted, then we will cease unmeasured Rateable Value Water Volume charges from the 57th day after the date the application was received but will not charge any measured charges until the meter is fitted. Generally, meters will be fitted externally in a chamber in the footpath or garden. On some occasions they may be fitted inside the house and in these cases, a radio frequency device will be fitted on top of the meter to enable us to read the meter from outside the property.
- The meter will be fitted free unless:
 - It will be necessary to separate the customer's service pipe where it is shared with other customer
 - It will be necessary to install additional meters* because the customer is served by more than one supply
 - There would need to be substantial alterations to existing plumbing or the building to enable the meter to be installed
 - Meter has been unlawfully removed

**A second meter may be fitted free of charge provided this does not incur disproportionate costs.*

- In these cases, the customer will need to make the alterations themselves to enable a meter to be fitted free. We will provide a specification for the meter fitting position. The customer can also ask us to fit a meter in an alternative location. Individual quotations will be provided which will include an allowance equal to the price of providing the free meter option in our preferred position. Where the meter is re-sited to allow access by a disabled or infirm customer no charge will be made.
- Where the customer fails to complete all the necessary works within three months of the application, the application will be cancelled and a fresh application made when the works are ready.
- Where, following a survey or notification by the customer that any necessary alterations to the pipework have been completed, we can proceed to fit the meter, the meter will be fitted within 56 days and the customer brought onto the new measured charging basis. If we fail to fit the meter within this timescale, then we will cease unmeasured Rateable Value Water Volume charges from the 57th day after the date the application was received but will not charge any measured charges until the meter is fitted.
- In the very few cases where it will not be possible to fit meters at all, or the necessary alterations could be unduly expensive, the customer will then be charged at the lower of the relevant assessed charge or their Rateable Value charge.

- In cases of multi-occupancy buildings e.g. a block of flats where the flats cannot be individually metered, we will be prepared to consider a single meter which will be the responsibility of one individual or management company acceptable to Bristol Water. Responsibility for dividing up the bill rests with the occupiers. In the event of non-payment, the agreement will be void and all flats will revert to Rateable Value charging, retrospectively for the period equivalent to the outstanding debt.
- In cases where multiple dwellings such as blocks of flats or caravan sites are already supplied through a single meter, the right for individual units to opt for a meter is not available. If an individually metered account is required, the owner or tenant should contact the person responsible for paying the metered account.
- CCW provides a calculator on its website to help customers decide if they would save money by switching to a meter <http://www.ccwater.org.uk/watermetercalculator/>

11.4 Non-household properties

- Non-household customers wishing to switch to a meter should contact their retailer.

11.5 Reversion for meter optants: household only

- Domestic customers who have elected to change their method of charge from a Rateable Value based charge to a measured basis, have the right to request reversion back to a Rateable Value basis subject to certain conditions. Reversion is not permitted for commercial customers.
- Only the person who served the original notice requesting the change to a measured basis, or anyone living in the property at the time of the notice, may request reversion.
- A customer may then opt again to switch to measured charges, but a customer is only permitted to revert to unmeasured charges once during their occupancy of a property.
- If a customer finds that being on meter is more expensive than anticipated, the customer can revert to the unmetered basis of charging. The two-year period of metering charges will still need to be paid. During the two-year period, prior to reversion, we charge on rateable value and refund the difference of overpayment compared to metered charges. This gives the lowest bill guarantee to our customers. This is only applicable to those customers who wish to revert.
- The customer must be on a meter for the two years to obtain the rebate or lower charge. The customer is able to revert at any time during the two-year period but would miss out on the rebate if reverting before the two year period.
- Enhancing our reversion policy will encourage more of our customers to 'try' water metering and increase meter penetration. There is no risk to the customer as they will only pay the lowest bill.
- Over the first 24 months following the meter installation, BWBSL will read the meter at least twice and the customer will receive bills at six monthly intervals. Customers will have one month following receipt of their fourth measured bill, or within 24 months of the meter installation, whichever is the later, to tell BWBSL whether they wish to remain on the meter or change back to a Rateable Value based charge. If the customer does not request reversion, BWBSL will assume they want to continue to be charged on a measured basis. This is a process controlled by law and unless the customer has asked to revert to unmeasured charges they cannot change back to an unmeasured supply at that property.
- Customers may not revert back to unmeasured charges if one or more of the following situations apply to the property:

- The principal use of the property is no longer a home.
- There is garden watering other than by hand.
- Water is used to replenish a swimming pool with a capacity greater than 10,000 litres.
- Water is used to replenish a lake or pond with a capacity of over 10,000 litres.
- Water is used in a bath with capacity of over 230 litres.
- Water is used in a power or multiple jet shower.
- Water is used in a unit incorporating reverse osmosis or in conjunction with a water treatment unit which produces a waste water discharge or which requires the use of water for regeneration or cleaning.
- Where the property is in an area of water scarcity, so determined by the Secretary of State.

11.6 Disputes about meter options

- If customers have any queries, they should contact us. As a normal procedure, we will review costs and attempt to resolve differences directly with the customer. If the dispute cannot be resolved with us, the customer may contact Ofwat, who can be asked to investigate. Ofwat's decision on this matter will be final and binding on both parties.

11.7 Selective metering

- Customers can choose to remain on existing unmeasured charges unless one of the following applies, in which case we reserve the right to meter compulsorily at our expense. We have an ongoing policy of metering some properties on change of occupier.
 - There is a change of occupier of the property
 - The principal use of the property is no longer a home
 - There is garden watering other than by hand
 - Water is used to replenish a swimming pool
 - Water is used to replenish a lake or pond that exceeds a combined capacity of over 10,000 litres
 - Water is used in a bath with a capacity of over 230 litres
 - Water is used in a power or multiple jet shower
 - Water is used in a unit incorporating reverse osmosis or in conjunction with a water treatment unit which produces a waste water discharge or which requires the use of water for regeneration or cleaning
 - Where the property is in an area of water scarcity, so determined by the Secretary of State
 - The property is defined as a non-household customer and included in the competitive retail market
 - Where the property is believed to be void (the property has no occupier paying unmeasured or assessed charges).

12. Compulsory metering of supplies to households

New supplies and conversions to properties

- 12.1 The Company has powers under Section 162 of the Water Industry Act 1991 to require certain categories of property to be metered.
- 12.2 Where a household property, or any other property, is connected to the Company's water main for the first time the Company requires the supply to be metered.
- 12.3 Where a property has been converted into a larger number of units without notification to the Company and without a separate metered supply having been provided to each unit, the Company will treat each unit as a new connection to its supply and where it is practical to do so at a reasonable cost, install meters for each of the units at its own expense. Where it is not practical an Assessed Charge will be applied to the unit.
- 12.4 There will be no right of charge to unmeasured charges for the occupier of a house which has been metered as a result of this Section.

Properties using water for non-domestic purposes

- 12.5 The Secretary of State for the Environment has published Regulations which allow water supplies to be metered to the following categories of household property where water is used for non-domestic purposes that are:
 - a) Water that is being used for purposes other than drinking, washing, cooking, central heating, and sanitary purposes and
 - b) Water used outside the house where water can be drawn from a tap inside the house without the use of a hosepipe or similar apparatus, including:
 - i. properties where a unit incorporating reverse osmosis is installed (e.g., a water softening unit);
 - ii. properties where a garden watering system which is not designed to be operated by hand has been installed (this includes garden sprinklers as well as any piped system except hand held hosepipes);
 - iii. properties with swimming pools sprinkler
 - iv. or ponds with a capacity greater than 10,000 litres which are replenished with water automatically; and
 - v. properties with a bath with a capacity greater than 230 litres (as measured to the centre line of overflow) but excludes water used for drinking, washing etc.
- 12.6 Under the Water Supply (Water Fittings) Regulations 1999 a person who intends to install or use any of the above in a home must serve notice of their intention on the Company and obtain its permission before commencing work. Failure to do so is a criminal offence and will attract a fine not exceeding level 3 on the standard scale.
- 12.7 The Company will not withhold its permission unreasonably but may grant it subject to conditions. Such conditions will include that the water supply has to be metered if it is not already metered.

- 12.8 The Company may not be able to meter a supply immediately. Therefore it will grant permission on the basis that it intends to meter the supply at a date convenient to it and the customer. Normally such metering will take place within six months of the Company granting permission.
- 12.9 Where a meter is installed by the Company under Regulations made by the Secretary of State, no charge will be made for its installation.
- 12.10 There will be no right of reversion to unmeasured charges for the occupier of a property at which a meter was installed compulsorily under 12.5-12.9.

13. Payment of Water and Sewage Charges

Payment Options

13.1 Direct debit

- Unmeasured customers can elect to make a single payment of the amount due annually, to pay half-yearly, or to make ten monthly payments. Monthly payments are taken from May each year. We offer “DD anyday”, so customers can choose which day of the month Direct Debit payments are taken on.
- Customers with measured accounts can elect to make a single payment of the amount due, to pay half-yearly, or to make 12 monthly payments. We offer “DD anyday”, so customers can choose which day of the month Direct Debit payments are taken on.
- For more information please visit <https://www.bristolwater.co.uk/my-bill/#ways-to-pay>

13.2 Cash

- Customers can pay by cash, free of charge, at any Payzone outlet or the Post Office. You can pay by cash, cheque or Postal Order at any bank. You will not normally have to pay a fee at your own bank. Customers should not send cash through the post. Payment cannot be made directly at Bristol Water’s Head Office on Bridgwater Road, Bristol, at BWBSL in Nailsea or at any other Bristol Water site.

13.3 By cheque (payable to BWBSL)

- Customers can pay by cheque at their own bank or by posting the cheque to BWBSL. Customers can normally pay by cheque free of charge at their own bank. Customers will need to check with their own bank whether any charges will be made.

13.4 Credit/debit card

- Customers can pay by Credit or Debit Card over the telephone. The Company reserves the right to charge an additional fee of 1.5% of the value of the payment for payments made by Credit Card. You can also make card payments via our website <http://www.bristolwater.co.uk/my-bill/#understanding-my-bill>

13.5 Online / TV / Telephone / Remote Banking

- Online – you can pay online with Internet/mobile banking*
- Pay by Telephone, TV, PC or remote banking – please quote sort code 40-02-50 and account number 61229737.*

**payment should be made to Bristol Wessex Billing Services Ltd, quoting the 13-digit reference number shown in the box on the top right hand side of the bill.*

13.6 Standing order

- Very few of our customers choose to pay this way as it has to be reset each year when prices change. For those customers who do choose to pay by this method there are the same payment plans available as for Direct Debits.

13.7 Paying by instalments

- Choices are monthly (10 for unmeasured customers), 23 fortnightly or 46 weekly payments. There is typically no extra charge provided payment is made in cash at the Post Office, Payzone and normally at your own bank.

- Unmeasured instalment plans run from May to February, and payments are revised for the May payment. Measured customers have their payments reviewed annually, and can spread payments over twelve months.
- If the plan is cancelled, customers are asked to make contact to make alternative payment arrangements. Otherwise, a recovery process will be started which can result in court action which will lead to additional incurred costs being added to the bill. This debt recovery procedure is described in further detail in our Debt Recovery Code of Practice, available on request from BWBSL.

13.8 Customers on Benefits

- Customers who receive Income Support, Income Based Job Seekers allowance, or Income Based Pensions Credit, Employment and Support Allowance or Universal Credit can apply for deductions from their benefit to be paid directly to BWBSL. Direct payments will only be made when customers have fallen into arrears and there is no other suitable method to deal with the debt.
- The payment consists of a deduction to cover the current year's bill plus a sum to reduce the arrears.
- The amount paid in Direct Payments will not exceed 25% of the customer's total weekly benefit.
- If other Direct Payments are already being taken for housing costs or fuel, the limit may already be reached and it will not be possible to include deductions for water charges.
- Customers who would like to pay this way should contact BWBSL.

14. Enquiries and Complaints

14.1 Complaints Procedure

- Bristol Water has formal complaints procedures which customers should follow if they are dissatisfied with any aspect of our service. These procedures can be obtained on request from the Company, or via the following links:

14.2 Water Supply Enquiries and Complaints:

https://www.bristolwater.co.uk/wp-content/uploads/2018/07/bw_codeofpractice.A5_Artwork2016-no-crops.pdf

14.3 Billing Enquiries and Complaints:

<https://www.bristolwater.co.uk/wp-content/uploads/2018/07/Billing-enquiries-and-complaints-JV.pdf>

14.4 Compensation Policy

- Bristol Water is required by statute to adhere to the Guaranteed Standards Scheme, which provides for compensation to customers in the event of service failures.
- In addition, we have our own Bristol Water Promise, which increases the range and value of compensation payments available to customers.
- The Bristol Water Promise can be obtained on request from the Company, or from our website: <http://www.bristolwater.co.uk/wp-content/uploads/2020/06/Customer-Promise-2020.pdf>.

Appendix I – Our commitment to you

Our Customer Charter - The Guaranteed Standards Scheme

Our Customer Charter sets out service standards for:

- Appointments to visit you
- Account queries
- Requests about payment arrangements
- Complaints about water services
- Notices of planned interruption of supply
- Notice of emergency interruption of supply
- Where the supply is not duly restored
- Water pressure problems.

Visit our website for a copy of our Customer Charter or contact the customer services team.

Our Codes of Practice for Domestic Customers

We operate codes of practice for domestic customers that covers the range of services we provide to our customers, including:

- How to make a complaint
- How we manage customer debt
- Leakage from customer supply pipes

Visit our website for a copy of our Code of Practice or contact the customer services team.

Help paying your bill

If you need help with paying your bill, there are a number of different payment/assistance schemes available that might help you balance your household budget. Our customer service advisers will make sure you receive help that best suits your individual needs. We may be able to help you:

- Spread the cost of your bills
- Pay us directly from your benefits
- Repay debt and get back on track
- Lower your water bills
- Save money and water with a meter
-

You can get help with paying your bill by calling 0345 600 3600 or completing our [enquiry form](#).

Appendix II – Loading Units for Calculating the Relevant Multiplier

Water fitting/appliance	Loading unit
WC flushing cistern	2
Wash basin in a house (see note 2)	1.5
Wash basin elsewhere	3
Bath (tap nominal size $\frac{3}{4}$ " or 20mm)(see note 3)	10
Bath (tap nominal size larger than $\frac{3}{4}$ " or 20mm)(see note 3)	22
Shower	3
Sink (tap nominal size $\frac{1}{2}$ " or 15mm)	3
Sink (tap nominal size larger than $\frac{1}{2}$ " or 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to minimum allowance of six loading units per house)(see notes 4 and 5)	3
Communal or commercial appliance (see note 4)	10
Any other water fitting or outlet including a tap but excluding a urinal or water softener	3

Notes for Appendix One

- i. Any fitting includes any plumbing, dedicated space or planning or other provision for that fitting.
- ii. “House” means any building or part of building which is or will be occupied as a private dwelling. This includes a flat, boat or caravan connected to the water supply.
- iii. “Bath” includes a whirlpool or Jacuzzi.
- iv. “Domestic appliance” means any water-using appliance including a dishwasher, washing machine
- v. and waste disposal unit other than in a house, including communal facilities.
- vi. A minimum of six loading units shall be included for each house for domestic appliances whether or not the dwelling has any such appliances. This does not apply where neither a washing machine nor a dishwasher can be provided and there is no plumbing outlet, dedicated space or planning or other provision for either appliance in the house.

Appendix III – Household Progressive Charges Trials

We have undertaken significant work to develop innovative charges, based on extensive customer engagement and modelling, that will provide customers with the right incentives to use water wisely so that their bills are fairer and more affordable.

This appendix sets out the charges we will apply, should we decide to introduce progressive charges within the 2026/27 charging year. Including these charges within this Scheme allows us to introduce these charges but does not oblige us to introduce these charges.

Charges that we may trial are:

1. Seasonal Charges, with a summer winter differential of 1.5
2. Seasonal Charges, with a summer winter differential of 3
3. Water efficiency incentive

Our selection of participants in any trial is intended to ensure our sample is robust and unbiased, using objective criteria to select trial cohorts. Household customers on social tariffs will be excluded from any trial, while customers will be removed from the trial if (during the trial period):

- They move.
- The account becomes an Executor account.
- They go onto a social tariff.

We will consider any requests by any household customer to be removed from the trial, but we need to ensure that the cohorts are unbiased and represent our HH customer population. For this reason, we may require supporting evidence, particularly in the case of discretionary or excessive usage to assess any request. We may run tariff trials on an opt-out basis for household customers, which will form part of our process of communicating with customers as part of our recruitment process for the tariff trial.

Household customers selected to participate in any trial will be liable to pay charges according to the charges set out in the appropriate schedule.

Customers selected to participate in any trial will be billed twice annually.

1. Seasonal Charges, with a summer winter differential of 1.5

We may designate identified premises within the Bristol area as being subject to metered charges on a seasonal tariff trial

For customers in designated premises, the seasonal tariff will replace the standard metered tariff:

2026/27 Charges	Fixed charge	Variable per cubic metre
Water Only	69.23	1.8795

Seasonal tariffs will be payable for any premises designated until further notice.

- The 'winter' period, or 'low season', will apply between 1 October and 31 March of the Charging Year.
- The 'summer' period, or 'high season', will apply between 1 April and 30 September of each Charging Year.
- During the 'summer' period, the variable charge for water will be 1.5 times higher than the 'winter' rate.

Charges for seasonal tariffs are set out in this Schedule HHSC1 (below).

Schedule HHSC1 – Seasonal metered charges

2026/27 Charges	Fixed charge	Variable per cubic metre
Water Only	69.23	1.8795
Seasonal metered variable charges - low season 'winter'		1.4896
Seasonal metered variable charges - high season 'summer'		2.2344

To help understand how this charge could affect household customers participating in trials, we set out below worked examples for two households (**A** and **B**) whose annual consumption is 100m³.

- **Household A** uses 100 m³ annually. Consumption is low and evenly spread throughout the year. Household **A** will pay a fixed charge of £69.23, and a volumetric charge (over the year) of:

$$\begin{aligned}
 & \text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\
 & £69.23 + (£1.4896 \times 50\text{m}^3) + (£2.2344 \times 50\text{m}^3) \\
 & £69.23 + (£74.48 + £111.72) \\
 & £69.23 + £186.20
 \end{aligned}$$

- **Household B** uses the same amount of water as Household **A** (100 m³ annually), but it uses more water in the summer, perhaps because it is using water outside in the garden. Household **B**'s bill

will be based on payment of the same fixed charge of £69.23 and a volumetric charge (over the year) of:

$$\begin{aligned}
 & \text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\
 & £69.23 + (£1.4896 \times 40\text{m}^3) + (£2.2344 \times 60\text{m}^3) \\
 & £69.23 + (£59.58 + £134.06) \\
 & £69.23 + £193.64
 \end{aligned}$$

- Household **A** and **B** use the same amount of water, but Household **B**'s bill is 4% higher than that of Household **A**'s, because Household **B** is using more water in the summer when water is in more demand.
- Were Households **A** and **B** on the standard tariff, rather than on a seasonal charges trial, their bills would be calculated as follows:

$$\begin{aligned}
 & \text{Fixed charge} + (\text{standard metered rate} \times \text{volume}) \\
 & £69.23 + (£1.8795 \times 100\text{m}^3) \\
 & £69.23 + £187.95
 \end{aligned}$$

- Household **A** would pay slightly less under the seasonal tariff, while Household **B** would pay slightly more.

A second example shows two households whose annual consumption is higher, at 200m³, equivalent to the average volume used by a household with six occupants.

- **Household C** uses 200 m³ annually. Consumption is higher than average, but evenly spread throughout the year. Household **C** will pay a fixed charge of £69.23 and a volumetric charge (over the year) of:

$$\begin{aligned}
 & \text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\
 & £69.23 + (£1.4896 \times 100\text{m}^3) + (£2.2344 \times 100\text{m}^3) \\
 & £69.23 + (£148.96 + £223.44) \\
 & £69.23 + £372.40
 \end{aligned}$$

- **Household D** uses the same amount of water as Household C (200 m³ annually), but it uses more water in the summer, perhaps because it is using water outside in the garden. Household **D**'s bill will be based on payment of a fixed charge of £69.23 and a volumetric charge (over the year) of:

$$\begin{aligned}
 & \text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\
 & £69.23 + (£1.4896 \times 80\text{m}^3) + (£2.2344 \times 120\text{m}^3) \\
 & £69.23 + (£119.17 + £268.13) \\
 & £69.23 + £387.30
 \end{aligned}$$

- In our second example, Household **C** and **D** use the same amount of water, but Household **D**'s bill is 4% higher than that of Household **C**'s, because Household **D** is using more water in the summer when demand for water is higher.

- Were Households **C** and **D** on the standard tariff, rather than on a seasonal charges trial, their bills would be calculated as follows:

$$\begin{aligned} &\text{Fixed charge} + (\text{standard metered rate} \times \text{volume}) \\ &\text{£69.23} + (\text{£1.8795} \times 200\text{m}^3) \\ &\text{£69.23} + \text{£375.90} \end{aligned}$$

- Households **C** would pay slightly more under the seasonal tariff, while Household **D** would pay slightly less.

These examples show hypothetical water bills.

2. Seasonal Charges, with a summer winter differential of 3

We may designate identified premises within the Bristol area as being subject to metered charges on a seasonal tariff.

For customers in designated premises, the seasonal tariff will replace the standard metered tariff:

2026/27 Charges	Fixed charge	Variable per cubic metre
Water Only	69.23	1.8795

Seasonal tariffs will be payable for any premises designated until further notice.

- The 'winter' period, or 'low season', will apply between 1 October and 31 March of the Charging Year.
- The 'summer' period, or 'high season', will apply between 1 April and 30 September of each Charging Year.
- During the 'summer' period, the variable charge for water will be 3 times higher than the 'winter' rate.

Charges for seasonal tariffs are set out in this Schedule HHSC2 (below).

Schedule HHSC2 – Seasonal metered charges

2026/27 Charges	Fixed charge	Variable per cubic metre
Water Only		1.8795
Seasonal metered variable charges - low season 'winter'	69.23	0.9182
Seasonal metered variable charges - high season 'summer'		2.7546

To help understand how this charge could affect household customers participating in trials, we set out below worked examples for two households (**E** and **F**) whose annual consumption is 100m³.

- **Household E** uses 100 m³ annually. Consumption is low and evenly spread throughout the year. Household **E** will pay a fixed charge of £69.23, and a volumetric charge (over the year) of:

$$\begin{aligned}
 & \text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\
 & £69.23 + (£0.9182 \times 50\text{m}^3) + (£2.7546 \times 50\text{m}^3) \\
 & £69.23 + (£45.91 + £137.73) \\
 & £69.23 + £183.64
 \end{aligned}$$

- **Household F** uses the same amount of water as Household **E** (100 m³ annually), but it uses more water in the summer, perhaps because it is using water outside in the garden. Household **F**'s bill will be based on payment of the same fixed charge of £69.23 and a volumetric charge (over the year) of:

Fixed charge + ((winter rate x volume) + (summer rate x volume))
 £69.23 + (£0.9182 x 40m3) + (£2.7546 x 60m3)
 £69.23 + (£36.73 + £165.28)
 £69.23 + £202.01

- Household **E** and **F** use the same amount of water, but Household **F**'s bill is 9% higher than that of Household **E**'s, because Household **F** is using more water in the summer when water is in more demand.
- Were Households **E** and **F** on the standard tariff, rather than on a seasonal charges trial, their bills would be calculated as follows:

Fixed charge + (standard metered rate x volume)
 £69.23 + (£1.8795 x 100m3)
 £69.23 + £187.95

- Household **E** would pay slightly less under the seasonal tariff, while Household **F** would pay slightly more.

A second example shows two households (**G** and **H**) whose annual consumption is higher, at 200m3, equivalent to the average volume used by a household with six occupants.

- **Household G** uses 200 m3 annually. Consumption is higher than average, but evenly spread throughout the year. Household **G** will pay a fixed charge of £69.23 and a volumetric charge (over the year) of:

Fixed charge + ((winter rate x volume) + (summer rate x volume))
 £69.23 + (£0.9182 x 100m3) + (£2.7546 x 100m3)
 £69.23 + (£91.82 + £275.46)
 £69.23 + £367.28

- **Household H** uses the same amount of water as Household C (200 m3 annually), but it uses more water in the summer, perhaps because it is using water outside in the garden. Household **H**'s bill will be based on payment of a fixed charge of £69.23 and a volumetric charge (over the year) of:

Fixed charge + ((winter rate x volume) + (summer rate x volume))
 £69.23 + (£0.9182 x 80m3) + (£2.7546 x 120m3)
 £69.23 + (£73.46 + £330.55)
 £69.23 + £404.01

- In our second example, Household **G** and **H** use the same amount of water, but Household **H**'s bill is 9% higher than that of Household **G**'s, because Household **H** is using more water in the summer when demand for water is higher.

- Were Households **G** and **H** on the standard tariff, rather than on a seasonal charges trial, their bills would be calculated as follows:

$$\begin{aligned}
 & \text{Fixed charge} + (\text{standard metered rate} \times \text{volume}) \\
 & \text{£69.23} + (\text{£1.8795} \times 200\text{m}^3) \\
 & \text{£69.23} + \text{£375.90}
 \end{aligned}$$

- Households **C** would pay slightly more under the seasonal tariff, while Household **D** would pay slightly less.

These examples show hypothetical water bills.

3. Water efficiency incentive

In 2026/27 we are offering customers (in certain supply areas) the opportunity to participate in a Water Efficiency Incentive trial, should a need for the trial arise. The trial aims to measure the impact of community promotion of water efficiency, as opposed to the physical infrastructure interventions that we also provide to customers (customer supply pipe replacements).

For the 2026/27 charging year we reserve the right to introduce the scheme, should an identifiable need arise as a result of pressures on water resources.

The scheme would operate through a defined measurement of household consumption within the trial area over a period before the trial and over a period that includes both this baseline period and the trial period.

Household customers would be automatically part of the WEI scheme if:

- They live within the chosen trial area; and
- They are registered as our customers and their water bill is calculated by reference to our unmeasured, assessed, metered tariffs or special tariff supports (such as WaterCare, WaterSure or Assist)

The scheme would be applied as a rebate to the customer bill, on the next available bill during 2026/27 after completion of the trial and confirmation of the outcome, and on a pro-rata basis over the remainder of 2026/27. Any scheme would strictly be applied as a rebate (benefit) and would not result in any additional charges to customers.

The scheme benefit will vary depending on the structure of the chosen incentive, and the collective water savings achieved by our customers. If we run a similar trial during 2026/27, the following rebates will apply:

- A WEI credit of £10 will be paid to all eligible household customers if the household consumption in total in the trial area over the trial period is reduced by 5% lower than in the baseline period; or
- A WEI credit of £30 will be paid to all eligible household customers if the household consumption in total in the trial area over the trial period is reduced by 10% lower than in the baseline period; or
- No WEI credit will be paid if the reduction in the household consumption in total in the trial area over the trial period is less than 5%.

Appendix IV– Direct Debit and E-billing discount

For the 2026/27 charging year, we plan to introduce a Direct Debit and E-Billing discount. This discount may be applied at the company's discretion at any point during the charging year.

Customers who choose to pay by Direct Debit and receive their bills via email will be eligible for a £5 annual discount. The discount will be applied on a pro-rata basis from the date it is introduced.

Appendix V – Definitions

Term	Definition
Charge	A bill raised by way of the tariff structure
Charging year	1 April to 31 March of any year
Consumer Council for Water (CCWater)	Represents water and sewerage consumers in England and Wales.
Domestic purposes	Refers to water that is used for drinking, washing, cooking, central heating and sanitary purposes and any use outside the house which can be satisfied without the use of a hosepipe
Households	Premises used wholly for private residential use
Houses in multiple occupation	As defined by the Department for Communities and Local Government, and/or the relevant Local Authority
Metered	Also means measured and relates to properties, tariffs and water supplied
Metered charges	Charges for water based on the measurement by a water meter of water consumed, including the WaterSure tariff
Non-domestic purposes	Refers to any water used for purposes other than domestic purposes
Non-households	Any premises other than household premises
Ofwat	See WSRA
Premises	Any building or part of a building which is occupied as a separate unit
Qualifying Person	As defined in the Water Industry (Charges) (Vulnerable Groups) Regulations 1999 issued by the Secretary of State.
Rateable value	The 'value' assigned a property by the local government Valuation Office which was effective on 31 March 1990
Regulatory Year	1 April to 31 March of any year
Retail activities	Customer facing services including billing and payment handling, customer enquiries and complaints, debt administration, developer services, connections and re-connections and customer side leaks
Retailer	The company providing Retail Services to customers within the Company's operational area.
Tariff	The structure by which charges are raised
The Company	Bristol Water
The occupier	Has the same meaning as in Section 144 of the Water Industry Act. In addition to the person or persons in actual occupation of premises, we may also view any persons or company with control of, or responsibility for premises, including vacant premises, as an occupier
Unmeasured Water Supply	A supply that is not metered.
Unmetered charges	Charges for water raised on the basis of rateable value or any basis other than through the measurement by a water meter of water consumed

Vulnerable Groups Regulations	Water Industry (Charges) (Vulnerable Groups) Regulations 1999, amended in 2005.
Water Industry Act	Water Industry Act as amended from time to time
Wholesale activities	The abstraction of raw water, transmission of raw water, water treatment, storage and distribution to end users plus ancillary services
Wholesalers	A company providing Wholesale Services to Retailers.
WSRA	Water Services Regulation Authority (Ofwat). The economic regulator of the water and sewerage industry in England and Wales