

Schedule of NAV Charges

1 April 2026 to 31 March 2027



BRISTOL
WATER

It's what we're made of.

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Introduction

Bristol Water provides water to customers within the area of supply shown in Appendix 1. 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.

On the 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.

This document sets out Bristol Water's methodology for calculating bulk charges for New Appointments and Variations (NAVs) in situations when Ofwat appoints a new water and sewerage company for a sit within the company's combined area of supply.

It also sets out the standard 2026/27 charges for NAV's requesting a bulk supply of water and /or bulk discharge of sewage.

We will provide costs for additional services such as meter reding separately. Our contact details for any queries about this document are:

Email	NAV@southwestwater.co.uk
Write to	Regulatory Directorate South West Water Rydon Lane Exeter EX2 7HR
Phone	01392 446688

Charges 2026/27

This document contains details of Bristol Water's Charges Scheme for NAV 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 five 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.

Bulk Supply Charges for New Appointment and Variations (NAVs)

The New Appointments and Variations (NAV) regime was introduced under the Water Industry Act 1991 (WIA91) to provide a mechanism to facilitate new entry into the water and waste water sector and to allow appointed undertakers (incumbents) to expand outside of their geographical area of appointment.

A new appointment is made when Ofwat, the economic regulator for the water industry in England and Wales, appoints a limited company to provide water and/or sewerage services to a specific geographic area. A new appointee has the same duties and responsibilities as the previous company.

A variation occurs when an existing appointed company requests Ofwat to vary its appointment to extend the area it serves.

Following a review of the NAV market and a subsequent consultation, in May 2018 Ofwat published its final guidance of pricing for bulk supply services provided to NAVs in England and Wales¹. The guidance sets out the principles Ofwat will use when making determinations on bulk agreements, and places requirements on incumbent companies for the publication of charges that NAVs can use to estimate bulk supply charges ahead of bidding for developer work.

¹ <https://www.ofwat.gov.uk/wp-content/uploads/2021/01/Bulk-charges-for-new-appointees-guidance-on-our-approach-and-expectations.pdf>

Revisions to Ofwat's Guidance

In July 2020 Ofwat consulted² on proposals to refine its guidance. The consultation was supported by a detailed analysis by CEPA³ of incumbent companies' 2019/20 charges. More recently, Ofwat has completed further consultation and to provided updated guidance in May 2025.

Consequently, Ofwat issues its conclusions⁴ and consultation⁵ on revising its guidance on 10 November 2020. The finalised revised guidance was published on 26 January 2021⁶ and the more recent [Consultation on rules for bulk charges for new appointees](#) was published on 27 May 2025⁷.

Bristol Water approach to the 2026/27 charges

In developing our charges and in producing this document we have incorporated the principles and expectations set out in Ofwat's 2018 guidance. We have also continued to work to implement Ofwat's January 2021 guidance and updated May 2025 guidance.

Following the updated May 2025 guidance, Bristol Water will provide bulk supply discounts for 2026/27 via a fixed charge reduction.

Bristol Water uses a 'bottom up' approach, guided by the BCWG's framework. To do this we have considered best practice, such as the industry Bulk Charging Working Group's (BWCG) wholesale-minus charging framework.

Ofwat outlined some principles within the guidance provided in May 2025 on how to set bulk tariffs and the relevant starting position. The principles are:

1. Bulk tariffs should be simple, clear, and not onerous to calculate and apply.
2. Tariffs should be structured using a menu-based approach.
3. Bespoke tariffs should be the exception.

Bristol Water for 2026/27 has implemented a menu-based approach to setting bulk tariffs for NAVs. The menu will set out the different property types and the relevant starting position for each tariff and has been based on the 2026/27 charges as found within this report. The wholesale tariffs are also published on the Bristol Water's website, with the link provided in other information (page 11).

We will continue to monitor, review, and engage on our NAV tariffs, adopting best practice guidance where possible.

^{2, 3, 4, 5, 6, 7} see appendix 3

Background

The charges laid out in this document are provided to assist NAVs to estimate their bulk water and/or wastewater charges for a site.

Household and non-household charges are presented separately. In practice actual charges for a given site may be a weighted average of the two, which will be driven by the number and type of properties supplied and the volumes consumed or discharged. To illustrate this, we provide worked examples in Appendix 2.

We expect that the charges set out in this document will be relevant to the majority of NAV sites in our area of supply.

Where a site has characteristics that are significantly different to our underpinning assumptions, we will assess the site-specific characteristics to ensure that they are representative of the situation and/or that there is no detriment to the NAV. In relation to the underpinning assumptions on infrastructure we would view 'differences to be significant' if a reasonable person would consider them likely to have a material impact on charges.

We anticipate that examples of significantly different sites could include those:

- With non-standard infrastructure length e.g. flats, student accommodation or office blocks, or
- If a non-household customer on site exceeds the company's large user tariff thresholds.

General principles

Bristol Water is committed to supporting a level playing field. In developing our charges and in producing this document we have incorporated the charging rules and guidance as set out by Ofwat in November 2025.

Methodology

Cost Drivers

Ofwat's guidance requires wholesalers to make it clear on the cost drivers for each element of their charges and when they would apply. Our cost drivers can be summarised as follows:

Cost Menu	Cost Driver	Application
Standard Customers		
Avoided Cost	Per property	Fixed per property reduction
Leakage Allowance	m3 supplied	adjustment to the wholesale volumetric rate
Customer mix	Customer mix	The starting point for charges will reflect the household and non household make up of a site.
Non-Standard Customers		
Large Users	Per meter & per m3	Where agreed standard wholesale large user rates will be applied as the relevant start point
Non Standard topology	Bespoke	Based on a review of the site application a bespoke agreement may be arranged.
Additional Assets		
Other site specific elements		

Wholesale-minus

Ofwat's guidance specifies a 'wholesale-minus' approach to setting bulk charges. The 'minus' relates to allowances for leakage and avoided costs (based on audited disclosures in the APR tables 4J for water and 4K for wastewater).

Charges are calculated from the relevant start point in the wholesale tariffs with deductions made in different ways, dependent on the avoided cost element.

- Avoided on-site costs are calculated and applied as fixed per-property deductions from the overall site bill.
- An allowance for on-site leakage, where relevant, is applied as a percentage reduction from the relevant start point wholesale water and wastewater volumetric tariffs.
- Surface water and highway discharge allowances, where relevant, are applied as a fixed reduction from the relevant start point wholesale wastewater volumetric tariff.
- No WACC or depreciation is included in the charges as on-site assets are now fully funded by developers.

Relevant Start Point

The starting point for our NAV tariffs is our 2026/27 wholesale charging structure, which sets fixed and volumetric charges for households, and for non-households in seven different consumption bands.

These charges are shown below.

Relevant start points for 2026/27 charges

Tariff Band	Fixed Tariff	Standard Tariff per m ³
A	31,164.20	1.3666
B	12,399.76	1.4529
C	5,323.37	1.5354
D	2,410.89	1.6166
E	49.85	1.8243
F	14.48	1.8506
G	6.69	1.8747
Household	15.73	1.8795

Bristol Water is a water-only region and does not provide wastewater wholesale services. These can instead be provided by Wessex Water.

Avoided on-going costs

The principle behind our NAV tariffs is that we deduct from the wholesale charges the costs we avoid within the NAV site. This reflects the fact that we do not incur certain costs in NAV areas because some activities we normally undertake when serving customers directly are instead carried out by the NAV.

Bristol Water has implemented a key change for setting out the avoided on-going costs within the 2026/27 charges, which provides the NAVs a menu-based approach which sets out the avoided costs component of the wholesale-minus approach.

Cost categories used in the calculation of avoided costs have been selected with reference to 2025 Ofwat guidance, and company processes. As per Ofwat guidance, data from published table 4J of the Regulatory Accounting Guidelines (RAGs 4.13) has been used as a starting point. Selected expenses have then been excluded in order to reliably estimate the cost which would be avoided by the incumbent where a NAV adopts a new network in place of the incumbent.

This allowance is calculated over a three-year rolling average. Values for each year are calculated separately and then averaged and then uplifted by CPIH to derive the allowance per metre of mains pipe. This is then converted into a per property value using standard length of main assumptions.

Where relevant we adjust the calculated discounts for larger non-household properties in recognition of the discounts already included within wholesale charges, reflecting that for larger users they are receiving a discount for onsite operations, flushing and leakage etc.

A three-step process is used to calculate the per property reduction.

Step 1 – Analyse the menu of avoided costs for water per metre.

Step 2 – Annual fixed value per property on a typical NAV site.

To derive an annual fixed value per property on a typical NAV site the value for Household and Non household total avoided costs calculated in step 1 is then multiplied by an assumed length of infrastructure on a typical NAV site.

For 2026/27 charges we have maintained the standard infrastructure length used in previous years. The following standard infrastructure length assumptions are used for fixed allowances per property.

		2026/27 standard infrastructure length assumptions
Water		
Household	m	10.00
Non-household	m	15.00

Step 3 – Average fixed value per property on a typical NAV site.

The calculated avoided costs per property are then averaged on a three-year rolling basis to ascertain an average fixed value per property.

This value is inflated to the charging year using CPIH.

The menus below take the avoided cost per metre (step 1) multiplied by the standard infrastructure length assumptions (step 2) averaged over 3 years and inflated to 2026/27 prices to give an avoided cost per property per annum.

Water		Household		Non household	
Avoided Costs	Unit	Operating Costs	Capital Maintenance	Operating Costs	Capital Maintenance
Mains: repair, replacement and maintenance	£/prop pa	8.82	22.55	13.23	33.82
Emergency/risk management & monitoring	£/prop pa	1.02	0.00	1.54	0.00
Meter & meter box: repair, replacement & maintenance	£/prop pa	0.09	0.00	0.14	0.00
Regulatory compliance & quality	£/prop pa	1.18	0.00	1.77	0.00
General & support	£/prop pa	21.82	-0.24	32.74	-0.36
Other	£/prop pa	0.00	0.00	0.00	0.00
Total avoided costs	£/prop pa	55.25		82.88	

Leakage

Where a bulk meter is used to measure the NAVS site usage at the boundary, a leakage adjustment is applied to account for any on-site leakage which accounts for the difference in the billed volume at the bulk meter compared to the customer billable volume.

For 2026/27 the relevant wholesale tariff underpinning site charges will be adjusted by 6.19% and billing will be based on volumes recorded by the bulk meter.

This value is derived from known losses within the network which occur at distribution mains as follows:

- Leakage across the network was 36.71MI/d per APR 2025, Table 6B
- Excluding distribution main losses and void households per APR 2025, Table 6B (19.43, 0.15, 0.09, 0.04 and 0.01MI/d) results in leakage of 17.00MI/d
- Total distribution input is 274.65MI/d per APR 2025, Table 6B
- Hence, the rate of leakage is estimated as 6.19% (17.00/274.65)

Environmental incentives

We do not offer any further environmental incentives in addition to a reduction in surface water charges detailed above. However, the fixed per-property discount offers NAVs a water efficiency incentive as it is not affected if lower volumes are consumed.

Applying the charges

General

Unless otherwise agreed charges may be raised monthly. Where charges are adjusted for on-site leakage and / or surface water drainage the discount will be applied through the volumetric tariff.

Before the start of the charging year we may request the NAV to provide mid-point (as at 30 September) and year-end (to 31 March) forecasts of charge multipliers. This may include volumes, property types and property numbers. Where a site contains household and non-household properties we may use this data, and any other relevant billing data held, to calculate the weighted tariff which reflects the site characteristics.

Once agreed with the NAV this estimate will be used as the basis for invoicing charges.

Where it is agreed that we will bill for a site in twelve equal instalments, at the end of the charging year we will true-up the difference between the forecast and final multipliers, and, where there is a greater than 5% variance, adjust the final charge for the year accordingly.

Watershare+

Watershare+ gives customers more of a say in how their water company is run and was created in response to customer feedback. It is designed to give them a share in what Bristol Water does, or money off their bill.

The policy towards NAVs and their customers, as set out below, directly aligns with Bristol Water's overall Watershare+ policy.

For single-service NAV sites where Bristol Water has a direct relationship with the customer (household or non-household) the customer will receive Watershare+ payments.

For dual-service sites supplied via bulk meters the NAV will receive a single payment to pass onto the customer.

Negative charges

It should be noted that there may be infrequent circumstances where the tariff approach could result in a credit to the NAV where the volume related charge is smaller than the avoided cost per property – for example, where properties on a site during the build phase have been connected but are not fully occupied and the legitimate water demand via the bulk supply is very low. In these circumstances we will limit our invoices for bulk supplies at zero.

Updating the charges

Wholesale charges (the relevant start point) will be updated annually in line with the wholesale charging schedules and take effect from 1 April each year.

The adjustment for on-site leakage will be reviewed in line with the Water Resources Management Plan.

Other information

VAT

All charges in this document exclude VAT. Where the use of water on a NAV site requires that VAT is charged we will apply it at the appropriate rate.

Wholesale charges schedules for 2026/27

<https://www.bristolwater.co.uk/hubfs/Wholesale%20Tariffs/BRL%20Wholesale%20Charges%20Schedule%2026-27.pdf>

Developer Services Charging Arrangements for 2026/27

https://www.bristolwater.co.uk/hubfs/Statements/BW_Charging_Arrangement_New%20Connection_26-27.pdf

Appendix 1

2026/27 Charges

Where volumes are measured at the site boundary, a volumetric adjustment for on-site leakage of 6.19% will be applied.

Where volumes are measured at the customer meter the leakage adjustment will not apply.

Band A

	Non-Household
Standard 2026/27 fixed charge	£31,164.20
Standard 2026/27 volumetric charge per m ³	£1.3666
Leakage adjustment	6.19%
Adjusted NAV volumetric tariff	£1.2820
Fixed NAV discount per property / year	£82.88

Band B

	Non-Household
Standard 2026/27 fixed charge	£12,399.76
Standard 2026/27 volumetric charge per m ³	£1.4529
Leakage adjustment	6.19%
Adjusted NAV volumetric tariff	£1.3629
Fixed NAV discount per property / year	£82.88

Band C

	Non-Household
Standard 2026/27 fixed charge	£5,323.37
Standard 2026/27 volumetric charge per m ³	£1.5354
Leakage adjustment	6.19%
Adjusted NAV volumetric tariff	£1.4404
Fixed NAV discount per property / year	£82.88

Band D

	Non-Household
Standard 2026/27 fixed charge	£2,410.89
Standard 2026/27 volumetric charge per m ³	£1.6166
Leakage adjustment	6.19%
Adjusted NAV volumetric tariff	£1.5165
Fixed NAV discount per property / year	£82.88

Band E

	Non-Household
Standard 2026/27 fixed charge	£49.85
Standard 2026/27 volumetric charge per m ³	£1.8243
Leakage adjustment	6.19%
Adjusted NAV volumetric tariff	£1.7114
Fixed NAV discount per property / year	£82.88

Band F

	Non-Household
Standard 2026/27 fixed charge	£14.48
Standard 2026/27 volumetric charge per m ³	£1.8506
Leakage adjustment	6.19%
Adjusted NAV volumetric tariff	£1.7361
Fixed NAV discount per property / year	£82.88

Band G

	Non-Household
Standard 2026/27 fixed charge	£6.69
Standard 2026/27 volumetric charge per m ³	£1.8747
Leakage adjustment	6.19%
Adjusted NAV volumetric tariff	£1.7587
Fixed NAV discount per property / year	£82.88

Household

	Household
Standard 2026/27 fixed charge	£15.73
Standard 2026/27 volumetric charge per m ³	£1.8795
Leakage adjustment	6.19%
Adjusted NAV volumetric tariff	£1.7631
Fixed NAV discount per property / year	£55.25

Avoided Costs	Household	Non-Household
Mains: repair, replacement and maintenance	31.37	47.05
Emergency/risk management & monitoring	1.02	1.54
Meter & box: repair, replacement & maintenance	0.09	0.14
Regulatory compliance & quality	1.18	1.77
General & support	21.58	32.37
Other	0.00	0.00
	55.25	82.88

Appendix 2

Example 1

The following example illustrates a hypothetical site with 50 household properties and 0 non-household properties. It shows the components of a monthly bill and the calculations we will use to establish the bill value.

As Bristol Water is a water-only company a NAV may need to refer to Wessex Water for wastewater services if required.

In preparing this example we have used the following assumptions and wholesale fixed charges:

	Households	Non-Households
Days in month	31	-
Leap year	No	-
Number of properties	50	0
Meter size	15mm	0 x 25mm 0 x 50mm
Adjustment for on-site leakage appropriate (volume measured at site boundary)	Yes	-
NAV requires water and wastewater bulk services	Yes	-
Separate provision for surface water drainage (no surface water or highway drainage charges)	Yes	-
Return to sewer rate	95%	-

	m ³	Estimated annual m ³
Total monthly use recorded at site boundary	416.6667	5,000
Total monthly use recorded on 25mm meter	0	0
Total monthly use recorded on 50mm meter	0	0
Total non-household use	0	0
Total household use	416.6667	5,000

Standard wholesale fixed charge – 2026/27	Household £	Non- Household £
Fixed Charge	15.73	6.69 (Band G)

Please note that calculations shown in the examples below may not cast, due to rounding

WATER CHARGES		
	£	Calculation
Household		
Water charges (including NAV leakage adjustment)	734.63	416.6667 x 1.7631
Fixed charges	66.80	50 x 15.73 x 31/365
Subtotal	801.43	
Per property fixed reduction	-230.21	-55.25 x 50 x 1/12
Total HH monthly charge	571.22	
Non-household		
Water charges (including NAV leakage adjustment)	0.00	
Fixed charges	0.00	
Subtotal	0.00	
Per property fixed reduction	0.00	
Total NHH monthly charge	0.00	
Total water charges	571.22	571.22 + 0.00
<i>2025/26 Total water charges</i>	594.05	<i>Movement -3.84% The fixed discount has increased due to a change of method from a volumetric discount to a fixed allowance per property.</i>

Example 2

The following example illustrates a hypothetical site with 200 household properties and 5 non-household properties. It shows the components of a monthly bill and the calculations we will use to establish the bill value. In preparing this example we have used the following assumptions and wholesale fixed charges:

	Households	Non-Households
Days in month	31	31
Leap year	No	No
Number of properties	200	5
Meter size	15mm	4 x 25mm 1 x 50mm
Adjustment for on-site leakage appropriate (volume measured at site boundary)	Yes	Yes
NAV requires water and wastewater bulk services	Yes	Yes
Separate provision for surface water drainage (no surface water or highway drainage charges)	Yes	Yes
Return to sewer rate	95%	95%

	m ³	Estimated annual m ³
Total monthly use recorded at site boundary	1,875	22,500
Total monthly use recorded on 25mm meter	166.6667	2,000
Total monthly use recorded on 50mm meter	41.6667	500
Total non-household use	208.3333	2,500
Total household use	1,666.6667	20,000
Standard wholesale fixed charge – 2026/27	Household £	Non-Household £
Fixed Charge	15.73	6.69 (Band G)

WATER CHARGES		
	£	Calculation
Household		
Water charges (including NAV leakage adjustment)	2,938.50	1666.6667 x 1.7631
Fixed charges	267.19	200 x 15.73 x 31/365
Subtotal	3,205.69	
Per property fixed reduction	-920.83	-55.25 x 200 x 1/12
Total HH monthly charge	2,284.86	
Non-household		
Water charges (including NAV leakage adjustment)	366.40	208.3333 x 1.7587
Fixed charges	2.84	5 x 6.69 x 31/365
Subtotal	369.24	
Per property fixed reduction	-34.53	-82.88 x 5 x 1/12
Total NHH monthly charge	334.71	
Total water charges	2,619.57	2,284.86 + 334.71
<i>2025/26 Total water charges</i>	2,672.39	<i>Movement -1.98% The fixed discount has increased due to a change of method from a volumetric discount to a fixed allowance per property.</i>

In practice, where a site contains household and non-household properties, we may calculate a weighted tariff which reflects the site characteristics. Once agreed with the NAV this estimate may be used as the basis for invoicing charges. Where it is agreed that we will bill for a site in twelve equal instalments, at the end of the charging year we will true-up the difference between the forecast and final multipliers. See the 'Applying the Charges' section above for further detail.

Appendix 3

Contact Details

Bristol Water Wholesale Services (For Retailer enquiries and service requests):

Address: Bridgwater Road, Bristol, BS13 7AT

Tel: 0345 604 1495 (Retailer line only)

Website: www.bristolwater.co.uk/your-business/wholesale-information/

Email: wholesale.desk@bristolwater.co.uk

BWBSL (For billing enquiries for household customers):

Address: 1, Clevedon Walk, Nailsea, Bristol BS48 1WA

Tel: 0345 600 3600 (Monday – Friday, 8am to 6pm)

Website: www.bristolwater.co.uk/your-home/billing-and-payments/

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

Appendix 4

Links

Links to the relevant documents detailed on page 4 are provided below

² <https://www.ofwat.gov.uk/wp-content/uploads/2018/05/Bulk-charges-for-NAVs-final-guidance.pdf>

³ <https://www.ofwat.gov.uk/wp-content/uploads/2020/07/Consultation-on-bulk-charges-for-NAVs.pdf>

⁴ <https://www.ofwat.gov.uk/wp-content/uploads/2020/07/200610-Ofwat-CEPA-NAVs-FinalReport-redacted.pdf>

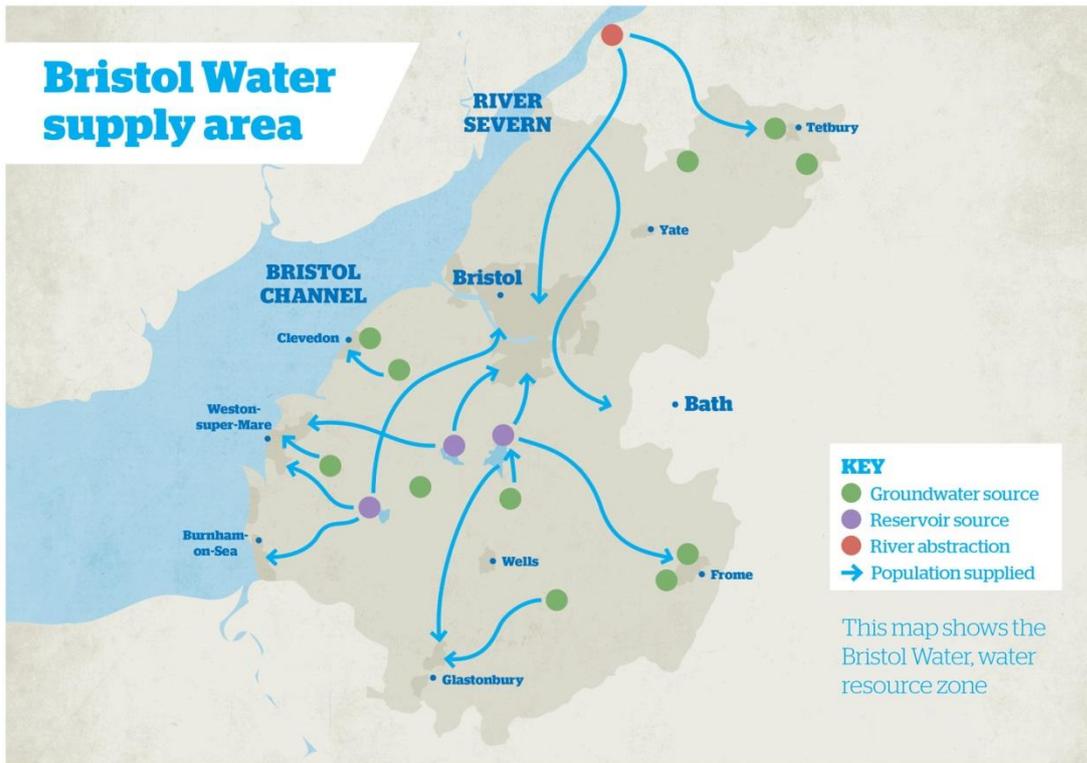
⁵ <https://www.ofwat.gov.uk/wp-content/uploads/2020/11/Bulk-charges-for-new-appointees-our-conclusions.pdf>

⁶ <https://www.ofwat.gov.uk/wp-content/uploads/2020/11/Bulk-charges-for-new-appointees-a-consultation-on-revising-our-guidance.pdf>

⁷ <https://www.ofwat.gov.uk/consultation/consultation-on-rules-for-bulk-charges-for-new-appointees>

Appendix 5

Bristol Water Area of Supply



Definitions

Term	Definition
Avoided Costs	<p>Are those costs that the Incumbent does not incur because it does not serve the Site and instead there is a Bulk Services Agreement in place. The costs avoided in relation to a particular Site shall be determined by calculating appropriate shares of different cost categories of all costs that would be avoided in the long run if the Incumbent did not serve any Sites and include, but are not limited to:</p> <ul style="list-style-type: none"> • Ongoing Costs, • An adjustment for Leakage, • Renewal and Replacement Costs of On-site Assets, and • An appropriate share of Central Costs.
Bulk Charges	<p>Are charges payable for Bulk Supplies (supplies to which section 40 of the Water Industry Act 1991 applies further to s 40(1) and (2) of that Act) or Bulk Discharge Services (from main connections, as defined in sections 110A(1) and (2) of the Water Industry Act 1991) in any Charging Year, in accordance with a Bulk Services Agreement.</p>
A Bulk Services Agreement	<p>Is a:</p> <ul style="list-style-type: none"> • Bulk Supply Agreement; or • Bulk Discharge Agreement, which is a "main connection agreement" as defined in section 110A (11) of the Water Industry Act 1991, being an agreement to permit a main connection into a sewerage system. These are agreements to buy sewage disposal services and may also include the purchase of other ancillary services; or • Combination of these two agreements.
A bulk supply agreement	<p>Is a contract between one or more water undertakers for the supply of water in bulk.</p>
Central Costs	<p>(also referred to as Indirect Costs or general and support costs) are overheads and other centrally incurred costs associated with the operation of the business of the Incumbent. Examples of these types of costs include costs associated with HR, Finance, office space and IT systems.</p>
The Charging Year	<p>Is the period 1 April in any year to 31 March the following year</p>
CTWEBC	<p>Is the document "Common Terms and Worked Examples – Bulk Charges" published by Ofwat</p>
Fixed Charges	<p>Means charges which are fixed in amount or which are calculated by reference to a predetermined methodology. For the avoidance of doubt, an Incumbent may impose Fixed Charges by reference to a unit measurement (for example, per property). Furthermore, an Incumbent may offer more than one Fixed Charge in charging for a service provided in accordance with the present rules.</p>
Incumbent	<p>Is a water undertaker or sewerage undertaker that provides Bulk Supplies or Bulk Discharge Services which are subject to these rules pursuant to rule 3 and that is not a New Appointee.</p>
Leakage	<p>Means the volumes of water lost between being supplied to the Site by the Incumbent, usually recorded on the Site's bulk supply meter, and being supplied and billed to the Site's customers.</p>
NAV	<p>Means a new appointment or license variation</p>
New Appointee	<p>Means a company appointed by Ofwat or the Secretary of State under section 7 of the Water Industry Act 1991</p>

Ongoing Costs	Relate to the costs of operating and maintaining on-site assets that are avoided by the Incumbent. They must reflect the activities that the new appointee is expected to perform on the site. Most new appointees will maintain and operate the on-site infrastructure. They may also perform additional services, such as emergency response and reading meters at the boundary of the site, which should also where relevant be deducted from the relevant starting point. The ongoing costs of operating and maintaining the on-site assets should be those of the Incumbent.
On-site Assets,	Also known as On-site Infrastructure, refers to physical assets located within the Site specified within the Bulk Services Agreement.
Renewal and Replacement Costs of On-site Assets	As defined in our Common Terms and Worked Examples – Bulk Charges (for bulk charges from 1 April 2027).
A Site	Is an area in relation to which an appointment or variation has been made pursuant to section 7 of the Water Industry Act 1991.
Wholesale Minus Approach	This approach starts from the relevant wholesale charge(s) and deducts costs that the incumbent would no longer incur if a new appointee supplied the site instead.
Variable Charges or Volumetric Charges	Means charges which vary in amount or which are calculated by reference to a predetermined methodology. For the avoidance of doubt, an Incumbent may impose Variable Charges by reference to a unit measurement (for example, per megalitre). Furthermore, an Incumbent may offer more than one Variable Charge in charging for a service provided in accordance with the present rules.
Wholesale Charges	Refer to the fees paid by wholesalers to business retailers for the supply of water services. For household customers are those charges published in the Incumbent's charging scheme net of retail charges.