

# Schedule of Wholesale Charges

1 April 2026 to 31 March 2027



It's what we're made of.

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## 1. Section 1 – Charges

Bristol Water's powers to charge for water supplies are contained in the Water Industry Acts. Charges are set in accordance with revenue control limits determined by Ofwat. To comply with Condition E of our license to operate, charges must not show undue preference to, or discriminate against, any class of person.

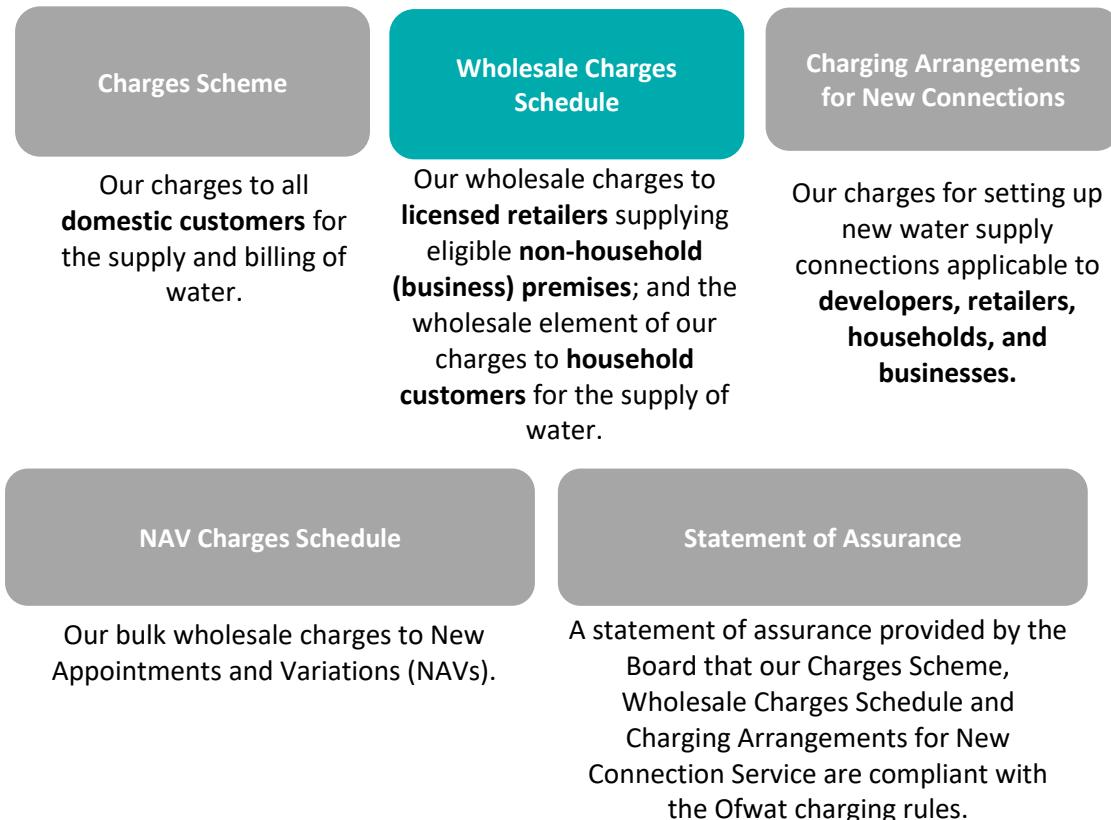
Under the terms laid down by Section 143 of the Water Industry Act 1991 and Ofwat's 2014 Price Review, incumbent regional monopoly water supply wholesalers are required to publish separate charges for the wholesale and retail activities of their business. This document contains details of Bristol Water's Wholesale Charges Schedule 2026/27.

Wholesale charges will be published on our website annually, at a time dependent upon the requirements of the regulatory regime. Prices will take effect on 1 April each year.

The water retail market is open to businesses, charities and public sector organisations with premises that qualify. For further information on the new market, visit [www.open-water.org.uk](http://www.open-water.org.uk)

Wholesale charges cover the cost of providing wholesale activities, which broadly encompass the operation and maintenance of the process and network assets which deliver the abstraction, treatment, and supply of drinking water

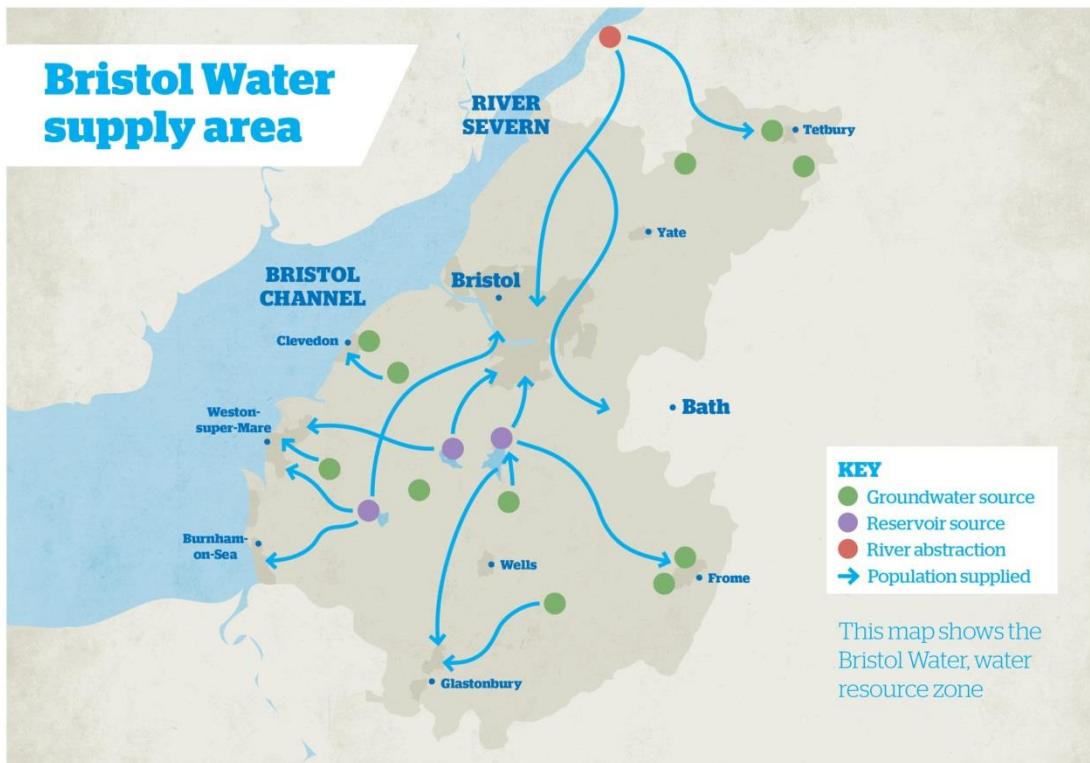
### Annual Charges Publications



All charges exclude VAT unless stated otherwise. Details of those charges subject to VAT are given.

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.

### Bristol Water Area of Supply



## 2. Section 2 – How Wholesale charges are applied

- 2.1. Ofwat's PR24 Determination and the subsequent redetermination by the Competition and Markets Authority set separate controls for wholesale and household retail activities. The charges presented in this schedule represent tariffs for **wholesale** activities only. The wholesale revenue control includes revenues for all wholesale activities to both households and non-households.
- 2.2. The wholesale charges stated in this document are payable by retailers, end user prices will be set by the retailer. Bristol Water exited the business retail market with effect from April 2017.
- 2.3. Since 1 February 2023, the Bristol Water area is part of the appointed water company licence of South West Water Limited. Bristol Water has separate revenue controls from Ofwat, and this charges schedule considers the wholesale charges for the Bristol area of South West Water Limited. Bristol Water provides water to customers within the area of supply shown in Appendix One.
- 2.4. Bristol Water household customers are billed by Bristol Wessex Billing Services Ltd (BWBSL), a company jointly owned by Bristol Water and Wessex Water, which is also responsible for billing Wessex Water customers for water and sewerage services.
- 2.5. All non-household customers can choose their retail service provider. Details of retailers currently operating in the non-household market can be found at <https://www.open-water.org.uk/for-customers/find-a-retailer/>.
- 2.6. All wholesale charges will be subject to VAT where appropriate and are stated net of VAT in this document.
- 2.7. Payment terms are set out in Schedule 3 of your Wholesale agreement for Wholesale services. All charges are payable in accordance with our agreement with you, where applicable. Failure to pay on time will result in recovery action and you may need to pay additional costs because of this.
- 2.8. Bristol Water offers Retailers two forms of payment, in line with the standard market code terms;
  - Post Payment which requires credit terms such as a 3<sup>rd</sup> party guarantee, a letter of credit, a Surety Bond or Cash
  - Pre-paymentRetailers who opt to post-pay their NHH charges have to post collateral with us. The collateral represents 50 days supply. We also provide Alternative Credit support allowance for post payment retailers. We will also discuss alternative credit arrangements with retailers where they ask us to do so. We set out the principles for the range of alternative credit arrangements and four specific options on our website, alongside the terms of the agreements with individual retailers.
- 2.9. Reference to rateable value means the figure published in the rating valuation list as at 31 March 1990. Where no rateable value exists, the Valuation Office Assessment provided by the United Kingdom Valuation Office Agency will be used.
- 2.10. This document provides a comprehensive list of wholesale charges. Other charges, such as for developer services and standpipe hire are available in the other charges documents which are accessible through our website. <https://www.bristolwater.co.uk/business-developers/charges-regulations/>

## How wholesale charges are applied

- 1.1. Under the Water Industry Act 1999, Bristol Water must charge occupiers of dwellings in accordance with this Charges Schedule. The Act removed the right of the Company to charge water charges by agreement on dwellings, but any agreements made prior to 1 April 2000 are not affected by the legislation.
- 1.2. Bristol Water (the Company) continues to have a legal right to charge commercial customers by agreement rather than in accordance with this Charges Schedule (subject to a legal requirement that charges do not discriminate unduly in favour or against any class of customer).
- 1.3. Where a premise is used for both residential and commercial purposes, the Company will have regard to Ofwat's guidance on whether customers are eligible to switch their water and wastewater Retailer when determining on what basis charges should be levied, i.e., Household or Non-Household.
- 1.4. Water lost through unidentified leaks of water from service pipes supplying business premises will be charged for save where relief is granted under the provisions of Bristol Water's service guarantees for non-household customers.
- 1.5. Where we are required, for the purpose of providing a supply of water to any premises, to connect to any main or service pipe, any pipe which has not previously been connected, it is a condition of complying with that requirement that a meter is installed.
- 1.6. Where property or land is separated into distinct units, individual billing is required, and separate metered water supplies must be provided to each property. If developers intend to carry out such work, they must apply to us for the appropriate number of metered connections. (See separate booklet Developer, new connection and infrastructure charges).
- 1.7. Please note that from the time that a new connection is laid, and a meter fitted, we hold the developer responsible for paying the water bill until such time as we are notified by the developer that ownership of the property has changed, and the property is to be occupied.
- 1.8. The developer is liable for payment of water used through the meter, a standing charge is not raised in this pre-occupation period. Standing charges will apply once the premises are occupied or are deemed to have gone beyond the pre-occupation period. Volumetric rates will also apply for the water used.
- 1.9. Developers should supply us with occupation details and a postal address as soon as these details are known. The water account will remain in the developer's / applicant's name until we are informed otherwise.
- 1.10. The meter remains our property. It is a criminal offence to interfere with any meter or any other apparatus belonging to us.
- 1.11. Where there is a change of use of water supplied by a common supply pipe to two or more premises in separate occupation, the charges for the supply to the premises on which the change of use has taken place will be metered charges, and the person chargeable for the supply must provide for the separation of the common supply and the installation of a meter on the separate supply to the premises.
- 1.12. In cases where the supply has not been separated, we will not split the existing bill unless, at our discretion, we feel there are reasonable grounds to do so. We will therefore collect all charges for the

property in question from any one of the occupiers.

- 1.13. We have not adopted the rating valuation list for business premises and continue to calculate non-household rates on the basis of valuation effective at 31 March 1990. Where a non-household customer would like to be charged on a metered basis and we are unable to fit a meter, the customer is given the option of being charged on an assessed basis rather than by rateable value. This applies to situations where the installation of a meter would incur unreasonable expenses
- 1.14. Unreasonable expense includes:
  - The cost of separation of a supply pipe if it is shared with other customers.
  - The cost of installing more than one meter. (Where there is more than one supply, we will consider the installation of a second meter provided this does not entail disproportionate costs.)
  - The cost of alterations to existing plumbing.
- 1.15. We will continue to use rateable values for non-household customers where a meter is not in place, unless a change of occupier has taken place and no charges have yet been demanded from the person who has become the customer, in which case we may fit a meter if we believe that the new occupier would benefit from a meter.

### **Liability for charges for unoccupied properties**

- 1.16. Where an unmetered property is unoccupied and unused the full charge remains payable unless the supply is disconnected. (Please note that the standard re-connection charge will apply when re-connection is requested.)
- 1.17. If a retailer wishes to retain the supply but does not wish to pay the full unmetered charge, they may opt to serve a measured charges notice. See also Section 3, Assessed charges.
- 1.18. Where the empty unmetered property shares a supply and therefore cannot be disconnected or easily metered, we will require access to ensure that the property is unfurnished.
- 1.19. The full charge remains payable
  - If the property is not totally unfurnished
  - Until such time as access is granted to survey the property.
- 1.20. Where a metered property is unoccupied
  - The full charge remains payable unless the supply is turned off.
  - Where consumption is registered by the meter relevant charges will be payable.

### **Measured Charges**

- 2.11. These charges are for the wholesale services provided by Bristol Water. Charges for retail services provided by retailers will be added to the tariffs payable by customers. Details of these tariffs are available from your Retailer.
- 2.12. Non-Domestic charges are grouped into bands based on annual consumption. These tariffs are detailed in the table below.
- 2.13. Assessed Charges - Where water is not used by the customer in a production process a banded charge will be levied. Bands will consist of up to 5 employees. The first band is charged at **£80.85**, with an incremental charge of **£58.12** for each subsequent band. In addition, a standing charge of **£6.69** will be made.

- 2.14. Where water is used by the customer as part of a production process, we will undertake a site survey during which evidence of process consumption must be provided by the applicant. We will then make an individual assessment.
- 2.15. Leakage allowances may be given, according to the terms set out in the latest version of our leakage allowance policy.
- 2.16. Vacant properties – Normal charges apply to vacant measured agricultural properties. We do not charge for other vacant measured non-household properties. A vacant property is one where the previous occupant has notified us or via their retailer to this fact, and the property remains unoccupied by the previous occupant and no new occupier is in place.
- 2.17. Where meter readings record consumption, then normal charges will apply where an occupier of the premises is identified. These meter readings will have been recorded by the relevant retailer through the MOSL central settlement system, and in the case where there is no occupant the retailer should reflect this through the normal market processes.

#### **Unmeasured charges**

- 2.18. These charges are for the wholesale services provided by Bristol Water. Charges for retail services provided by retailers will be added to the tariffs payable by customers. Details of these tariffs are available from your retailer.
- 2.19. Vacant Properties – Unfurnished unmeasured vacant properties are not charged.
- 2.20. If an unfurnished unmetered property is undergoing refurbishment or renovation, unmetered charges are legally payable. The customer may however switch to a metered charge, by having a water meter installed. Where there is evidence of low water usage during the works, we may agree to charge only 50% of the unmetered charges due, on a pro rate basis for the period of refurbishment or renovation. The customer or the person carrying out the works must notify the retailer and request this reduction in the charges. If a property is being used for storage, it will be considered occupied with charges made against the owner of the premises.

### Household 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.
- 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 may 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). These charges are detailed in the table below:

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

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

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

### Household 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.
- Retailers are responsible for reading customer meters.
- If a customer believes that the consumption recorded on their bill is incorrect, they may contact their retailer who will investigate. A guide to the normal consumption of a household can be found on the Bristol Water website [www.bristolwater.co.uk](http://www.bristolwater.co.uk) and in the "Now you've turned on to water metering" leaflet provided to new measured customers.
- The retailer may request that the meter is tested to check its accuracy. The cost of this to the retailer is £70 plus VAT. If the meter is found to have been recording inaccurately the cost of the meter testing will not be payable.

### Household Assessed Charges

- Where a household 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 Pelican for more details of this discount.

### 3. Section 3 Wholesale non-household unmeasured water charges

Water Supply Charge	£
<b>Unmeasured non-household Water Tariff</b>	
Standing charge per annum	13.76
Charge per £ of Rateable Value	1.7441

- 3.1. These charges are for the wholesale services provided by Bristol Water. Charges for retail services provided by retailers will be added to the tariffs payable by customers. Details of these tariffs are available from your retailer.
- 3.2. Trough Charges - Field troughs unless metered, fixed standpipes and similar devices will be charged at: **£498.60** per annum.
- 3.3. Vacant Properties – Unfurnished unmeasured vacant properties are not charged.
- 3.4. If an unfurnished unmetered property is undergoing refurbishment or renovation, unmetered charges are legally payable. The customer may however switch to a metered charge, by having a water meter installed. Where there is evidence of low water usage during the works, we may agree to charge only 50% of the unmetered 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 retailer and request this reduction in the charges. If a property is being used for storage, it will be considered occupied with charges made against the owner of the premises.

**4. Section 4 - Wholesale non-household measured water supply charges  
2026/27**

Band	Forecast annual use in cubic metres	Fixed annual charges £	Volume charges (£ per cubic metre)
A	to 500,000	31,164.20	1.3666
B	to 250,000	12,399.76	1.4529
C	to 100,000	5,323.37	1.5354
D	to 50,000	2,410.89	1.6166
E	to 15,000	49.85	1.8243
F	to 5,000	14.48	1.8506
G2	to 1,000	6.69	1.8747
G	to 500	6.69	1.8747

## 5. Section 5 - Wholesale household water supply charges 2026/27

5.1. The charges listed in this section represent the wholesale element of the bill applicable to unmeasured household customers. Household customers are also subject to a retail charge. Details of the combined tariffs payable by customers are available in our Charges Scheme document, published on 1<sup>st</sup> February.

Description of charges	Costs of delivery, treatment charge 2026/27 (£)
<b>Unmeasured Domestic Water Tariff</b>	
Fixed Charge	13.76
Variable Charge per £ RV	1.7441
Variable charge Caravans Per £ RV	1.3081
Sprinkler Charges	59.00
<b>Assessed Charge</b>	
Fixed Charge	15.73
First Bedroom	103.37
Additional Bedrooms	70.48
<b>Measured Domestic Water Tariff</b>	
Fixed Charge	15.73
Variable Charge	1.8795
<b>Assist Charge</b>	
Assist Band 0 – 87% discount	25.01
Assist Band 1 – 74% discount	51.95
Assist Band 2 – 56% discount	86.58
Assist Band 3 – 37% discount	125.06
Assist Band 5 – 20% discount	159.69
Assist Band 5 – 18% discount	163.54
<b>Water Sure Annual Charge</b>	197.23
<b>Pension Credit Social Tariff Charge</b>	
Measured Household Standing	12.58
Measured Household Variable per m <sup>3</sup>	1.5036
Unmeasured Household Standing	11.01
Unmeasured Household Variable per £ RV	1.3953
Assessed Charge Standing	12.58
Assessed Charge First Bedroom	82.70
Assessed Charge Additional Bedroom	56.38

- 5.2. 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 the Standing Charge as set out in section 5 above plus a charge per bedroom.
- 5.3. Customers in sheltered accommodation may be eligible for a discounted level of assessed charge – see page 12 for details.
- 5.4. 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.
- 5.5. Leakage allowances may be given, according to the terms set out in the latest version of our leakage allowance leaflet.
- 5.6. Vacant Properties – Measured vacant properties are not charged, however meter readings will still be taken and if any consumption is recorded normal charges will apply.
- 5.7. Premises that are undergoing refurbishment or being used for storage will be considered occupied, with charges made to the owners of the premises
- 5.8. If a property is unoccupied due to the customer being hospitalised or residing in care, charges will not normally apply. The customer or their representative should contact their retailer at the earliest possible opportunity to inform them of this situation.
- 5.9. Following the death of the sole occupier of a property, charges will not normally apply (from the date of death). The deceased's executors should contact their retailer at the earliest possible opportunity to inform them of these circumstances.
- 5.10. Vacant Properties – Unfurnished unmeasured vacant properties are not charged.
- 5.11. If an unfurnished unmetered property is undergoing refurbishment or renovation, unmetered charges are legally payable. The customer may however switch to a metered charge, by having a water meter installed. Where there is evidence of low water usage during the works, we may agree to charge only 50% of the unmetered 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 retailer and request this reduction in the charges. If a property is being used for storage, it will be considered occupied with charges made against the owner of the premises.

## 6. Section 6 - Special Agreement Tariffs

- 6.1. Bristol Water is currently engaged in special agreements with a small number of customers, where discounted water supplies are provided, normally in exchange for historic access arrangements.
- 6.2. Each agreement is subject to separate terms and conditions relating to the end user tariff, but for the purpose of wholesale charges we have simplified these into six special agreement tariffs.
- 6.3. Each tariff may comprise some or all of:
  - a fixed charge per customer per year,
  - a volumetric charge per cubic meter,
  - an allowance of water for which no charge is made; or
  - an allowance of water to be charged at a discounted rate
- 6.4. Our wholesale special agreement charges for 2026/27 are:

Special Agreement Tariff Short Code	Fixed Annual Charge 2026-27 (£)	Volume Charge 2026-27 (£/m <sup>3</sup> )	First Block Charge (£/m <sup>3</sup> )	First Block Volume (m <sup>3</sup> )
SA1	0.00	1.7575	0.0297	273
SA2	0.00	1.0853	n/a	n/a
SA3	0.00	0.0000	n/a	n/a
SA4	3,434.27	0.0000	n/a	n/a
SA5	15.12	1.8506	n/a	2,200
SA6	6.96	1.0311	n/a	700

We also have a small number of customers who receive free supplies of potable or non-potable water. These are designated as Band Z.

## 7. Section 7 - Non-Primary Charges

Product/Service	Charge Basis	Wholesale Charge
<b>Verification/SRC</b>		
Single person site visit during Standard Hours (services and/or meter details are as specified)	Fixed Price	£92.60
Single person site visit outside Standard Hours (services and/or meter details are as specified)	Fixed Price	£123.12
Additional resource (irrespective of time) when services and/or meter details are as specified	Fixed Price	£92.60
<b>Water Regulations</b>		
Bristol Water's Water Regulation aborted visit	Fixed Price	£95.55
Repeat Inspection during Standard Hours	Fixed Price	£95.55
Repeat Inspection outside Standard Hours	Fixed Price	£130.69
Additional resource (irrespective of time)	Fixed Price	£95.55
Advice/Information on Water Regulations	Fixed Price	£95.55
<b>Temporary Disconnection</b>		
Standard disconnection during Standard Hours where no pipework modifications or excavation is required	Fixed Price	£107.86
Standard disconnection outside Standard Hours where no pipework modifications or excavation is required (nonpayment)	Fixed Price	£163.42
Standard disconnection outside Standard Hours where no pipework modifications or excavation is required (water regs breach/illegal use)	Fixed Price	£174.36
Non-standard disconnection where excavation or pipework modifications are required (water regulations breach/illegal use)	Quotation	Quote
Standard disconnection during Standard Hours where no pipework modifications or excavation is required (retailer request)	Fixed Price	£103.54
Standard disconnection outside Standard Hours where no pipework modifications or excavation is required (retailer request)	Fixed Price	£136.16
Non-standard disconnection where excavation or pipework modifications are required (retailer request)	Quotation	Quote
<b>Permanent Disconnection</b>		
Survey during Standard Hours	Fixed Price	£92.60
Survey outside Standard Hours	Fixed Price	£123.12
Survey requiring additional resources	Fixed Price	£92.60
Permanent disconnection	Quotation	Quote
Survey charge will only be applied if the disconnection is cancelled at customers request	Fixed Price	£92.60
Permanent disconnection (Customer Request)	Fixed Price	-
<b>Reconnection</b>		
Standard reconnection during Standard Hours where no pipework modifications or excavation is required	Fixed Price	£92.60
Standard reconnection outside Standard Hours where no pipework modifications or excavation is required	Fixed Price	£123.12
Non-standard reconnection where excavation or pipework modifications are required	Quotation	Quote

Reconnection following an Accredited Entity Disconnection	Fixed Price	£123.12
<b>Metering</b>		
Survey during Standard Hours	Fixed Price	£87.34
Survey outside Standard Hours	Fixed Price	£118.91
Survey requiring additional resource	Fixed Price	£87.34
Exchanging a meter standard in existing chamber with minimal pipework modification (concentric in stop tap box)	Fixed Price	£112.59
Exchanging a meter - non-standard, where excavation or pipework and/or chamber modifications are required	Quotation	Quote
Exchanging a meter standard in existing chamber with minimal pipework modification (Inline up to 25mm)	Fixed Price	£250.44
Exchanging a meter standard in existing chamber with minimal pipework modification (Inline up to 40mm)	Fixed Price	£564.02
Exchanging a meter standard in existing chamber with minimal pipework modification (RF concentric in stoptap box)	Fixed Price	£188.36
Install a meter standard in existing chamber with minimal pipework modification (concentric in stoptap box)	Fixed Price	£188.36
Meter option installation	Quotation	Quote
Meter option installation Survey during Standard Hours	Fixed Price	£99.97
Meter option installation Survey outside Standard Hours	Fixed Price	£125.22
Meter Accuracy Test 15mm to 20mm Concentric meter, where the meter is found to be recording within the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988	Fixed Price	£219.93
Meter Accuracy Test in-line Meters, where the meter is found to be recording within the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988	Quotation	Quote
<b>AE Contribution</b>		
Exchanging a meter standard in existing chamber with minimal pipework modification (concentric in stop tap box up to 20mm in size)	Fixed Price	£31.57 plus Meter
Exchanging a meter standard in existing chamber with minimal pipework modification (concentric in stop tap box up to 20mm in size) – Where Bristol Water has failed to meet the Market Level of Service and agreed with the Retailer in advance	Fixed Price	£50.51 plus Meter
<b>AE Assistance</b>		
Visit during Standard Hours	Fixed Price	£ 92.60
Visit outside Standard Hours	Fixed Price	£ 123.12
<b>Standpipes</b>		
Portable standpipe hire arranged through nominated contractor and subject to their terms and hire rates	Contractor rates	Contractor rates

## 8. Section 8 - Non Primary Charges Supporting Information

- 8.1. Our non-primary charges for services we provide to Retailers are set out in this section.
- 8.2. If the work related to the non-primary services is completed outside of the agreed code service level, unless this is outside of our control, then any non-primary charge will not be passed on to the Retailer.
- 8.3. Verification or confirmation of a supply route - At a retailer's request we will carry out supply route, leakage and/or high consumption checks. For a meter confirmation or supply route check where our data is found to be incorrect then no charge will apply to the Retailer.

### Verification/SRC

- 8.4. Water Regulations Breach/Inspections - following a Water Regulations Breach or Inspection, we will carry out follow up visits. We encourage the Retailer to contact and support their customer during this process. If the work to rectify the breach or infringements has not been successfully started or completed, then an abortive charge will apply (up to a maximum of 3).
- 8.5. At a retailer's request we will also provide Water Regulations advice/Information to either the Retailer or their Customer

### Water Regulations

- 8.6. Temporary Disconnections of a Supply - At a retailer's request we will carry out a temporary disconnection to their customer's supply.

### Temporary Disconnections

- 8.7. Permanent Disconnection of a Supply for non-payment - At a retailer's request we will carry out a permanent disconnection to their customer's supply. Where the permanent disconnection is for nonpayment, we may request that the retailer or their representative will also be on-site during this work.

### Permanent Disconnections

- 8.8. Permanent Disconnect of a Supply following a customer's request to their Retailer – At the customer's request via their retailer, we will carry out a survey and a permanent disconnection of the supply.
- 8.9. Reconnection of a Supply at a retailer's request following a temporary disconnection only.

### Metering

- 8.10. At a retailer request we will carry out the following metering activities, where the meter belongs to Bristol Water.
- 8.11. Bristol Water recognises the WIRSAE Scheme and has an AE Contribution scheme set out below. This contribution relates to work undertaken under the following Non-Household Market Process only – B6: Repair or replacement of a faulty Meter performed by an Accredited Entity.
- 8.12. Bristol Water would therefore like to encourage Retailers to use WIRSAE Accredited Entities (AE) to reduce costs and improve market efficiency.

8.13. Bristol Water make our 15mm and 20mm concentric meter stock available to the AE as part of this contribution. These meters are held at our Barrow Logistics Centre. For further information please contact Bristol Water Wholesale Services so an AE can be set out within our systems.

#### **Water Quality Advice**

8.14. Water Quality Advice – on request we will provide water quality advice, for a fixed price of £84.00. Information on water quality in your area can be obtained via our website at <https://www.bristolwater.co.uk/home/account-and-services/water-quality-checker>.

#### **Accredited Entity Assistance**

8.15. Accredited Entity Assistance – if we are requested by the retailer, we will assist an accredited entity in carrying out their work. Please refer to our website for the WIRSAE scopes recognised by Bristol Water and our Addendum.

#### **Leakage Repair**

8.16. Leakage repair follow up visit (following the issuing of a 14 day or 7 day leakage waste of water notice) – if we have been advised by the retailer that a private leak has been repaired and our follow up visit shows the leak to still be running, then the abortive charge of £92.60 will apply (and for any further visits until the leak is repaired).

8.17. Abortive Visit or Missed Appointment - Where the retailer or their customer misses an appointment they have made with us, then a charge of £92.60 will apply.

8.18. Damage to Apparatus – Any damage to Bristol Water apparatus will be charged at cost. The cost recovered will be dependent on the equipment damaged and will be calculated as the total cost of the repair or replacement plus company overhead and margin.

8.19. Meter Reading – Bristol Water does not carry out any meter reading activities. Our household and non-market meters are presently read by Pelican Business Services. Should you wish to enquire about Pelican Business Services' meter reading services, please contact them directly on 0345 600 3600 or visit their website <https://www.pelican.co.uk/meter-reading-terms-and-conditions/>

8.20. No charge will be made by Bristol Water to provide data from our existing operational loggers where this is accessible and available. Please refer to our Data logger policy in advance of any request.

8.21. We do not provide replacement of lead service pipes or the provision and maintenance of fire hydrant services to water supply licensees.

8.22. Charges to retailers to us are made under section 9 of Business Terms in the Market Code.

#### **Fire Hydrants**

8.23. We recover the costs reasonably incurred in installing, maintaining and repairing fire hydrants on our network directly with fire authorities. Standard charges, detailed in the schedule above, will be payable for the installation, removal or maintenance of a fire hydrant. Lane rental charges imposed by the local Highways Authority would be charged in addition to the schedule of charges. Any non-standard traffic management requirements will be priced on application and recouped at cost.

8.24. Before implementing a revised pricing schedule of charges permitted, the Water Company will provide the Fire Authority with its revised pricing schedule of charges by 1 February of each year.

<https://www.bristolwater.co.uk/business-developers/new-supplies-and-mains/fire-hydrants>

#### Provision and use of standpipes

8.25. The provision of standpipes will be handled by an appointed, specialist, outsourced provider, Aquam. They can be contacted on 0844 984 0156 or at [www.aquamcorp.co.uk/water-services](http://www.aquamcorp.co.uk/water-services). Conditions apply to the extraction of water from the Company's mains.

#### Gap Site Scheme

8.26. Gap Site Scheme: Bristol Water has signed up via MOSL to the 'Water Services only gap site incentive scheme' from April 2021. This scheme offers a financial incentive to retailers in relation to gap sites that are identified by them. A gap site is an eligible NHH premise (occupied or not), as per Ofwat's guidance, that is presently not in the Central Market Operating System (CMOS) or our Domestic billing system.

Incentive Offered	All Sites		Entry change of use payment	Erroneous Application Charge
	Initial Payment	Year One Allowance Cap		
Water Only	£75	£500	£0	£15

8.27. The qualifying Retailer applying for the incentive must already be entered into a "Wholesale Contract" with Bristol Water to apply under this scheme. The Retailer will claim the incentive from Bristol Water following the successful registration of the gap site into the NHH market.

8.28. The gap site scheme set out the eligibility criteria, the application processes, covers duplicate and erroneous applications, payment terms and the dispute process. NB this does not include new connections and gap sites registered in the last 12 months. MOSL's Code Panel will provide Governance for the Scheme.

## 9. Section 9 - Non-Potable Supplies

9.1. Where a customer's circumstances do not require water to be treated to normal standards, we may be able to offer a non-potable supply, if this is technically possible.

9.2. Any application for a non-potable supply should be made to Bristol Water to assess the technical feasibility.

9.3. Non-potable supplies are charged at the following rates. Customers anticipating using more than 50,000m<sup>3</sup> should contact the Company for a specific tariff based on the site.

Band	Forecast annual use in cubic metres	Fixed annual charges £	Volume charges (£ per cubic metre)
A	to 500,000	31,164.20	1.2573
B	to 250,000	12,399.76	1.3366
C	to 100,000	5,323.37	1.4126
D	to 50,000	2,410.89	1.4873
E	to 15,000	49.85	1.6784
F	to 5,000	14.48	1.7026
G2	to 1,000	6.69	1.7248
G	to 500	6.69	1.7248

## 10. Section 10 - Switching to Measured Charges

- 10.1. Household 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.
- 10.2. Bristol Water operates a change of occupier metering policy, whereby the Company may install a meter at a customer's property. When there is a change of occupier at that property, measured charges may commence.
- 10.3. Household customers who wish to switch to a measured charge should contact BWBSL.
- 10.4. Non-Household customers who wish to switch to a measured charge should contact their retailer. Non-Household customers should also contact their retailer if they wish to consider an assessed charge as an alternative to the unmeasured RV basis of charging. The assessed charge options where we do not fit a meter are set out in section 5.

## 11. Section 11 - 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/](http://www.bristolwater.co.uk/your-business/wholesale-information/)  
Email: [wholesale.desk@bristolwater.co.uk](mailto: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/](http://www.bristolwater.co.uk/your-home/billing-and-payments/)  
Email: [customer.services@bwbsl.co.uk](mailto:customer.services@bwbsl.co.uk)

### **Bristol Water (For operational enquiries):**

Address: Bridgwater Road, Bristol, BS13 7AT  
Tel: 0345 702 3797 (Emergency Service only between 6pm and 8am)  
Website: [www.bristolwater.co.uk](http://www.bristolwater.co.uk)  
Email: [customer.services@bristolwater.co.uk](mailto: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, C/O 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ  
Tel: 0300 034 2222 (8.30-17.00 Mon-Fri)  
Email: [enquires@ccwater.org.uk](mailto:enquires@ccwater.org.uk)  
Website: [www.ccwater.org.uk](http://www.ccwater.org.uk)  
Email: [enquires@ccwater.org.uk](mailto: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](mailto:mailbox@ofwat.gov.uk)  
Website: [www.ofwat.gov.uk](http://www.ofwat.gov.uk)

## Appendix One – Progressive Charge Trials

### Household 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 trials we are currently running / may look to introduce in 2026/27. Applicable charge details will be included in the End User Charge document to be published on 30<sup>th</sup> January 2026.

Charges that we may trial are:

- Seasonal Charges, with a summer winter differential of 1.5
- Seasonal Charges, with a summer winter differential of 3
- Seasonal Peak Charges
- Rising Block Tariffs
- 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.

### Non-household Trials

In 2024/25 the progressive charges trials were introduced. This appendix sets out the indicative wholesale charges that will apply to ongoing trials or if we should decide to introduce further trials of progressive charges in 2026/27.

Including these charges within this Scheme allows us to introduce these charges but does not oblige us to introduce these charges.

The alternative tariffs that we may trial with metered non-household customers are:

- Seasonal Charges, with a summer winter differential of 1.5
- Seasonal Charges, with a summer winter differential of 3

We expect NHH retailers to support the operation of tariff trials.

- We will work with NHH Retailers to ensure that our selection of participants is robust and unbiased, using objective criteria to select trial cohorts.
- NHH Retailers will need to ensure that customers selected to participate in any trial pay charges according to the charges set out in the appropriate schedule.

We will work with NHH retailers to provide them with guidance on the approach we are taking with HH customers so that a common approach can be adopted, should NHH retailers believe this to be appropriate.

To ensure that the trials are unbiased and represent our NHH customer population, opt out requests will not be considered.

### **Non-household Seasonal charges, with a summer winter differential of 1.5x**

We may ask NHH retailers to designate identified premises within the Bristol water 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	Variable per cubic metre
Water Only	1.8747

Seasonal tariffs will be payable for any premises designated by the NHH retailer until further notice.

- The ‘winter’ or ‘low season’ period will apply between 1 October and 31 March of the Charging Year.
- The ‘summer’ or ‘high season’ period will apply between 1 April and 30 September of each Charging Year.
- During the ‘summer’ or ‘high season’ period, the volumetric rate payable will be 1.5 times higher than the ‘winter’ rate.

Fixed charges will be determined by meter size, as set out here:

Band	Forecast annual use in cubic metres	Fixed annual charges £
A	to 500,000	31,164.20
B	to 250,000	12,399.76
C	to 100,000	5,323.37
D	to 50,000	2,410.89
E	to 15,000	49.85
F	to 5,000	14.48
G2	to 1,000	6.69
G2	to 500	6.69

### Fixed charges – Seasonal metered charges

Wholesale Charges based on seasonal tariffs will be payable for any premises designated for the period of the trial.

These charges are set out in Schedule NHHSC1 (below).

#### Schedule NHHSC1 – Seasonal metered charges

2026/27 Charges (£)	Fixed charge	Variable per cubic metre
Water Only	6.69	1.8747
Seasonal metered variable charges - low season 'winter'		1.4858
Seasonal metered variable charges - high season 'summer'		2.2287

To demonstrate how this charge works in practice, an example is shown below.

- **Customer A** uses 100m<sup>3</sup> annually - Consumption is low and evenly spread throughout the year. For **customer A**, the NHH retailer will be charged a fixed charge of £6.69 (based on meter size) and a volumetric charge (over the year) of:

$$\begin{aligned}
 & \text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\
 & \text{£6.69} + (\text{£1.4858} \times 50\text{m}^3) + (\text{£2.2287} \times 50\text{m}^3) \\
 & \text{£6.69} + (\text{£74.29} + \text{£111.44}) \\
 & \text{£6.69} + \text{£185.73}
 \end{aligned}$$

- Were **Customer B** to use 40m<sup>3</sup> in winter and 60m<sup>3</sup> in summer, the NHH retailer would be charged:

$$\begin{aligned}
 & \text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\
 & \text{£6.69} + (\text{£1.4858} \times 40\text{m}^3) + (\text{£2.2287} \times 60\text{m}^3) \\
 & \text{£6.69} + (\text{£59.43} + \text{£133.72}) \\
 & \text{£6.69} + \text{£193.15}
 \end{aligned}$$

- A standard customer would be charged as follows:

$$\begin{aligned}
 & \text{Fixed charge} + (\text{standard metered rate} \times \text{volume}) \\
 & \text{£6.69} + (\text{£1.8747} \times 100\text{m}^3) \\
 & \text{£6.69} + \text{£187.47}
 \end{aligned}$$

- Were **Customer C** to use 100m<sup>3</sup> in winter and 100m<sup>3</sup> in summer, the NHH retailer would be charged:

$$\begin{aligned}
 & \text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\
 & \text{£6.69} + (\text{£1.4858} \times 100\text{m}^3) + (\text{£2.2287} \times 100\text{m}^3) \\
 & \text{£6.69} + (\text{£148.58} + \text{£222.87}) \\
 & \text{£6.69} + \text{£371.45}
 \end{aligned}$$

- Were **Customer D** on the standard tariff, the NHH retailer would be charged:

Fixed charge + ((winter rate x volume) + (summer rate x volume))

£6.69 + (£1.4858 x 80m3) + (£2.2287 x 120m3)

£6.69 + (£118.86 + £267.44)

£6.69 + £386.30

- A standard customer would be charged as follows:

Fixed charge + (standard metered rate x volume)

£6.69 + (£1.8747 x 200m3)

£6.69 + £374.94

These hypothetical examples show that the seasonal charge means that customers will need to be more water efficient in the summer period, if they want to reduce the charges levied by the NHH retailer.

## Non-household Seasonal charges, with a summer winter differential of 3x

We may ask NHH retailers to designate identified premises within the Bristol water 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	Variable per cubic metre
Water Only	1.8747

Seasonal tariffs will be payable for any premises designated by the NHH retailer until further notice.

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

Fixed charges will be determined by meter size, as set out here:

Band	Forecast annual use in cubic metres	Fixed annual charges £
A	to 500,000	31,164.20
B	to 250,000	12,399.76
C	to 100,000	5,323.37
D	to 50,000	2,410.89
E	to 15,000	49.85
F	to 5,000	14.48
G2	to 1,000	6.69
G2	to 500	6.69

### Fixed charges – Seasonal metered charges

Wholesale Charges based on seasonal tariffs will be payable for any premises designated for the period of the trial.

These charges are set out in Schedule NHHSC2 (below).

### Schedule NHHSC2 – Seasonal metered charges

2026/27 Charges (£)	Fixed charge	Variable per cubic metre
Water Only	6.69	1.8747
Seasonal metered variable charges - low season 'winter'		0.9159
Seasonal metered variable charges - high season 'summer'		2.7477

To demonstrate how this charge works in practice, an example is shown below.

- **Customer E** uses 100m<sup>3</sup> annually - Consumption is low and evenly spread throughout the year. For **customer E**, the NHH retailer will be charged a fixed charge of £6.69 (based on meter size) and a volumetric charge (over the year) of:

Fixed charge + ((winter rate x volume) + (summer rate x volume))

£6.69 + (£0.9159 x 50m<sup>3</sup>) + (£2.7477 x 50m<sup>3</sup>)

£6.69 + (£45.80 + £137.39)

£6.69 + £183.19

- Were **Customer F** to use 40m<sup>3</sup> in winter and 60m<sup>3</sup> in summer, the NHH retailer would be charged:

Fixed charge + ((winter rate x volume) + (summer rate x volume))

£6.69 + (£0.9159 x 40m<sup>3</sup>) + (£2.7477 x 60m<sup>3</sup>)

£6.69 + (£36.64 + £164.86)

£6.69 + £201.50

- A standard customer would be charged as follows:

Fixed charge + (standard metered rate x volume)

£6.69 + (£1.8747 x 100m<sup>3</sup>)

£6.69 + £187.47

- Were **Customer G** to use 100m<sup>3</sup> in winter and 100m<sup>3</sup> in summer, the NHH retailer would be charged:

Fixed charge + ((winter rate x volume) + (summer rate x volume))

£6.69 + (£0.9159 x 100m<sup>3</sup>) + (£2.7477 x 100m<sup>3</sup>)

£6.69 + (£91.59 + £274.77)

£6.69 + £366.36

- Were **Customer H** on the standard tariff, the NHH retailer would be charged:

£6.69 + (£0.9159 x 80m<sup>3</sup>) + (£2.7477 x 120m<sup>3</sup>)

£6.69 + (£73.27 + £329.72)

£6.69 + £402.99

- A standard customer would be charged as follows:

Fixed charge + (standard metered rate x volume)

£6.69 + (£1.8747 x 200m<sup>3</sup>)

£6.69 + £374.94

These hypothetical examples show that the seasonal charge means that customers will need to be more water efficient in the summer period, if they want to reduce the charges levied by the NHH retailer.

## Appendix Two – Definitions

Term	Definition
<b>Access Code</b>	An appointed water company's document that sets out all principal aspects of access to its supply system and the terms and conditions on which it will grant access to its supply system by a licensee.
<b>Billing period</b>	the period, consisting of one or more settlement periods, that is charged for in one bill.
<b>Billing Year</b>	1st April to 31st March.
<b>Company</b>	Bristol Water
<b>Connection</b>	Connection of a water service pipe to the Company's main in the roadway.
<b>Domestic Purposes</b>	As defined in The Water Industry Act 1991.
<b>Eligibility criteria</b>	The definition of a customer eligible to switch supplier will be as that laid down in Ofwat's document 'Guidance on assessing whether customers in England and Wales are eligible to switch their water and wastewater retailer', August 2015.
<b>Incumbent retailer</b>	Retailer of one of the vertically integrated water and/or sewerage companies who can only operate within their own geographic area.
<b>Measured Water Supply</b>	A supply through a water meter.
<b>Non-household</b>	As defined in Ofwat's eligibility criteria.
<b>Non-Potable</b>	Untreated water.
<b>Normal working hours</b>	Means 8.00am to 5.00pm Monday to Friday, excluding bank holidays. Where a retailer or a retailer on behalf of a customer requests Bristol Water to carry out work outside of normal working hours, and Bristol Water agrees to meet the request an additional charge will be levied to reflect the increased costs incurred by Bristol Water.
<b>Ofwat</b>	See WRSA below.
<b>Payment period</b>	The length of time after the billing period in which the retailer must pay the wholesaler for services provided within the billing period.
<b>Potable Water</b>	Treated water.
<b>Premises</b>	A property, or parts of a property, which are intended to be separately occupied.
<b>Price Review</b>	The process of setting appointed water companies' price limits. Maximum revenues are normally set every five years. The 2024 price review set wholesale prices and revenues for the period 1 April 2025-31 March 2030.
<b>Rateable value</b>	Means the 'value' assigned a property by the local government Valuation Office which was effective on 31 March 1990.
<b>Rateable Value</b>	The valuation for a property as shown in The Inland Revenue Valuation List as at 31 <sup>st</sup> March 1990.
<b>Retail licensee</b>	New entrant with a retail licence, including licensed retailers who are associates of regional monopoly wholesalers and who are able to operate outside their geographical area.
<b>Retail Services</b>	Customer services, which include billing, payment handling and customer enquiries; debt management and doubtful debts; meter reading; and providing information and administration for new connections.
<b>Retailer</b>	Provider of the retail service to the end customer, dealing with all customer services as outlined within the Ofwat pricing methodology statement such as billing, payment handling, customer calls, meter reading and administering new connections. A retailer could be an incumbent retailer or a retail licensee.
<b>Settlement period</b>	One calendar day. This is the minimum period for which services can be purchased by a retailer.
<b>Unmeasured Water Supply</b>	A supply that is not metered.
<b>Water supply wholesaler</b>	Incumbent regional monopoly water company providing physical water services. This includes the supply of water services, meter ownership, installation, maintenance and replacement, and monitoring, physical disconnections, and reconnections.
<b>Wholesale</b>	The abstraction of raw water, transmission of raw water, water treatment, storage, and distribution to end users plus ancillary services.

<b>Wholesale charges</b>	Charges paid to a water supply wholesaler by a retail licensee for the supply of treated, potable water.
<b>Wholesale contract</b>	A contract between the retailer and the company on terms and conditions laid out in our Access Code which sets out the services the wholesaler will provide to the retailer and the commercial terms on which they will be provided.
<b>Wholesale tariff</b>	The tariff offered by wholesalers to retailers.
<b>Wholesale tariff structure</b>	The structure and thresholds of wholesale tariffs offered by a wholesaler to retailers. Wholesale tariff structures are different for each wholesaler in England.
<b>WSL (Water Supply Licence)</b>	A water supply licence will allow entry into the competitive water supply market for the purpose of providing retail and/or upstream services.
<b>WSRA</b>	Water Services Regulation Authority (Ofwat). The economic regulator of the water and sewerage industry in England and Wales.

## Appendix Three - RWG Wholesale Tariff Simplification Sub-Group: Tariff Summary Table

### BRISTOL WATER NHH HOUSEHOLD CHARGES

#### Measured Potable Water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Metered Potable Water Services Band A	£/annum	31,164.20	MPBANDA	Metered Potable Water Services Band A	D7102	Metered Potable Water Supply Point Fixed Charges
Metered Potable Water Services Band A	£/m3	1.3666	MPBANDA	Metered Potable Water Services Band A	D7103	Metered Potable Water Block Tariff
Metered Potable Water Services Band B	£/annum	12,399.76	MPBANDB	Metered Potable Water Services Band B	D7102	Metered Potable Water Supply Point Fixed Charges
Metered Potable Water Services Band B	£/m3	1.4529	MPBANDB	Metered Potable Water Services Band B	D7103	Metered Potable Water Block Tariff
Metered Potable Water Services Band C	£/annum	5,323.37	MPBANDC	Metered Potable Water Services Band C	D7102	Metered Potable Water Supply Point Fixed Charges
Metered Potable Water Services Band C	£/m3	1.5354	MPBANDC	Metered Potable Water Services Band C	D7103	Metered Potable Water Block Tariff
Metered Potable Water Services Band D	£/annum	2,410.89	MPBANDD	Metered Potable Water Services Band D	D7102	Metered Potable Water Supply Point Fixed Charges
Metered Potable Water Services Band D	£/m3	1.6166	MPBANDD	Metered Potable Water Services Band D	D7103	Metered Potable Water Block Tariff
Metered Potable Water Services Band E	£/annum	49.85	MPBANDE	Metered Potable Water Services Band E	D7102	Metered Potable Water Supply Point Fixed Charges
Metered Potable Water Services Band E	£/m3	1.8243	MPBANDE	Metered Potable Water Services Band E	D7103	Metered Potable Water Block Tariff
Metered Potable Water Services Band F	£/annum	14.48	MPBANDF	Metered Potable Water Services Band F	D7102	Metered Potable Water Supply Point Fixed Charges
Metered Potable Water Services Band F	£/m3	1.8506	MPBANDF	Metered Potable Water Services Band F	D7103	Metered Potable Water Block Tariff
Metered Potable Water Services Band G	£/annum	6.69	MPBANDG	Metered Potable Water Services Band G	D7102	Metered Potable Water Supply Point Fixed Charges
Metered Potable Water Services Band G	£/m3	1.8747	MPBANDG	Metered Potable Water Services Band G	D7103	Metered Potable Water Block Tariff
Metered Potable Water Services Band G2	£/annum	6.69	MPBANDG2	Metered Potable Water Services Band G2	D7102	Metered Potable Water Supply Point Fixed Charges
Metered Potable Water Services Band G2	£/m3	1.8747	MPBANDG2	Metered Potable Water Services Band G2	D7103	Metered Potable Water Block Tariff
Metered Potable Water Services Band Zero	£/annum	-	MPBANDZ	Metered Potable Water Services Band Z	D7102	Metered Potable Water Supply Point Fixed Charges
Metered Potable Water Services Band Zero	£/m3	-	MPBANDZ	Metered Potable Water Services Band Z	D7103	Metered Potable Water Block Tariff
Special Agreement Band 1	£/annum	-	SA1	Special Agreement Band 1	D7102	Metered Potable Water Supply Point Fixed Charges
Special Agreement Band 1	£/m3	0.0297	SA1	Special Agreement Band 1	D7103	Metered Potable Water Block Tariff
Special Agreement Band 1	£/m3	1.7575	SA1	Special Agreement Band 1	D7103	Metered Potable Water Block Tariff
Special Agreement Band 2	£/annum	-	SA2	Special Agreement Band 2	D7102	Metered Potable Water Supply Point Fixed Charges

Special Agreement Band 2	£/m3	1.0853	SA2	Special Agreement Band 2	D7103	Metered Potable Water Block Tariff
Special Agreement Band 3	£/annum	-	SA3	Special Agreement Band 3	D7102	Metered Potable Water Supply Point Fixed Charges
Special Agreement Band 3	£/m3	-	SA3	Special Agreement Band 3	D7103	Metered Potable Water Block Tariff
Special Agreement Band 4	£/annum	3,434.27	SA4	Special Agreement Band 4	D7102	Metered Potable Water Supply Point Fixed Charges
Special Agreement Band 4	£/m3	-	SA4	Special Agreement Band 4	D7103	Metered Potable Water Block Tariff
Special Agreement Band 5	£/annum	15.12	SA5	Special Agreement Band 5	D7102	Metered Potable Water Supply Point Fixed Charges
Special Agreement Band 5	£/m3	-	SA5	Special Agreement Band 5	D7103	Metered Potable Water Block Tariff
Special Agreement Band 5	£/m3	1.8506	SA5	Special Agreement Band 5	D7103	Metered Potable Water Block Tariff
Special Agreement Band 6	£/annum	6.96	SA6	Special Agreement Band 6	D7102	Metered Potable Water Supply Point Fixed Charges
Special Agreement Band 6	£/m3	-	SA6	Special Agreement Band 6	D7103	Metered Potable Water Block Tariff
Special Agreement Band 6	£/m3	1.0311	SA6	Special Agreement Band 6	D7103	Metered Potable Water Block Tariff

## Unmeasured Water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Assessed Services Band A	£/annum	6.69	ATA	Assessed Services Band A	D7251	Unmeasured Water Fixed Charge
Assessed Services Band A	£/annum	80.85	ATA	Assessed Services Band A	D7256	Unmeasured Water Miscellaneous Type A Charge
Assessed Services Band A	£/annum	58.12	ATA	Assessed Services Band A	D7257	Unmeasured Water Miscellaneous Type B Charge
Assessed Services Band Z	£/annum	-	ATZ	Assessed Services Band Z	D7251	Unmeasured Water Fixed Charge
Assessed Services Band Z	£/annum	-	ATZ	Assessed Services Band Z	D7256	Unmeasured Water Miscellaneous Type A Charge
Assessed Services Band Z	£/annum	-	ATZ	Assessed Services Band Z	D7257	Unmeasured Water Miscellaneous Type B Charge
Unmeasured Services Band A	£/annum	13.76	UTA	Unmeasured Services Band A	D7251	Unmeasured Water Fixed Charge
Unmeasured Services Band A	£/RV	1.7441	UTA	Unmeasured Services Band A	D7252	Unmeasured Water RV Poundage
Unmeasured Services Band A	RV	-	UTA	Unmeasured Services Band A	D7253	Unmeasured Water RV Threshold
Unmeasured Services Band A	£/annum	9,999.00	UTA	Unmeasured Services Band A	D7254	Unmeasured Water RV Maximum Charge
Unmeasured Services Band A	£/annum	-	UTA	Unmeasured Services Band A	D7255	Unmeasured Water RV Minimum Charge
Unmeasured Services Band A	£/annum	498.60	UTA	Unmeasured Services Band A	D7256	Unmeasured Water Miscellaneous Type A Charge
Unmeasured Services Band A	£/annum	59.00	UTA	Unmeasured Services Band A	D7257	Unmeasured Water Miscellaneous Type B Charge

Unmeasured Services Band A	£/annum	59.00	UTA	Unmeasured Services Band A	D7258	Unmeasured Water Miscellaneous Type C Charge
Unmeasured Services Band A	£/annum	-	UTA	Unmeasured Services Band A	D7259	Unmeasured Water Miscellaneous Type D Charge
Unmeasured Services Band A	£/annum	-	UTA	Unmeasured Services Band A	D7260	Unmeasured Water Miscellaneous Type E Charge
Unmeasured Services Band A	£/annum	-	UTA	Unmeasured Services Band A	D7261	Unmeasured Water Miscellaneous Type F Charge
Unmeasured Services Band A	£/annum	-	UTA	Unmeasured Services Band A	D7262	Unmeasured Water Miscellaneous Type G Charge
Unmeasured Services Band A	£/annum	-	UTA	Unmeasured Services Band A	D7263	Unmeasured Water Miscellaneous Type H Charge
Unmeasured Services Band Z	£/annum	-	UTZ	Unmeasured Services Band Z	D7251	Unmeasured Water Fixed Charge
Unmeasured Services Band Z	£/RV	-	UTZ	Unmeasured Services Band Z	D7252	Unmeasured Water RV Poundage
Unmeasured Services Band Z	RV	-	UTZ	Unmeasured Services Band Z	D7253	Unmeasured Water RV Threshold
Unmeasured Services Band Z	£/annum	-	UTZ	Unmeasured Services Band Z	D7254	Unmeasured Water RV Maximum Charge
Unmeasured Services Band Z	£/annum	-	UTZ	Unmeasured Services Band Z	D7255	Unmeasured Water RV Minimum Charge
Unmeasured Services Band Z	£/annum	-	UTZ	Unmeasured Services Band Z	D7256	Unmeasured Water Miscellaneous Type A Charge
Unmeasured Services Band Z	£/annum	-	UTZ	Unmeasured Services Band Z	D7257	Unmeasured Water Miscellaneous Type B Charge
Unmeasured Services Band Z	£/annum	-	UTZ	Unmeasured Services Band Z	D7258	Unmeasured Water Miscellaneous Type C Charge
Unmeasured Services Band Z	£/annum	-	UTZ	Unmeasured Services Band Z	D7259	Unmeasured Water Miscellaneous Type D Charge
Unmeasured Services Band Z	£/annum	-	UTZ	Unmeasured Services Band Z	D7260	Unmeasured Water Miscellaneous Type E Charge
Unmeasured Services Band Z	£/annum	-	UTZ	Unmeasured Services Band Z	D7261	Unmeasured Water Miscellaneous Type F Charge
Unmeasured Services Band Z	£/annum	-	UTZ	Unmeasured Services Band Z	D7262	Unmeasured Water Miscellaneous Type G Charge
Unmeasured Services Band Z	£/annum	-	UTZ	Unmeasured Services Band Z	D7263	Unmeasured Water Miscellaneous Type H Charge

### Metered Non-Potable Water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Metered Non-Potable Water Services Band A	£/annum	31,164.20	MNPBANDA	Metered Non-Potable Water Services Band A	D7152	Metered Non-Potable Water Supply Point Fixed Charges
Metered Non-Potable Water Services Band A	£/m3	1.2573	MNPBANDA	Metered Non-Potable Water Services Band A	D7153	Metered Non-Potable Water Block Tariff

Metered Non-Potable Water Services Band B	£/annum	12,399.76	MNPBANDB	Metered Non-Potable Water Services Band B	D7152	Metered Non-Potable Water Supply Point Fixed Charges
Metered Non-Potable Water Services Band B	£/m3	1.3366	MNPBANDB	Metered Non-Potable Water Services Band B	D7153	Metered Non-Potable Water Block Tariff
Metered Non-Potable Water Services Band C	£/annum	5,323.37	MNPBANDC	Metered Non-Potable Water Services Band C	D7152	Metered Non-Potable Water Supply Point Fixed Charges
Metered Non-Potable Water Services Band C	£/m3	1.4126	MNPBANDC	Metered Non-Potable Water Services Band C	D7153	Metered Non-Potable Water Block Tariff
Metered Non-Potable Water Services Band D	£/annum	2,410.89	MNPBANDD	Metered Non-Potable Water Services Band D	D7152	Metered Non-Potable Water Supply Point Fixed Charges
Metered Non-Potable Water Services Band D	£/m3	1.4873	MNPBANDD	Metered Non-Potable Water Services Band D	D7153	Metered Non-Potable Water Block Tariff
Metered Non-Potable Water Services Band E	£/annum	49.85	MNPBANDE	Metered Non-Potable Water Services Band E	D7152	Metered Non-Potable Water Supply Point Fixed Charges
Metered Non-Potable Water Services Band E	£/m3	1.6784	MNPBANDE	Metered Non-Potable Water Services Band E	D7153	Metered Non-Potable Water Block Tariff
Metered Non-Potable Water Services Band F	£/annum	14.48	MNPBANDF	Metered Non-Potable Water Services Band F	D7152	Metered Non-Potable Water Supply Point Fixed Charges
Metered Non-Potable Water Services Band F	£/m3	1.7026	MNPBANDF	Metered Non-Potable Water Services Band F	D7153	Metered Non-Potable Water Block Tariff
Metered Non-Potable Water Services Band G	£/annum	6.69	MNPBANDG	Metered Non-Potable Water Services Band G	D7152	Metered Non-Potable Water Supply Point Fixed Charges
Metered Non-Potable Water Services Band G	£/m3	1.7247	MNPBANDG	Metered Non-Potable Water Services Band G	D7153	Metered Non-Potable Water Block Tariff
Metered Non-Potable Water Services Band Z	£/annum	-	MNPBANDZ	Metered Non-Potable Water Services Band Z	D7152	Metered Non-Potable Water Supply Point Fixed Charges
Metered Non-Potable Water Services Band Z	£/m3	-	MNPBANDZ	Metered Non-Potable Water Services Band Z	D7153	Metered Non-Potable Water Block Tariff

### Charges Applied When No Supply

	A: Fixed and vol charges	B: No charges apply	C: Volume charges only	D: Drainage charges only	E: Volume and drainage charges
Vacancy Charging Method Water			VWC		
Temporary Disconnection Charging Method Water		TWC			

