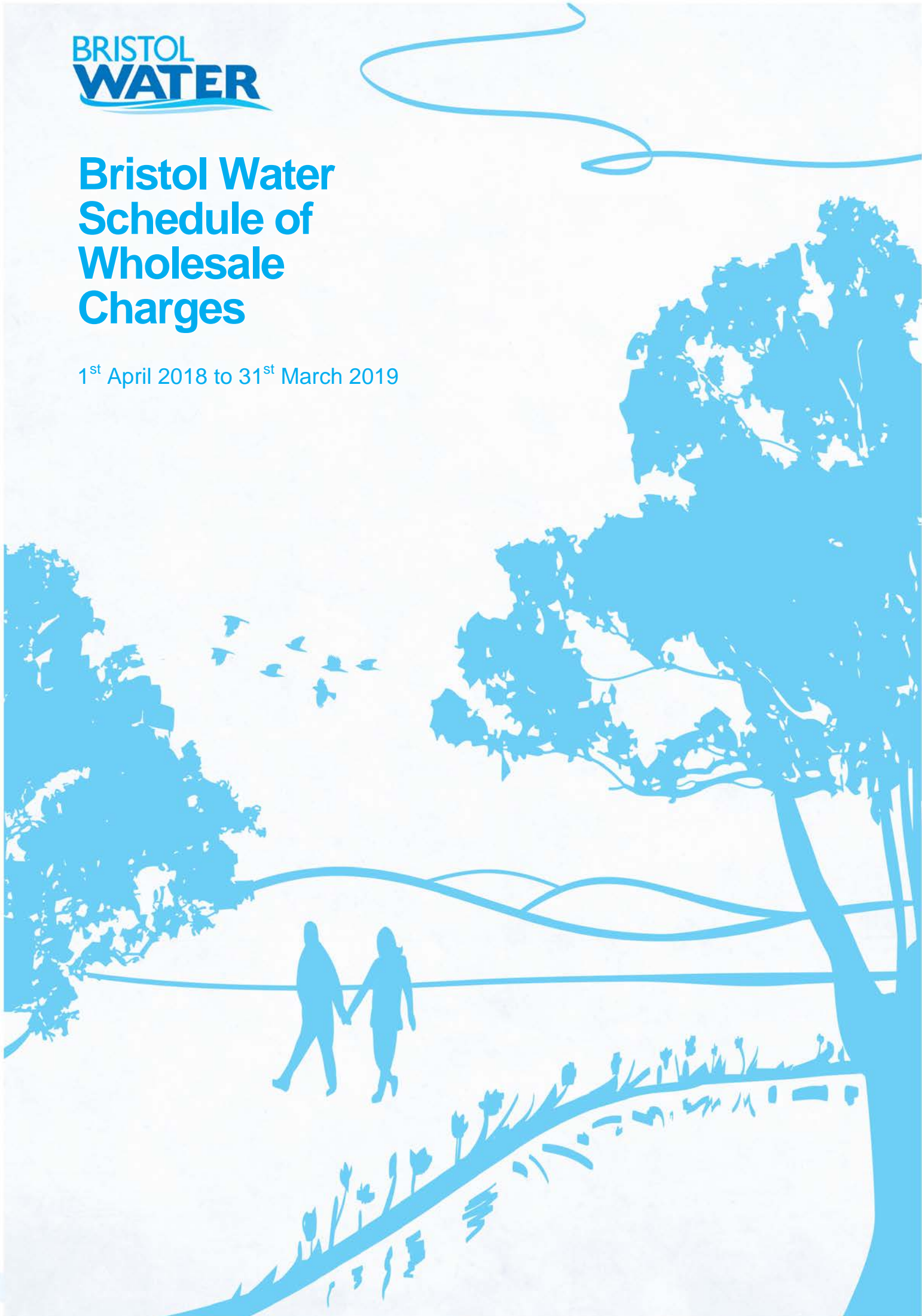


# Bristol Water Schedule of Wholesale Charges

1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019



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## 1 General Information

- 1.1 Ofwat's PR14 Price Determination set separate controls for wholesale and retail activities. The charges presented in this schedule represent tariffs for wholesale activities only. Combined wholesale and retail tariffs for customers not eligible for business retail competition ("household customers" are shown in the Bristol Water Schedule of Charges document.
- 1.2 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.
- 1.3 Bristol Water provides water to customers within the area of supply shown in Appendix One.
- 1.4 Bristol Water household customers are billed by Pelican (formerly known as 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.
- 1.5 All non-household customers are able to choose their retail service provider.
- 1.6 All wholesale charges will be subject to VAT where appropriate and are stated net of VAT in this document.

## 2 Unmeasured Water – Household Customers

- 2.1 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.
- 2.2 Standing Charge per annum: **£10.65**
- 2.3 Charge per pound of Rateable Value: **£1.0602**
- 2.4 Caravans - Caravans are charged the standing charge plus 75% of the standard RV charge. For 2018/19 the charge per pound of rateable value for caravans is: 79.52p
- 2.5 Vacant Properties – Unfurnished unmeasured vacant properties are not charged.
- 2.6 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 Company 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.
- 2.7 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.
- 2.8 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.
- 2.9 Sprinkler Charges - An unmeasured customer using a sprinkler or other automatic garden-watering device will be charged an annual fee of £50. The Company reserves the right to selectively meter customers using sprinklers or other automatic garden-watering devices.

### 3 Measured Water - Household Customers

- 3.1 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.
- 3.2 Standing Charge: **£12.14** per annum
- 3.3 Volumetric Charge per cubic metre of water: **£1.2753**
- 3.4 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 plus a charge per bedroom of:
- First Bedroom: £99.90
  - Each Additional Bedroom: £40.17
- 3.5 Customers in sheltered accommodation may be eligible for a discounted level of assessed charge – see page 11 for details.
- 3.6 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.
- 3.7 Leakage allowances may be given, according to the terms set out in the latest version of our leakage allowance leaflet.
- 3.8 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.
- 3.9 Premises that are undergoing refurbishment or being used for storage will be considered occupied, with charges made to the owners of the premises
- 3.10 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.
- 3.11 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.

## 4 Measured Water - Non-Household Customers

- 4.1 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.
- 4.2 Non-Domestic charges are grouped into bands based on annual consumption. These tariffs are detailed in the table below.

Band	Forecast annual use in cubic metres	Fixed annual charges £	Volume charges (£ per cubic metre)
A	To 500,000	23,754	0.9221
B	To 250,000	9,452	0.9802
C	To 100,000	4,058	1.0360
D	To 50,000	1,838	1.0906
E	To 15,000	38.00	1.2310
F	To 5,000	11.04	1.2487
G	Under 1,000	5.09	1.2612

### 4.3 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 £52.82, subsequent bands are charged at £39.94. In addition a standing charge of £5.09 will be made.

- 4.4 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.
- 4.5 Leakage allowances may be given, according to the terms set out in the latest version of our leakage allowance policy.
- 4.6 Vacant Properties – Normal charges apply to vacant measured agricultural properties. For other vacant measured non-household properties charges will not apply, unless meter readings record consumption in which case normal charges will apply.

## 5 Unmeasured Water – Non-Household Customers

- 5.1 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.
- 5.2 Standing Charge per annum £10.65
- 5.3 Charge per £RV 1.0625
- 5.4 Trough Charges - Field troughs unless metered, fixed standpipes and similar devices will be charged at: £289.75per annum.
- 5.5 Vacant Properties – Unfurnished unmeasured vacant properties are not charged.
- 5.6 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.

## 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) a fixed charge per customer per year,
- b) a volumetric charge per cubic meter,
- c) an allowance of water for which no charge is made; or
- d) an allowance of water to be charged at a discounted rate

6.4 Our wholesale special agreement charges for 2018/19 are:

Special Agreement Tariff Short Code	Fixed Annual Charge 2018-19 (£)	Volume Charge 2018-19 (£/m <sup>3</sup> )	First Block Charge (£/m <sup>3</sup> )	First Block Volume (m <sup>3</sup> )
SA1	0.00	1.1823	0.0209	273
SA2	0.00	0.7790	n/a	n/a
SA3	0.00	0.00	n/a	n/a
SA4	3087.50	0.00	n/a	n/a
SA5	11.04	1.2487	0	2,200
SA6	5.09	0.6935	0	700

6.5 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 Non-Potable Supplies

- 7.1 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.
- 7.2 Any application for a non-potable supply should be made to Bristol Water to assess the technical feasibility.
- 7.3 Non-potable supplies are charged at the following rates:

Band	Forecast annual use in cubic metres	Fixed annual charges £	Volume charges (£ per cubic metre)
A	To 500,000	23754	1.00
B	To 250,000	9452	1.00
C	To 100,000	4058	1.00
D	To 50,000	1838	1.00
E	To 15,000	38.00	1.13
F	To 5,000	11.04	1.15
G	Under 1,000	5.09	1.17

## 8 Methods of Charging

### 8.1 Household Unmeasured Charges

- a) 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.
- b) 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/	1	110		2	260
Maisonette	2	140		3	290
	3	170		4*	320
	4*	200	Detached	1	290
Terrace	1	170		2	320
	2	200		3	350
	3	230		4*	380
	4*	260			
Temporary caravan charge		95			

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

- c) Where none of these applies, a fixed annual fee of £241 will be used.

## 8.2 Household Measured Charges

- a) 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.
- b) Retailers are responsible for reading customer meters.
- c) 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.
- d) 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.

## 8.3 Household Assessed Charges

- a) 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.
- b) 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.

## 9 Switching to Measured Charges

- 9.1 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.
- 9.2 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.
- 9.3 Household customers who wish to switch to a measured charge should contact Pelican.
- 9.4 Non-Household customers who wish to switch to a measured charge should contact their retailer.

## 10 Non- Primary Charges for Retailers

10.1 To meet the needs retail market we have developed a set of non-primary charges. These charges have been benchmarked against other companies within the market, and established to comply with the Wholesale-Retail Code

10.2 Our non-primary charges are as follows:

10.3 Verification of a supply - At a retailer's request we will carry out supply route, leak checks and/or high consumption checks. For a supply route check if our data is found to be incorrect, then the charges will not apply.

Product/Service	Charge Basis	Wholesale Charge
Verification of supply details using Bristol Water Systems (e.g. non-site visit where services and/or meter details are as specified)	Fixed Price	£46.00
Single person site visit during Standard Hours (services and/or meter details are as specified)	Fixed Price	£68.00
Single person site visit outside Standard Hours (services and/or meter details are as specified)	Fixed Price	£91.00
Additional resource (irrespective of time) when services and/or meter details are as specified	Fixed Price	£68.00

10.4 Water Regulations Breach/inspections - following a Water Regulations Breach, we will carry up a follow up visit. If the work to rectify the breach has not been successfully completed, then the charge will apply (and for any further visits). Following a Water Regulations Inspection where we have recorded infringements, we will carry up a follow up visit. If the work to rectify the infringements has not been successfully completed, then the charge will apply (and for any further visits). At your request we will provide Water Regulations advice/Information.

Product/Service	Charge Basis	Wholesale Charge
Bristol Water's Water Regulation team will visit to confirm that any notified breach has been rectified. If the breach is outstanding then an aborted visit will be charged	Fixed Price	£72.00
Repeat Inspection during Standard Hours	Fixed Price	£72.00
Repeat Inspection outside Standard Hours	Fixed Price	£96.00
Additional resource (irrespective of time)	Fixed Price	£72.00
Advice visit on Water Regulations	Fixed Price	£72.00

10.5 Temporary Disconnections of a Supply - At a retailers request we will carry out a temporary disconnection. Where the temporary disconnection is for non-payment, we will insist that the retailer or their representative will also be on-site during this work.

Product/Service	Charge Basis	Wholesale Charge
Survey during Standard Hours	Fixed Price	£68.00
Survey outside Standard Hours	Fixed Price	£91.00
Survey requiring additional resources	Fixed Price	£68.00
Standard disconnection during Standard Hours where no pipework modifications or excavation is required (water regs breach/illegal use)	Fixed Price	£80.00
Standard disconnection outside Standard Hours where no pipework modifications or excavation is required (water regs breach/illegal use)	Fixed Price	£128.00
Non-standard disconnection where excavation or pipework modifications are required (water regs breach/illegal use)	Quotation	Quote
Standard disconnection during Standard Hours where no pipework modifications or excavation is required (retailer request)	Fixed Price	£77.00
Standard disconnection outside Standard Hours where no pipework modifications or excavation is required (retailer request)	Fixed Price	£100.00
Non-standard disconnection where excavation or pipework modifications are required (retailer request)	Quotation	£80.00

10.6 Permanent Disconnect of a Supply for non-payment - At a retailer’s request we will carry out a permanent disconnection for non-payment, we may insist that the retailer or their representative will also be on-site during this work.

Product/Service	Charge Basis	Wholesale Charge
Survey during Standard Hours	Fixed Price	£68.00
Survey outside Standard Hours	Fixed Price	£91.00
Survey requiring additional resources	Fixed Price	£68.00
Permanent disconnection (non-standard)	Quotation	Quote

10.7 Permanent Disconnect of a Supply following a Customer request – At a NHH Customers request via their retailer, we will carry out a permanent disconnection of the supply

Product/Service	Charge Basis	Wholesale Charge
Permanent disconnection (Customer Request)	Fixed Price	£0

10.8 Reconnection of a Supply at your request following a temporary disconnection only.

Product/Service	Charge Basis	Wholesale Charge
Standard reconnection during Standard Hours where no pipework modifications or excavation is required	Fixed Price	£68.00
Standard reconnection outside Standard Hours where no pipework modifications or excavation is required	Fixed Price	£91.00
Non-standard reconnection where excavation or pipework modifications are required	Quotation	Quote

10.9 Metering - At a retailers request we will carry out the following metering activities

Product/Service	Charge Basis	Wholesale Charge
Survey during Standard Hours	Fixed Price	£70.00
Survey outside Standard Hours	Fixed Price	£95.00
Survey requiring additional resource	Fixed Price	£70.00
Exchanging a meter standard in existing chamber with minimal pipework modification (concentric in stop tap box)	Fixed Price	£135.00
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	£208.00
Exchanging a meter standard in existing chamber with minimal pipework modification (Inline up to 40mm)	Fixed Price	£429.00
Exchanging a meter standard in existing chamber with minimal pipework modification (RF concentric in stoptap box)	Fixed Price	£155.00
Install a meter standard in existing chamber with minimal pipework modification (concentric in stoptap box)	Fixed Price	£155.00
Meter option installation	Quotation	Quote
Survey during Standard Hours	Fixed Price	£70.00
Survey outside Standard Hours	Fixed Price	£95.00
Meter Accuracy Test 15mm to 20mm Concentric meter	Fixed Price	£166.00
Meter Accuracy Test in-line Meters	Quotation	Quote

10.10 Water Quality Advice – on request we will provide water quality advice, for a fixed price of £65.00

10.11 Accredited Entity Assistance –Bristol Water support the WIRSAE scheme, if we are requested by the retailer we will assist an accredited entity in carrying out their work.

Product/Service	Charge Basis	Wholesale Charge
Visit during Standard Hours (Single Person Service) - services and/or meter details are as specified	Fixed Price	£68.00
Visit outside Standard Hours (Single Person Service) - services and/or meter details are as specified	Fixed Price	£91.00

10.12 Data Logger Installation Supervision - On request by a retailer or their representative of the installation of a data logger on a Bristol Water meter, we may supervise that installation to ensure that any other equipment is protected and secure. A visit during standard hours is charged at £68.00.

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 £68.00 will apply (and for any further visits).

10.13 Abortive Visit or Missed Appointment - Where the retailer or their customer misses an appointment they have made with us, then a charge of £68.00 will apply.

10.14 Damage to Apparatus – Any damage to Bristol Water apparatus will be charged at cost.

10.15 Meter Reading – Bristol Water do not carry out any meter reading activities. Meter reading can be carried out by Pelican. The customer or retailer should contact Pelican directly on 0345 6003 600 to arrange.

10.16 Access to meter usage data from Bristol Water loggers – We may provide flow data from our existing operational data loggers when available. A Weekly plot of flows is charged at £20.

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



## 11 Contact Details

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

**Address:** Bridgwater Road, Bristol, BS13 7AT

**Tel:** 03456041495 (Retailer line only)

**Website:** <http://www.bristolwater.co.uk/your-business/wholesale-information/>

**Email:** [wholesale.desk@bristolwater.co.uk](mailto:wholesale.desk@bristolwater.co.uk)

### **Pelican (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 enquires):**

**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:** 8th Floor, Renslade House, Bonhay Road, Exeter, EX4 3AW

**Tel:** 01392 428 028

**Website:** [www.ccwater.org.uk](http://www.ccwater.org.uk)

**Email:** [southwest@ccwater.org.uk](mailto:southwest@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.gsi.gov.uk](mailto:mailbox@ofwat.gsi.gov.uk)

**Website:** [www.ofwat.gov.uk](http://www.ofwat.gov.uk)

## Appendix One – Bristol Water Area of Supply

