



Dŵr Cymru
Welsh Water

Charging Information for New Appointees and Variations (NAVs)

2025-26

Contents

Definition of terms	3
1. Introduction	4
2. How to contact us	5
3. How to pay	5
4. Value Added Tax	5
5. Other charging schedules	5
6. Bulk supply charging methodology for unserved sites	6
7. Bulk supply charging methodology for large user sites	20
7.1 Potable water industrial tariff	20
7.2 Non potable water industrial tariff	22
7.3 Sewerage industrial tariff	22
8. Bulk supply charging methodology for NAV sites under the consent criteria	23
8.1 Standard household wholesale measured charges	23
9. NAV application schedule of charges	25
9.1 Proposed development	25
9.2 Point of connection or discharge engineering design	25
9.3 Hydraulic modelling	25
9.4 Sewerage connections inspection	25
9.5 Infrastructure charges	26
10. Other charges for services provided	28
10.1 Provision of an assistance supply	28



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Definition of terms

The following terms will have the meanings set out below wherever used throughout this document:

Act means the Water Industry Act 1991 and amendments thereto.

Bulk Supply: A bulk supply of water from one appointed water company to another or a bulk discharge of wastewater from one sewerage company into the sewers of another sewerage company.

Bulk Service: A NAV can provide its own onsite infrastructure, but rely on a bulk supply of water, or bulk discharge of wastewater, from or to the relevant incumbent's network. The NAV still serves end-Customers, but the NAV pays the incumbent for bulk services.

Company means Dŵr Cymru Cyfyngedig.

Connection means a connection regulated by the Act and other relevant legislation by virtue of which the customer receives the benefit of the Company's services.

Consent Criterion: Criterion for a NAV application whereby the prospective NAV applies on the basis that the existing appointee agrees to transfer the site or premises to the prospective NAV.

Customer means a new appointee or appointee seeking to vary its licence making a NAV application for a new development.

Large User Criterion: Criterion for a NAV application where the prospective NAV applies on the basis that it will use a large amount of water. In Wales this is over 250 megalitres of water a year. In England this is more than 50 megalitres of water a year.

Megalitre (Ml): One megalitre is equal to 1,000 cubic metres (m³)

Non potable water means water not intended to meet the standards of wholesomeness set out in regulations made under the Water Industry Act 1991.

Potable water means water intended to meet the standards of wholesomeness set out in regulations made under the Water Industry Act 1991.

Undertaker: means a company appointed under section 6 of the Water Industry Act 1991.

Unserved Criterion: Criterion for a NAV Application whereby the prospective NAV applies on the basis that there are no existing water and/or sewerage mains connections on the site.

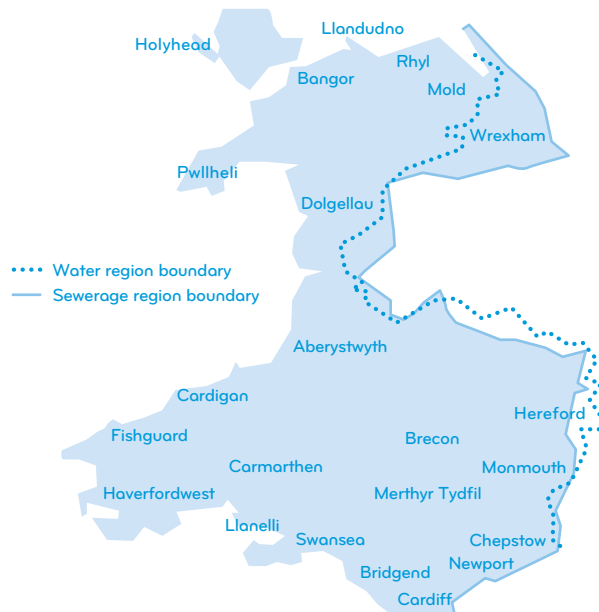
Wastewater: Sewage or Sewage and Surface water or Surface water only.

1. Introduction

This document details all charges that are applicable to New Appointees and Variations (NAV's) within Dŵr Cymru's supply area and should be read in conjunction with the Company NAV Guidance available [here](#).

The Company supply area

The Company supplies water and sewerage in the area shown on the map below.



2. How to contact us

Telephone

0800 260 5053 (24 hours)

Online

<https://wholesale.dwrcymru.com/en>

Email

WholesaleServiceCentre@dwrcymru.com

Post

Dŵr Cymru Welsh Water
 Wholesale Service Centre
 PO Box 3164
 Cardiff
 CF30 0FF

Our office hours for the receipt of correspondence are 8am to 6pm Monday to Friday (excluding bank holidays)

3. How to pay

BACS payment

Sort code: 52-21-07
 Account number: 01500007

BACS from abroad

IBAN number:
 GB51 NWBK 5221 0701 5000 07
 BIC number: NWBK GB 21 22X

Please include your customer reference when making your payment.

4. Value Added Tax

VAT will be added to water supply charges (including water for construction) to NAVs. Where VAT is charged, it will be at the rate prevailing at the time the invoice is issued or at the time the advance payment is made.

VAT will be added to all other charges in this document unless otherwise stated.

5. Other charging schedules

Scheme of Charges

Water and sewerage charges for household and non-household customers.

Wholesale Charges Document

Charges for eligible premises that could be supplied with water by a restricted retail authorisation.

Developer Services Schedule of Charges

Charges for new connections and other activities to support Developers.

6. Bulk supply charging methodology for unserved sites

Scope

This section refers to the on-going charges for the supply of water and wastewater services to NAV sites. It does not cover the charges for pre-application or connections which are covered in Section 9.

Purpose

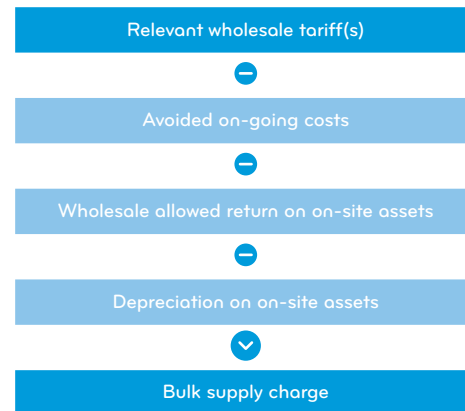
This document sets out the wholesale tariffs, applicable for the period 1 April 2025 to 31 March 2026, to be used in existing bulk supply agreements to calculate the charges for the bulk supply of water and wastewater services at each site. The tariffs are shown in Tables 2 and 3.

The document also provides the methodology for arriving at site specific charges for use by prospective applicants who are looking to apply for a NAV within DCWW's area.

Principles

Our approach to the calculation of bulk supply tariffs has been developed to comply with Ofwat's bulk charges guidance 'Bulk charges for new appointees - guidance on our approach and expectations' published in January 2021¹ and Welsh Government (WG) guidance 'Charging Guidance to Ofwat relating to Developer Charges, Bulk Supply Charges and Access Charges' published in 2017 and other applicable regulation and legislation. The wholesale-minus methodology, taken from Ofwat's guidance (p.9), is shown in figure 1 below:

Figure 1: Ofwat's wholesale-minus approach



¹ Bulk charges have been set to comply with existing guidance including consideration of the CEPA list of avoided costs. Additionally the Company has contributed to Ofwat's industry led working group on bulk charges for NAVs since it was formed in 2021. The outputs from this group have also been considered in the formulation of the 2025/26 charges. The avoided on-going costs and the charging methodology itself are subject to routine review as and when new industry guidance is issued by Ofwat or industry case studies are published.

The bulk supply tariffs have been developed on a top down regional average basis. For sites that have materially different operating characteristics, this approach may lead to deductions that mean that the sites are not economically viable. Recognising this, where these tariffs may not be applicable due to materially different operational aspects of any particular site, bespoke charges could be considered as part of any pre-application bulk supply agreement discussions.

The bulk supply charge for each NAV site is site specific and is calculated each year based on our published wholesale tariffs adjusted in accordance with Ofwat's wholesale-minus approach. The calculation of the bulk supply charge forms part of the negotiation of the bulk supply agreement. This document sets out the methodology used to calculate our bulk supply charges. It also provides details of the key components used to calculate the

bulk supply charge, including the wholesale tariffs and the cost deductions.

Wholesale tariffs refer to a "standard" provision of domestic water supply and wastewater services, i.e. potable water and domestic strength effluent, surface water drainage and highway drainage. If a development or site has industrial customers or material trade effluent discharges these would be dealt with on a case by case basis and DCWW reserves the right to vary these tariffs accordingly.

The cost deductions cover the costs that are to be deducted from the wholesale tariffs to reflect the costs avoided by DCWW as a result of the new appointee supplying the site.

Calculating site charges from tariffs

Existing NAV bulk supplies

The mechanism for translating the tariffs below into the annual charges is set out in the applicable Bulk Supply Agreement. The charges for the forthcoming year are sent to the new appointee in line with the timetable set out in Table 1 below.

Prospective NAV bulk supplies

The mechanism for translating the tariffs below into annual site bulk supply charges has three phases linked to the stage of development of the NAV site:

- i. **Pre-application** – The information contained in this appendix allows a prospective applicant to estimate the cost of receiving a bulk service for any particular NAV site. This will inform the negotiation of the bulk supply agreement. An illustration of the calculation is set out in Table 4. Other costs associated with the pre-application process are set out in Section 9;

- ii. **Site development** – The bulk supply charge is based on the number of connected properties made on the site and so will change as the site is developed. During the development of the site the bulk supply charge will be calculated annually based on forecast completions. As the bulk supply charge is based on forecast development for the year ahead there is potential for the charges to be under or over estimated. The assumed starting point of the bulk supply agreement negotiations is that a 'true-up' mechanism will be required during this phase to account for the actual speed of development. The 'true-up' mechanism will set out how any differences between the actual and forecast rate of development will be treated; and

- iii. **Mature site** – Once the site is complete the number of connections will be constant and so the fixed element of the charge will be known. If a weighted volumetric charge is being calculated due to the site configuration this will be reviewed annually.

Timetable for annual update of tariffs

The tariffs contained in this document will be updated annually in line with the timetable set out by Ofwat in the wholesale charging rules as set out in Table 1 below. Bulk supply charges for individual NAV sites will be updated in line with the timetable in the respective agreement.

Table 1: Annual Timetable for updating published tariffs and charges

Month	Activity
July	Scope of changes – any proposed significant changes to the structure or level of the wholesale tariffs will be discussed in principle with NAVs.
October	Indicative wholesale tariffs and indicative NAV charges will be published and circulated to Retailers/NAV; NAVs will be informed of any material changes proposed to the bulk charging methodology.
November/ December	Tariffs will be finalised and approved by the Board. NAVs affected will be informed of any material changes to the indicative tariffs. Agree forecasts for properties and consumption with NAVs in line with bulk supply agreements.
January	Bulk supply tariffs will be published at the same time as the underlying wholesale tariffs, prior to the start of the year to which they apply.

NAV bulk supply charges

NAV bulk supply charges are calculated using the wholesale minus methodology in accordance with Ofwat guidance. The tariffs required to calculate the NAV bulk supply charges are the base wholesale tariffs and the deductions to base wholesale tariffs. To the extent that any site has materially different operational aspects that mean that the standard wholesale tariffs and/or deductions are not applicable, bespoke charges could be considered as part of any pre-applications bulk supply agreement discussions.

Base wholesale tariffs

The base wholesale tariffs form part of the “end-bill” charge to all customers and are calculated as part of the annual charge setting process; they are not specific to bulk supply services. The relevant tariffs used in our bulk supply charges illustration are set out in Table 2 below.

Table 2: Base wholesale tariffs

Household

Volumetric Rate	Water	Sewerage foul only
Standard volumetric rate	£1.9156/m ³	£2.4982/m ³
Fixed tariff for each meter		
Up to 25mm meter	£11.34	£40.37
30mm meter	£11.34	£40.37
40mm meter	£11.34	£40.37

Non-household

Volumetric Rate	Water	Sewerage foul only
Standard volumetric rate	£1.7747/m ³	£2.7266/m ³
Fixed tariff for each meter		
Up to 20mm meter	£16.20	£50.10
25mm meter	£99.17	£266.80
30mm meter	£192.00	£429.10
40mm meter	£375.55	£711.40
50mm meter	£578.82	£1,381.88
65mm meter	£780.37	£2,307.81
80mm meter	£1,039.23	£3,414.83
100mm meter	£1,238.02	£6,025.71
150mm meter	£1,597.66	£14,035.46
200mm meter and over	£1,597.66	£25,129.37

Deductions to base wholesale tariffs

Table 3 below sets out the deductions to be made to the base wholesale tariffs to calculate the bulk supply charge.

The deduction for avoided on-going costs and capital costs are calculated on a per connection basis as the underlying costs do not vary by the amount of water supplied. The exception to this is the deduction for leakage on the NAV site which is dealt with by an adjustment to the recorded amount delivered to the bulk supply point. The leakage deduction of 5% of water delivered to the site reflects a review of the available evidence, in particular the leakage assessments made in the Water Resource Management Plans of the NAVs. Further information can be found in the avoided costs template published alongside this document.

Table 3: Deductions to base wholesale tariffs

Deductions for on-site configuration	Water	Sewerage
Avoided on-going costs Capital related on-site assets	£23.36/property	£15.96/property
(Wholesale allowed return & Depreciation)	£29.69/property	N/A
On-site leakage adjustment	5% of water supplied	N/A

Methodology for calculating bulk supply charges from the published tariffs

The bulk supply charge is a two part charge: a fixed charge based on the number of properties on-site and a variable charge based on the amount of water supplied to the site adjusted to reflect on-site leakage. The steps below show how the weighted average charges are calculated for each site. Table 4 is an illustrated example of how the methodology works in practice.

Step 1

Calculate the weighted fixed charge.

Step 1-1 Base wholesale fixed charge – The gross weighted base wholesale fixed tariff is made up of two components: the charge for the bulk supply meter and the service charge for meters on-site which is calculated from the respective household and non-household fixed tariffs for the on-site properties.

Step 1-2 Deductions for avoided ongoing costs – These have been calculated on a per property basis so the deduction is calculated by multiplying the unit rate by the number of properties. The unit rate is based on the company's local network operation, maintenance and, management costs on a per property basis. During the site development phase the number of properties is a forecast. The weighted base wholesale tariff may be adjusted to reflect differences from the forecast in subsequent years. The methodology for this true-up is agreed as part of the pre-application process. It should be noted that this step may give rise to a negative fixed charges.

Step 2

Calculate the weighted variable charge.

The weighted wholesale volumetric rate is calculated from the wholesale household rate and the standard non-household rate weighted by the expected respective consumption.

Step 3

Calculate the NAV bulk supply charge

The NAV bulk supply charge for the site is calculated from the charges calculated in steps 1 and 2 above. The deduction for on-site leakage is made at this step. A non-return to sewer allowance of a further 5% is also applied to calculate the wastewater charge. Where appropriate, we reserve the right to monitor discharge flow from time to time.

Bulk supply charges illustration

Table 4 below shows an illustration of how charges would be calculated and recovered for a bulk water supply. The illustrative site has 250 household properties and 10 non-household properties. After leakage the household consumption is forecast to be 25 MI and the non-household consumption is forecast to be 2 MI. The illustration is based on the foul only sewerage tariff as the majority of new developments would not have a surface water connection. The standard non-return to sewer allowance of 5% is applied to the consumption forecast to calculate the wastewater volumetric charge.

Step 1-1 Calculate the weighted fixed charge - base wholesale tariff

Table 4a: Illustration of calculation and use of NAV bulk supply charges – Water

		Unit	Quantities & Tariffs	Fixed Charges
Property weighted charges				
A	Households			
(1)	Number of households to be charged next year	Nr	250	
(2)	Wholesale household meter charge	£	11.34	
(1)*(2)	Household service charges	£		2,835.00
B	Non-households			
(3)	Number of non-households to be charged next year	Nr	10	
(4)	Wholesale non-household meter charge	£	16.20	
(3)*(4)	Non-household service charges	£		162.00
Combined				
	Total connections and total fixed charge		260	2,997.00
A+B	Total base fixed charge	£		2,997.00

Step 1-2: Calculate the weighted fixed charge - Deductions for on-site costs

		Unit	Quantities & Tariffs	Fixed Charges
Deduction for on-site costs				
(1)+(3)	Number of connections	Nr	260	
	On-site costs per connection to deduct	£	23.36	
C	Deduction for on-going on-site costs			6,073.60
Deduction for WACC and depreciation of on-site assets				
(1)+(3)	Number of connections	Nr	260	
	On-site costs per connection to deduct	£	29.69	
D	Deduction for on-site capital charge deduction	£		7,719.40
Bulk Supply Deductions				
C+D	Total on-site total deductions	£		13,793.00

Step 2: Calculate the weighted variable charge

	Unit	Quantities & Tariffs	Volumetric Charges
Volumetric Charges (The weighted volumetric rate calculation uses volumes adjusted for on-site leakage and non-return to sewer allowance)			
	m ³	25,000	
	£/m ³	1.9156	
E	£		47,890.00
	m ³	2,000	
	£/m ³	1.7747	
	£		3,549.40
F	m ³	27,000	51,439.40
E+F	£/m³		1.9052

Step 3: Calculation of the bulk supply charge

	£	£
Fixed charges		
Base charge	Step 1 - 1	2,997.00
Deductions	Step 1 - 2	13,793.00
Bulk supply fixed charge		(10,796.00)
Volumetric charge		
	m ³	£
Volume delivered to site	28,421	
Leakage adjustment (5%)	(1,421)	
Water delivered to properties	27,000	
Volumetric rate £/m ³	Step 2	1.9052
Volumetric charge		51,440.40
Bulk supply charge		40,644.40

Step 1-1 Calculate the weighted fixed charge - base wholesale tariff

Table 4b: Illustration of calculation and use of NAV bulk supply charges – Wastewater

	Unit	Quantities & Tariffs	Fixed Charges
Property weighted charges			
Fixed Charges			
A Households			
(1)	Nr	250	
(2)	£	40.37	
(1)*(2)	£		10,092.50
B Non-households			
(3)	Nr	10	
(4)	£	50.10	
(3)*(4)	£		501
Combined			
Total connections and total fixed charge		260	10,593.50
A+B	£		10,593.50

Step 1-2: Calculate the weighted fixed charge - Deductions for on-site costs

	Unit	Quantities & Tariffs	Fixed Charges
Deduction for on-site costs			
(1)+(3)	Nr	260	
On-site costs per connection to deduct		£	15.96
C	Deduction for on-going on-site costs		4,149.60
Deduction for WACC and depreciation of on-site assets			
(1)+(3)	Nr		
On-site costs per connection to deduct		£	N/A
D	Deduction for on-site capital charge deduction		N/A
Bulk Supply Deductions			
C+D	£		4,149.60

Step 2: Calculate the weighted variable charge

	Unit	Quantities & Tariffs	Volumetric Charges
Volumetric Charges (The weighted volumetric rate calculation uses volumes adjusted for on-site leakage and non-return to sewer allowance)			
	Forecast volume of household water	m ³	23,750
	Wholesale household volumetric charge	£/m ³	2.4982
E	Base volumetric household revenue	£	59,332.25
	Forecast volume of non-household water	m ³	1,900
	Wholesale non-household volumetric charge	£/m ³	2.7266
	Base volumetric non-household revenue	£	5,180.54
F	Combined consumption and revenue	m ³	25,650
			64,512.79
E+F	Weighted volumetric rate	£/m³	2.5151

Step 3: Calculation of the bulk supply charge

		£	£
Fixed charges			
	Base charge	Step 1 - 1	10,593.50
	Deductions	Step 1 - 2	(4,149.60)
	Bulk supply fixed charge		6,443.90
Volumetric charge			
	Volume delivered to site	m ³	28,421
	Leakage adjustment (5%)		(1,421)
	Water delivered to properties		27,000
	Non-Return to sewer allowance (5%)		(1,350)
	Wastewater volume		25,650
	Volumetric rate £/m ³	Step 2	2.5151
	Volumetric charge		64,512.32
	Bulk supply charge		70,956.22

7. Bulk supply charging methodology for large user sites

Where a request is made for price and non-price terms of a bulk service agreement at the pre-application stage, the bulk supply price will be based on the information available at the time of the request and may be subject to change. The Bulk supply charge will be based on the appropriate Wholesale Industrial Tariff as detailed below.

7.1 Potable water industrial tariff

The potable water industrial tariff is made up of several bands reflecting annual consumption. Table 5 below shows the wholesale water large user tariffs for each of the five supply bands.

Each band applies to all consumption between 1 April 2025 and 31 March 2026 and comprises:

- A fixed charge for the year;
- An annual service charge for each meter serving the site based on the size of meter (shown in Table 6 below); and
- A volumetric charge for all consumption.

Table 5

The second column indicates the annual consumption for which the band would be most economic for the customer.

Tariff	Indicative consumption (MI/year)	Fixed charge (£)	Volumetric charge (£/m ³)
Standard	<50		1.7747
Band 1	50 - 99	25,858.90	1.2576
Band 2	100 - 249	31,515.17	1.2010
Band 3	250 - 499	47,563.87	1.1368
Band 4	500 - 999	96,193.05	1.0396
Band 5	>1000	184,851.10	0.9509

A standard measured service charge will be payable on all meters (See table 6)

Table 6

The annual standard wholesale measured service charge applies to each meter and is based on the nominal meter size as follows:

Meter size (mm)	Water (£)	Sewerage (£)	Sewerage foul only (£)
Up to 20mm	16.20	122.51	50.10
25mm	99.17	394.36	266.80
30mm	192.00	556.66	429.10
40mm	375.55	831.83	711.40
50mm	578.82	1,502.29	1,381.88
65mm	780.37	2,428.23	2,307.81
80mm	1,039.23	3,535.25	3,414.83
100mm	1,238.02	6,146.12	6,025.71
150mm	1,597.66	14,155.89	14,035.46
200mm and over	1,597.66	25,249.79	25,129.37

7.2 Non potable water industrial tariff

The non-potable water industrial tariff is available for supplies of partially treated water and raw water depending on whether the supply receives any treatment. Table 7 below shows the wholesale non-potable tariffs.

Each band applies to all consumption between 1 April 2025 and 31 March 2026 and comprises:

- A fixed charge for the year;
- An annual service charge for each meter serving the site based on the size of meter (see table 6 above); and
- A volumetric charge for all consumption

Table 7

The second column indicates the annual consumption for which the band would be most economic for the customer.

Tariff	Consumption (Ml/year)	Fixed charge (£)	Volumetric Charge (£/m ³)
Partially treated water	< 50		1.6600
Raw water	< 50		1.5449
Partially treated water	> 50	56,071.54	0.5971
Raw water	> 50	57,261.70	0.4572

7.3 Sewerage industrial tariff

The sewerage industrial tariff charge comprises:

- A fixed charge for the year (which includes an annual standing charge for the first meter)
- An additional standing charge for each additional meter based on the size of the meter (see table 6)
- A volumetric charge for all consumption

Table 8

Tariff	(£)
Fixed charge – Full service	42,082.86
Fixed charge – Foul only	17,997.23
Volumetric charge – Full service per m ³	2.6741
Volumetric charge – Foul only per m ³	2.6741

8. Bulk supply charging methodology for NAV sites under the consent criteria

Where a request is made for price and non-price terms of a bulk supply agreement at the pre-application stage, the bulk supply price will be based on the information available at the time of the request and may be subject to change. The Bulk supply charge will be based on the appropriate Standard Wholesale Tariff as detailed below or the Industrial Tariffs above if the site uses more than 50Ml per year of water or discharges more than 100Ml of sewerage per year.

8.1 Standard household wholesale measured charges

Table 9

Tariff	Water (£)	Sewerage (£)
Standard volumetric rate per m ³	1.9156	
Standard volumetric rate – Full service per m ³		2.4982
Standard volumetric rate – Foul only per m ³		2.4982

An annual service charge will be applied for each meter serving the site based on the size of meter as detailed below.

Table 10

Meter size (mm)	Water (£)	Sewerage (£)	Sewerage foul only (£)
Up to 25mm	11.34	82.67	40.37
30mm	11.34	82.67	40.37
40mm	11.34	82.67	40.37

8.2 Standard non household wholesale measured charges

Table 11

Tariff	Water (£)	Sewerage (£)
Standard volumetric rate per m ³	1.7747	
Standard volumetric rate – Full service per m ³		2.7266
Standard volumetric rate – Foul only per m ³		2.7266

An annual service charge will be applied for each meter serving the site based on the size of meter as detailed below.

Table 12

Meter size (mm)	Water (£)	Sewerage (£)	Sewerage foul only (£)
Up to 20mm	16.20	122.51	50.10
25mm	99.17	394.36	266.80
30mm	192.00	556.66	429.10
40mm	375.55	831.83	711.40

9. NAV application schedule of charges

9.1 Proposed development

The Company will provide this service as part of the Bulk service offer or as a standalone service if requested by the Customer. The Proposed Development review charge is £97.48 plus VAT.

9.2 Point of connection or discharge engineering design

A detailed engineering solution for the connection or connections will be produced. A deposit will be required, which will be deducted from the final cost of the scheme. The deposit cost is £2,500 plus VAT.

9.3 Hydraulic modelling

A charge of £250 plus VAT will apply to prepare a bespoke hydraulic modelling cost. The modelling estimate will identify the scope and cost of the modelling exercise needed on a case by case basis. If the estimate is accepted, the next step will be to instruct DCWW to undertake the hydraulic modelling study. Modelling estimates are valid for six months.

9.4 Sewerage connections inspection

Supervision of sewer connections:

Connections to sewers: serving 1-25 properties Supervision during office hours 8.30am to 5.00pm Monday to Friday	£283.94
Connections to sewers: serving 26+ properties Supervision during office hours 8.30am to 5.00pm Monday to Friday	£385.73
Connections to sewers Supervision outside office hours	Price on Application

9.5 Infrastructure charges

The infrastructure charges for a supply for domestic purposes are payable under Section 146 of the Act and Licence Condition C (as modified) of the Company's Instrument of Appointment.

When new connections are made there is an increased burden on both the water and sewerage systems that can ultimately require work to be carried out. Therefore, in addition to any water or sewerage connection charge and/or requisition charge, there is also an infrastructure charge for a new water connection and an infrastructure charge for a new sewerage connection.

Infrastructure charges will be due upon connection of each water supply as detailed in the bulk service agreements. Charges will be applicable for each service provided; where water and sewerage connections are provided both infrastructure charges will be due at this stage. If sewerage services are not being provided to a property, then no sewerage infrastructure charges will be due.

These charges may also be payable where a site has been redeveloped and the redevelopment results in a greater demand from the site than in the previous 5 years. Infrastructure charges are outside the scope of VAT.

The standard charges below are for a standard household property:

Water	£541.00
Sewerage	£541.00

Relevant multipliers

The charge for apartment/flat developments with an individual meter per flat will be 1 standard charge per flat.

Charges for flat developments served by a bulk metered supply and for non-households are calculated by multiplying the above standard charge by the relevant multiplier. The relevant multiplier is calculated using the total loading units for all water fittings in the premises supplied and dividing by 24. The resulting number or 1 (whichever is greater) is the relevant multiplier.

The charge for flat developments with an individual meter will be 1 standard charge per flat.

Type of Property	Type of Use	Charges for New Connections Relevant Multiplier	Credit Available if Abandoned < 5 Years Relevant Multiplier
Household	Domestic	1	1
Non-Household	Domestic	Based on loading units	Based on previous usage

Loading units

Where a property has domestic usage and the connection is not a standard domestic connection or larger domestic connection loading units are used to determine the Relevant Multiplier by reference to the following table and notes.

Water fitting	Loading Units
WC Flushing Cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath with nominal size 20mm taps	10
Bath with taps larger than 20mm	22
Shower	3
Sink with nominal 15mm taps	3
Sink with taps larger than 15mm	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of six loading units per house)	3
Communal or commercial appliance	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

Notes

- References to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.
- A bath includes a whirlpool bath and a Jacuzzi.
- Domestic appliance means an appliance (including a dishwasher, washing machine and waste disposal unit) in a house.
- Communal or commercial appliance means an appliance (including a dishwasher, washing machine and a waste disposal unit) elsewhere than in a house (including communal facilities).

Infrastructure charge credits

Where a site is a redevelopment and connections existed on the site within 5 years prior to the first new permanent connection of the new development, the total amount of water infrastructure charges for the site may be reduced.

The number of domestic households that existed and had a water connection on the site within the 5 year period, or in the case of non-household premises which have been metered, the number of credits due based on the average water usage of the previous development within the 5 year period, is deducted from the total of the relevant multipliers for the connections resulting from the new development.

The revised total multiplied by the standard charge gives the total water infrastructure charge for the site. A similar reduction is made in respect of sewerage connections previously serving the site.

If there is any dispute between the Company and the person on whom any infrastructure charge has been levied it may be referred to the Water Services Regulation Authority (Ofwat).

10. Other charges for services provided

10.1 Provision of an assistance supply

The Company may provide an Assistance Supply where there is an unplanned event on the New Appointee's Distribution Network that prevents the use of the water supply.

Item	Charge
Provision of water using emergency tankers, bowsers and pallets if available for use. Abortive visits will be charged at reasonable cost.	Price on application + VAT