

Scheme of Charges 2025-26

Portsmouth Water Customers



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Introduction

- 1.1 This Scheme of Charges sets out the Default Charges applicable to non-Household water customers in the Portsmouth Water area for 2025-26 for water services (waste services are set out in the applicable Scheme of Charges). This Scheme of Charges is published by Castle Water Limited ("Castle Water") and has effect from 1 July 2025. Castle Water Limited is licensed by Ofwat as a retailer of water and sewerage services in England.
- 1.2 All charges are shown excluding VAT. Castle Water's default position will be to apply VAT to water charges. Certain categories of customers may be entitled to paying VAT at a zero rate on water supplies. Unless and until a customer provides a completed SIC declaration form demonstrating that the customer is entitled to such zero rating, HMRC requires that Castle Water charges VAT at the standard rate on water charges.
- 1.3 Pursuant to the Retail Exit Code published by Ofwat, customers are allocated into one of three groups. The basis for such allocation is expected consumption volume by the relevant customer in the Tariff Year as determined by Portsmouth Water. Castle Water may on behalf of a customer challenge such determination by Portsmouth Water based on supporting evidence provided by such customer provided that the final determination shall be at the discretion of Portsmouth Water. Groups are as set out in table 1.3 below.

Table 1.3

Customer Group	Expected Consumption during Tariff Year (m3)
Group 1	0-500
Group 2	500-50,000
Group 3	Greater than 50,000

2 Metered Water Charges

2.1 Metered water charges

2.1.1 Water charges are payable for all supply points which receive a water supply either directly or indirectly.

2.1.2 Meter charges comprise 3 elements namely:

2.1.2.1 A fixed charge element (described in paragraph 2.2 below);

2.1.2.2 A volumetric charge element (described in paragraph 2.3 below); and

2.1.2.3 A site fee for larger users (described in paragraph 2.4 below)

2.2 Fixed Meter Charges

2.2.1 The applicable fixed meter charges are set out in Table 2.2. The fixed charges vary for each customer Group as defined in paragraph 1.3.

2.3 Volumetric charges

2.3.1 Volumetric charges are set out in table 2.3. Such charges will be calculated using readings obtained from the relevant meter(s) at the premises and shall where possible use the reads most recently obtained or provided to Castle Water not later than 1 month before the issue of the invoice in accordance with the relevant billing cycle. Where meter reads have for any reason not been so recently obtained, reasonable estimates will be used in accordance with the relevant Castle Water scheme of terms and conditions.

2.3.2 Where charges cannot be calculated in line with the Wholesale tariff determined by the Wholesaler for the customer, (for example due to a dispute over Wholesale parameters in the Market Data Set, a broken meter), the Retailer may, at its sole discretion, charge for water and sewerage services on the Emergency Tariff (see section 8)

2.4 Site Fee

2.4.1 An annual site fee is also payable in respect of metered supplies as set out in table 2.4

Table 2.2A Metered fixed charges per year based on pipe size

Pipe Size (mm)	Group 1 Customers	Group 2 Customers	Group 3 Customers
1 to 20	£17.45	£18.00	£19.17
21 to 25	£108.68	£112.15	£119.42
26 to 50	£267.37	£275.91	£293.79
51 to 100	£623.82	£643.74	£685.47

Over 100	£3,633.80	£3,749.87	£3,992.92
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Table 2.2B non-household metered fixed charges per year based on consumption band

Metered usage (m3 per year)	Water (£ per year)
0-500	67.52

Table 2.3 Volumetric charges

Consumption (m3 per year)	Volume charge: water (£/m3)
0-500	1.1743
500-10,000	1.2118
10,000-50,000	1.1760
Over 50,000	1.0671

Table 2.4 Site Fee

Consumption (m3 per year)	Site Fee (£)
Less than 10,000	N/A
10,000 -50,000	£357.44
Over 50,000	£9,257.95

3 Unmetered Water Charges

3.1 Where premises are unmetered, the water charges are calculated on either of the following basis:

3.1.1 Subject to paragraph 3.3, as the aggregate of

3.1.1.1 an annual standing charge of £72.15; and

3.1.1.2 the rateable value charge as calculated in accordance with paragraph 3.2:

3.1.2 Where it is determined by Portsmouth Water, a licence charge of £204.15.

3.2 The rateable value charge is calculated by applying a 'rate per pound' to the rateable value or notional rateable value (RV) of your property. The RV shall be as determined by Portsmouth Water. The rate per pound (of RV) is £0.6084.

3.3 Where the RV of your property is less than £135, a minimum charge of £154.28 shall apply.

4 Disconnection and reconnection

4.1 In certain circumstances, the disconnection of supply may occur in accordance with the Castle Water Terms and Conditions and the Water Industry Act 1991 (or any replacement legislation)

4.2 Where disconnection and/or reconnection is undertaken by Portsmouth Water or any of its subcontractors either for non-payment or any other reason, the charges shall be apply in line with Portsmouth Water Wholesale Charges document. As at the date of this Scheme of Charges the charges are as set out in tables 4.1 and 4.2

Table 6.1 Disconnection tariff

Type	Charge
Standard Disconnection	£86.00
Standard Disconnection (out of hours)	£188.00

Table 6.2 Reconnection tariff

Type	Charge
Standard Reconnection	£86.00
Standard Reconnection (out of hours)	£188.00

- 4.3 In addition to the charges pursuant to paragraph 4.2, an administration charge of £99 shall be payable in respect of Castle Water's activities in relation to disconnection and reconnection.
- 4.4 Where disconnection and/or reconnection is undertaken by either Castle Water or an accredited entity acting on behalf of Castle Water the following charges shall apply:
- | | | |
|-------|---------------|---------|
| 4.4.1 | Disconnection | £393.00 |
| 4.4.2 | Reconnection | £393.00 |

5 Other charges

5.1 Supply verification

5.1.1 Where:

5.1.1.1 a verification of supply or meter arrangements is carried out by or on behalf of Castle Water or Portsmouth Water at your request or following disputes or questions by you regarding the charges on any invoice; and

5.1.1.2 such verification shows no changes are required to such charges as a result of the supply or meter arrangements:

subject to section 5.1.2 below, a charge of £218 shall be payable to Castle Water in respect of such verification.

5.1.2 Castle Water shall be entitled to charge additional sums where the cost of the verification exceeds £218 including without limitation any charges in respect of complex investigations, out of hours charges and abortive visit charges.

5.2 Wholesale Non-Primary Charges

5.2.1 Castle Water may recover from you other charges incurred to Portsmouth Water in respect of non-primary charges as set out in Portsmouth Water Wholesale Tariff document. Such charges may include (without limitation) charges for meter accuracy tests, new connections, meter replacement and reassessment of business assessed charges.

5.2.2 Castle Water may charge a reasonable administration cost in connection with any services provided by Portsmouth Water or procured for customers by Portsmouth Water, where there is no specified Retail charge. Charges will be made at the higher rate of 3.5% or an hourly rate of £99.

5.3 Meter Reading Charge

Castle Water may charge a meter reading charge of £29.75 for any meter reads requested by a customer in addition to the minimum number of meter reads required to be undertaken by Castle Water under the market codes. Where the Customer requests a specific appointment for the reading of meters, there will be an additional charge for such appointment of an amount to be notified to the customer by Castle Water.

6 Emergency Tariff

6.1 Where charges cannot be calculated in line with the Wholesale tariff determined by the Wholesaler for the customer, (for example due to a dispute over Wholesale parameters in the Market Data Set, a broken meter), Castle Water may, at its sole discretion, charge for water and sewerage services on the Emergency Tariff.

6.2 Where customers have an unmetered supply, Castle Water may elect to charge in line with:

6.2.1 The appropriate unmeasured charge calculated in accordance with the details in table 3.1 and 3.2 above; or.

6.2.2 An assumed assessed charge based on Castle Water's reasonable assessment of the relevant business at the premises.

6.3 Where a customer has a metered supply, charges will be calculated in accordance with the Industry Level Estimate (ILE) determined from time to time by the Market Operator and/or Ofwat. Where this tariff is used, a reconciliation can be undertaken when it is subsequently replaced by another tariff, with any refund paid to the customer, or further charges payable by the customer.