

C: Primary charges from 1 April 2025

C1 Introduction

This section of the document sets our water and sewerage charges from 1 April 2025

Section references correspond to the relevant sections of the Scheme of Charges set out in section B. For example, unmeasured charges explained in section B2 relate to the unmeasured charges tables set out in section C3 below.

From 2023 onwards, the charges applied to your site on a deemed contract will be different depending on the total level of consumption you use as a customer. Where you have multiple sites, the consumption for each of these sites will be added together for the purposes of defining customer group. The 3 customer groups are defined by usage between 0–500 m³, 500–50,000m³ and usage greater than 50,000m³ respectively. An additional retail fee will be applied to sites, detailed in table 1.

These charges are also often used in our express contracts with you as our basis for charging.

Table 1: Retail element

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Retail fee for water services (measured, unmeasured and assessed)	£56.52	£0.00	£0.00
Retail fee for wastewater and drainage services (measured, unmeasured and assessed)	£56.52	£0.00	£0.00

C2 Measured charges

Measured charges for water are shown below. The volumetric element is charged per m³ with a fixed charge also being applied to the water services charges based on the size of the water meter (see table 4), and an annual fixed charge per site (see tables 2 & 3).

Table 2: Base water tariff-charges

a) Zones 1 to 8

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Metered Potable Water Supply Point Fixed Charges	£29.06	£18.63	£91.88
Metered Potable Water Block Tariff (per m3)	£2.7294	£2.8166	£2.9303

b) Zone 9

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Metered Potable Water Supply Point Fixed Charges	£29.06	£18.63	£91.88
Metered Potable Water Block Tariff (per m3)	£2.5150	£2.5953	£2.7001

c) Zone 10

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Metered Potable Water Supply Point Fixed Charges	£29.06	£18.63	£91.88
Metered Potable Water Block Tariff (per m3)	£2.5859	£2.6685	£2.7762

Table 3: Intermediate and large volume water volumetric charges (Zones 1 to 8)

a) Intermediate user tariff

Customer usage group		<500m ³	500 – 50,000m ³	50,000m ³ +
Metered Potable Water Supply Point Fixed Charges		n/a	£3,595.19	£3,812.81
Metered Potable Water Block Tariff (per m3)		n/a	£2.4539	£2.5530

b) Large user tariff

Customer usage group		<500m ³	500 – 50,000m ³	50,000m ³ +
Metered Potable Water Supply Point Fixed Charges		n/a	n/a	£35,939.55
Metered Potable Water Block Tariff (per m3)		n/a	n/a	£1.9104

Table 4: Metered Potable Water Meter Fixed Charges

Zones 1 to 10

Meter size not exceeding	<500m ³	500 – 50,000m ³	50,000m ³ +
1 – 25 mm	£11.61	£11.98	£12.47
26 – 50 mm	£31.44	£32.45	£33.76
51 – 100 mm	£44.88	£46.32	£48.19
>100mm	£64.65	£66.72	£69.41

Table 5: Measured wastewater charges

a) Standard wastewater charges

Customer usage group	<500m ³	500 -50,000m ³	50,000m ³ +
Metered Sewerage Supply Point Fixed Charges	£10.00	£10.51	£71.42
Metered Sewerage Block Tariff (per m ³)	£1.5702	£1.6504	£1.6858

b) Intermediate user wastewater charges

Customer usage group	<500m ³	500 -50,000m ³	50,000m ³ +
Metered Sewerage Supply Point Fixed Charges	n/a	£10.51	£71.42
Metered Sewerage Block Tariff (per m ³)	n/a	£1.6500	£1.6853

c) Large user wastewater charges

Customer usage group	<500m ³	500 -50,000m ³	50,000m ³ +
Metered Sewerage Supply Point Fixed Charges	n/a	n/a	£71.42
Metered Sewerage Block Tariff (per m ³)	n/a	n/a	£1.6853

Table 6: Highway drainage – site based fixed charge

Customer usage group	<500m ³	500 -50,000m ³	50,000m ³ +
Highway Drainage Fixed Charge	£18.29	£19.22	£19.64

Table 7: Surface water drainage charges – site surface area charges

Customer usage group		<500m³	500 – 50,000m³	50,000m³ +
Chargeable area (m²)				
Band 1	Up to 20	£17.39	£18.28	£18.67
Band 2	21- 99	£50.65	£53.24	£54.38
Band 3	100-199	£110.77	£116.43	£118.93
Band 4	200 – 299	£177.95	£187.04	£191.05
Band 5	300 – 499	£278.72	£292.95	£299.23
Band 6	500 – 749	£429.87	£451.82	£461.51
Band 7	750 – 999	£597.83	£628.35	£641.83
Band 8	1,000 -1,499	£849.75	£893.13	£912.29
Band 9	1,500 - 1,999	£1,185.66	£1,246.19	£1,272.92
Band 10	2,000 - 3,999	£2,025.41	£2,128.80	£2,174.47
Band 11	4,000 – 7,499	£3,872.86	£4,070.57	£4,157.88
Band 12	7,500 – 9,999	£5,888.27	£6,188.87	£6,321.62
Band 13	10,000 – 14,999	£8,407.53	£8,836.73	£9,026.29
Band 14	15,000 – 19,999	£11,766.54	£12,367.22	£12,632.50
Band 15	20,000 – 24,999	£15,125.55	£15,897.71	£16,238.73
Band 16	25,000 – 29,999	£18,484.56	£19,428.20	£19,844.94
Band 17	30,000 – 34,999	£21,843.56	£22,958.68	£23,451.15
Band 18	35,000 – 39,999	£25,202.58	£26,489.17	£27,057.38
Band 19	40,000 – 44,999	£28,561.59	£30,019.65	£30,663.59
Band 20	45,000 – 49,999	£31,920.60	£33,550.15	£34,269.82
Band 21	50,000 – 99,999	£50,395.16	£52,967.83	£54,104.02
Band 22	Over 100,000	£117,575.37	£123,577.59	£126,228.39
Band T	Transitional band	£850.89	£894.33	£913.51

Table 8: Standby tariff rates

a) Standard user (base tariff)

Customer usage group	<500m ³	500 -50,000m ³	50,000m ³ +
Metered Potable Water Supply Point Fixed Charges	£29.06	£18.63	£91.88
Metered Potable Water Capacity Charge (£ per m ³ of notified volume)	£1.3623	£1.4058	£1.4626
Metered Potable Water Daily Standby Usage Volume Charge	£1.3623	£1.4058	£1.4625
Metered Potable Water Daily Premium Usage Volume Charge	£2.7245	£2.8115	£2.9250

b) Intermediate user

Customer usage group	<500m ³	500 -50,000m ³	50,000m ³ +
Metered Potable Water Supply Point Fixed Charges	n/a	£3,595.19	£3,812.81
Metered Potable Water Capacity Charge (£ per m ³ of notified volume)	n/a	£1.2269	£1.2765
Metered Potable Water Daily Standby Usage Volume Charge	n/a	£1.2269	£1.2765
Metered Potable Water Daily Premium Usage Volume Charge	n/a	£2.4539	£2.5530

c) Large user

Customer usage group	<500m ³	500 -50,000m ³	50,000m ³ +
Metered Potable Water Supply Point Fixed Charges	n/a	n/a	£35,939.55
Metered Potable Water Capacity Charge (£ per m ³ of notified volume)	n/a	n/a	£0.9552
Metered Potable Water Daily Standby Usage Volume Charge	n/a	n/a	£0.9552
Metered Potable Water Daily Premium Usage Volume Charge	n/a	n/a	£1.9105

C3. Unmeasured charges

Table 9: Unmeasured charges

a) Unmeasured Water RV Poundage – charge per pound of rateable value (£/£RV)

Charging zone	<500m ³	500 – 50,000m ³	50,000m ³ +
1	£2.1905	£2.2605	£2.3517
2	£2.0015	£2.0655	£2.1488
3	£1.9449	£2.0070	£2.0880
4	£2.0393	£2.1044	£2.1894
5	£2.1905	£2.2605	£2.3517
6	£2.1905	£2.2605	£2.3517
7	£2.1905	£2.2605	£2.3517
8	£1.9449	£2.0070	£2.0880
9	£2.1905	£2.2605	£2.3517
10	£2.0015	£2.0655	£2.1488

b) Wastewater and surface water – charge per pound of rateable value (£/£RV)

Charging zone	<500m ³	500 – 50,000m ³	50,000m ³ +
1	£1.3067	£1.3734	£1.4029
2	£1.1708	£1.2305	£1.2569
3	£1.1764	£1.2365	£1.2630
4	£1.2441	£1.3076	£1.3357
5	£1.3117	£1.3787	£1.4083
6	£1.2992	£1.3655	£1.3948
7	£1.2916	£1.3576	£1.3867
8	£1.1739	£1.2338	£1.2603

c) Wastewater only - charge per pound of rateable value (£/£RV)

Charging zone	<500m ³	500 – 50,000m ³	50,000m ³ +
1	£1.0613	£1.1155	£1.1394
2	£0.9830	£1.0332	£1.0553
3	£0.9585	£1.0074	£1.0291
4	£0.9937	£1.0444	£1.0668
5	£1.0613	£1.1155	£1.1394
6	£1.0613	£1.1155	£1.1394
7	£1.0613	£1.1155	£1.1394
8	£0.9585	£1.0074	£1.0291

d) Surface water only – charge per pound of rateable value (£/£RV)

Charging zone	<500m ³	500 – 50,000m ³	50,000m ³ +
1	£0.2453	£0.2578	£0.2633
2	£0.1877	£0.1973	£0.2015
3	£0.2177	£0.2289	£0.2338
4	£0.2503	£0.2631	£0.2687
5	£0.2503	£0.2631	£0.2687
6	£0.2378	£0.2500	£0.2553
7	£0.2303	£0.2421	£0.2473
8	£0.2152	£0.2262	£0.2311

Table 10: Unmeasured fixed charges (annual charge)

a) Zones 1-8

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Unmeasured Water Fixed Charge	£55.20	£56.97	£119.94
Wastewater and Surface Water	£44.70	£46.99	£108.68
Wastewater only	£29.04	£30.52	£91.85
<i>Wastewater Only: Where other measured services are received, this reduces to</i>	£15.66	£16.46	£16.82
Surface Water only	£15.66	£16.46	£77.50

b) Zones 9-10

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Zone 9 Water Fixed Charge	£40.68	£41.97	£102.49
Zone 10 Water Fixed Charge	£86.84	£89.61	£152.05

C4. Assessed Volume Charges

Table 11: Assessed volume water and wastewater charges – zones 1 to 8a) Volumetric rate (per m³ assessed)

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Assessed Water Volumetric Charge	£2.7294	£2.8166	£2.9303
Assessed Sewerage Volumetric Charge	£1.5698	£1.6500	£1.6853

b) Fixed charge (£ per annum)

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Assessed Water Fixed Charge	£18.05	£18.63	£80.06
Assessed Sewerage Fixed Charge	£10.00	£10.51	£71.42

Table 12: Assessed volume water charges – zones 9 and 10

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Zone 9 Water Fixed Charge	£0.00	£0.00	£60.67
Zone 9 Water Volumetric Charge (m3)	£2.5150	£2.5953	£2.7001
Zone 10 Water Fixed Charge	£0.00	£0.00	£60.67
Zone 10 Water Volumetric Charge (m3)	£2.5859	£2.6685	£2.7762

C5. Trade effluent charges

Table 13: Site Based Fixed charges for trade effluent (All TE Sites)

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Trade Effluent Band Charge	£84.45	£88.77	£90.67

Table 14: Trade effluent charges – base tariff

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
R – (Reception Block Tariff), £ per m3 discharged	£0.3982	£0.4185	£0.4275
V – (Volumetric Charging Component), £ per m3 discharged	£0.3976	£0.4180	£0.4269
B – (Secondary Treatment Block Tariff), £ per m3 discharged based on Chemical Oxygen Demand of 351mg/l	£0.2385	£0.2506	£0.2560
S – (Sludge Treatment Charging Component), £ per m3 discharged based on Suspended solids of 343mg/l	£0.2532	£0.2661	£0.2719

Table 15: Trade effluent charges – intermediate user tariff

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
R – (Reception Block Tariff), £ per m3 discharged	N/A	£0.4185	£0.4275
V – (Volumetric Charging Component), £ per m3 discharged	N/A	£0.4180	£0.4269
B – (Secondary Treatment Block Tariff), £ per m3 discharged based on Chemical Oxygen Demand of 351mg/l	N/A	£0.2506	£0.2560
S – (Sludge Treatment Charging Component), £ per m3 discharged based on Suspended solids of 343mg/l	N/A	£0.2661	£0.2719

Table 16: Trade effluent charges – large user tariff

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
R – (Reception Block Tariff), £ per m3 discharged	N/A	N/A	£0.4275
V – (Volumetric Charging Component), £ per m3 discharged	N/A	N/A	£0.4269
B – (Secondary Treatment Block Tariff), £ per m3 discharged based on Chemical Oxygen Demand of 351mg/l	N/A	N/A	£0.2560
S – (Sludge Treatment Charging Component), £ per m3 discharged based on Suspended solids of 343mg/l	N/A	N/A	£0.2719

Table 17: Volumetric Charging Component for assessed strength trade effluent (£ per m³)

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Assessed car wash	£0.9073	£0.9537	£0.9741
Assessed direct car wash	£0.5091	£0.5351	£0.5466
Assessed gas holder	£0.8935	£0.9391	£0.9593
Assessed laundrette	£1.3942	£1.4654	£1.4968
Assessed paint stripping	£1.1981	£1.2592	£1.2862
Assessed swimming pool BW	£0.8293	£0.8716	£0.8903

Table 18: Miscellaneous Trade Effluent Volumetric Rates (£ per m³)

Customer usage group	<500m³	500 – 50,000m³	50,000m³ +
Standard surface water sewerage	£0.1990	£0.2092	£0.2137

D. Other Charges

Customer usage group	<500m³	500 – 50,000m³	50,000m³ +
Unmeasured animal troughs	£371.27	£383.13	£459.27
Unmeasured standing tap	£196.76	£203.05	£271.92
Unmeasured – special charges	£125.98	£130.01	£195.93