

Charges Statement
2020/2021

Bulk charges for new appointments and variations

Our charges publications for 2020/21

United Utilities Water Limited has published four charges schemes, prepared in accordance with Ofwat's charging rules, and one charges statement for the 2020/2021 charging year. They include the charges to be paid for services provided by us in the course of carrying out our function as a water and sewerage undertaker. Below are details of all the schemes published by us.

This charging statement covers bulk charges for New Appointments and Variations (NAVs).

Bulk charges for NAVs - charges statement

This charges statement sets out the charging policies and the charges for the year commencing 1 April 2020 for bulk services provided to NAVs

The charges schemes are:

Wholesale water charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2020 for wholesale water services

Wholesale sewerage charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2020 for wholesale sewerage services

New connections and developer services charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2020, for water supply and sewerage connections and developer services

Household charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2020, chargeable to household customers

All of the charges schemes shown above are available to download from our website:

unitedutilities.com

United Utilities Water Limited – regional map



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1. INTRODUCTION

This charges statement contains details of United Utilities Water Limited's bulk charges for NAVs for the period 1 April 2020 to 31 March 2021.

It explains how we will demand and recover the specific charges for bulk supplies and discharge services provided directly by us to NAVs.

There is one type of service provided:

- Primary services related to the supply of water and wastewater services to a NAV site.

The amount or value of each standard charge made under this statement is detailed in schedule 5 and is stated exclusive of VAT. Where any service is not provided for in this statement, we may fix an appropriate charge.

The charges in this document, where applicable, comply with the requirements of our Instrument of Appointment.

To the extent that the information in this charges scheme is inconsistent with any agreement binding upon us, the agreement will prevail.

2. GENERAL PROVISIONS

2.1 Liability for charges

You are liable for charges applied to each and every connected site where you receive a service from us and charges for any other wholesale service you receive from us.

2.2 Payment terms

We will use our standard bulk agreement payment terms when billing NAVs. These terms state that payment is due either 15 days from the date of the invoice, or 30 days from the end of the billing period, whichever is later.

We will bill large sites on a more frequent basis. However, we may consider a longer billing period, subject to collateral being in place.

2.3 Value Added Tax (VAT)

All charges published in this document exclude VAT. VAT will be applied to charges as required by relevant legislation.

2.4 Metered charges

Bulk charges for NAV sites will be based on consumption as recorded by the bulk supply meter(s) and any applicable fixed charges which will include a standing charge per bulk supply meter, based on its size. The exception to this is set out in Section 2.4.3.

2.4.1 On-site meters

We apply a 100 percent discount against the end-user charge for all on-site meters, where the NAV provides the water service.

2.4.2 Access to the bulk supply meter

You must allow us access to the bulk supply meter at all reasonable times.

2.4.3 Wastewater only NAVs

Where a NAV provides wastewater only services, we will use aggregate consumption recorded at our customers' water meters as the basis for billing. In such situations, we will apply a bulk charge that does not make an allowance for on-site leakage. This bulk charge can be found in Section 5.1.2.

Our wholesale charges include an adjustment for non-return to sewer. This means we will use water volumes as the basis for the wastewater charge.

2.5 Developer services and new connections charges

This charges statement covers bulk charges for NAVs. New connections charges can be found in our new connections and developer services charges scheme.

2.6 Charges for large NAV sites

Prior to Ofwat's latest charging guidance (published in 2018), we used our Select (large user) tariffs as the basis for bulk charging NAV sites. We adjusted the charges slightly to remove the costs we incur when we interact with the non-household retail market.

In some circumstances, it may be more beneficial for a NAV to be charged on this basis. These circumstances are likely to relate to NAV sites that have high consumption recorded at the bulk meter.

In all circumstances, we will offer NAVs the opportunity to switch to the lowest cost option.

3. BULK CHARGES FOR NEW APPOINTMENTS AND VARIATIONS

3.1 Composition of our bulk charge for NAVs

Our bulk charges for NAVs are made up of two parts:

- a volumetric charge; and
- a fixed charge.

These charges are set out below, and in accordance with Ofwat's guidance on bulk charges for NAVs, are expressed on an end-user basis.

3.2 Volumetric charges

These charges will be applied against volumes recorded by the bulk meter for water and wastewater for NAVs who provide:

- water services; and
- water and wastewater services.

Where the NAV provides water services, we assume that 95 percent of the water supplied to the NAV is returned to our network as used water. Our wholesale foul charges embed this non-return to sewer assumption, so we do not adjust volumes recorded at the bulk meter. Similarly, we don't need to adjust wastewater volumes to account for leakage because our bulk foul volumetric charges include the adjustment.

Where the NAV provides wastewater services only, charges will be applied against aggregate site consumption as measured by United Utilities' water customers' meters. The charge applied will not include an adjustment to account for leakage.

We will amend our wastewater charges in the case where the composition of the foul discharge at the discharge point deviates significantly from that expected of the on-site customer mix.

3.2.1 Regionally representative volumetric charges

Where a NAV site consists of household and/or non-large user non-household customers, we will apply a single regionally representative volumetric charge.

This charge will not apply in cases where there is a large user or a trade effluent consent on the NAV's site. Please see section 3.2.2 for more information on applicable volumetric charges in such circumstances.

3.2.2 Volumetric charges where there is a large user and/or a trade effluent consent on site

We define a large user as a non-household customer eligible for our Select tariffs i.e. consuming more than 50,000m³ of water per year.

If there is a large user and/or a trade effluent consent on the NAV's site, we will weight the site charge using the assumed consumption of all on-site customers. In the case

where there is one or more trade effluent consents on site, we will adjust the volumetric charge to reflect the additional costs incurred by the NAV.

This weighted charge will be calculated using the following formulas.

Weighted volumetric charge – water

$$= \frac{\{(V_{hh} * C_{hh}) + (V_{nhh} * C_{nhh}) + (V_{50} * C_{50}) + (V_{180} * C_{180}) + (V_{750} * C_{750})\}}{(V_{hh} + V_{nhh} + V_{50} + V_{180} + V_{750})}$$

Weighted volumetric charge – foul

$$= \frac{\{(V_{hh} * C_{hh}) + (V_{nhh} * C_{nhh}) + (V_{sel} * C_{sel})\} - TE}{(V_{hh} + V_{nhh} + V_{sel})}$$

Where: C is the volumetric charge associated with the end user group; V is the total assumed consumption associated with the end user group; and TE relates to costs incurred monitoring trade effluent compliance. The subscripts (HH, NHH, 50, 180, 750, SEL) denote the user group.

Volumetric charges can be found in sections 5.1.1 and 5.1.2 and assumed consumption can be found in section 5.1.3.

You will need to tell us about the on-site customer mix in your application so that we can calculate the weighted charge. We have published an excel template online ('Bulk charges for NAVs – charge multiplier input') that you should use to submit this information to us. Note that you only need to do this if you have a large user on your site or, as discussed in section 3.3.4, surface water from your site drains to our network.

You can also use our bulk charge calculator to see how we calculate the bulk charge for sites with large users or trade effluent consents. You can find it on our website.

3.3 Fixed charges

There are four types of fixed charges that may be applicable to a NAV site:

- On-site meter standing charges;
- Bulk supply meter standing charge;
- Select fixed charges; and
- Surface water drainage and highway drainage charges.

3.3.1 On-site meter standing charges

We provide a 100 percent discount against on-site meter standing charges where the on-site meters are owned and maintained by the NAV.

3.3.2 Bulk supply meter standing charge

The NAV will be liable to pay an annual meter standing charge for the bulk supply meter(s).

We do not charge a fee for the installation of the bulk meter.

3.3.3 Select fixed charges

These charges will be applicable where there is an on-site end user that would be eligible for our Select tariffs.

Our Select tariffs incorporate a fixed and volumetric element. These charges include a discount for the costs we incur when we interact with the non-household retail market. The fixed charge does not include a discount for on-site avoided costs, as this discount is applied wholly against the volumetric tariff.

3.3.4 Surface water drainage and highway drainage charges

If any surface water from premises within a NAV's site boundary enters into a public sewer owned by us, then the NAV will be liable to pay surface water drainage charges. This is also the case if water enters our sewer through a private sewer or drain, or through a section of a public sewer that the NAV owns.

If a NAV's site contains public roads (roads which have been or may be adopted) and those roads drain to our sewers, then the NAV will be liable to pay an equivalent of highway drainage charges. For ease, we will refer to this equivalent as 'highway drainage charges'.

We will charge for surface water drainage and highway drainage on an end user basis. This means that the charge will not be based on the total area of the NAV site, but on the individual site areas of the NAV's on-site customers. The NAV should supply the relevant charging bands for its non-household customers using the excel template published on our website, as set out in section 3.2.2. If an end-user changes charging bands during the year, let us know and we'll amend the charge.

The site drainage charges applicable to a NAV include a deduction to reflect that we will avoid costs relating to the operation and maintenance of the on-site drainage network.

3.3.5 Discounts to surface water and highways drainage charges

Occasionally, some but not all of a NAV site may drain into our sewer. This may be due to the layout of the site or to innovative drainage solutions installed by the NAV.

In such cases, we will provide further discounts against our surface water drainage and highway drainage charges. These discounts will be determined on a case-by-case basis during the bulk discharge agreement process.

If a customer on a NAV's site would have been eligible for our concessionary surface water drainage and highway drainage charges, then the starting point for the surface water drainage and highway drainage charge will be adjusted accordingly. See sections 2.8.1 and 2.8.2 of our wholesale sewerage charges scheme for more information.

4. HOW WE CALCULATE LONG-RUN AVOIDED ON-SITE COSTS

NAVs will be responsible for providing wholesale services to the 'last-mile' of the network, meaning U UW will avoid the costs associated with operating and maintaining assets within the NAV's area. This section sets out how we have sought to reflect these avoided costs in our bulk charges.

4.7 The wholesale-minus approach

Ofwat published guidance on bulk charges for NAVs in 2018, which suggested incumbents should adopt a wholesale-minus approach. Under this approach, companies should take the end-user charge as a starting point and deduct appropriate avoided costs. Our methodology aligns to this approach.

4.8 How we have developed our approach

Our bulk charges have been informed by feedback received from NAVs through a formal consultation process, as well as ongoing informal discussions.

NAVs told us that bulk charges should:

- i. Incorporate a stable and transparent margin (the 'minus' element of the wholesale-minus approach).
- ii. Enable them to speedily bid for sites, with no need to contact U UW to clarify the applicable charge.

This led us to develop a standardised approach, which reflects the long-run avoided on-site costs across different sites on average.

The alternative would be a bespoke charging arrangement, where the charge varies from site to site depending on the individual site characteristics. However, we did not consider that this aligned with NAVs' preferences for a stable margin and the ability to assess the applicable bulk charge without contacting us.

We want to keep an open dialogue between ourselves and NAVs to ensure our charges continue to reflect NAVs' preferences and market developments. We welcome feedback on all aspects of our bulk charging arrangements.

4.8.1 Our standardised approach

We reflected the typical characteristics of a new development and its end customers, in developing our standardised approach. These assumptions are set out in more detail in our bulk charges for NAVs consultation published in 2019, available on our website.

We have made two main standardising assumptions to reflect:

- i. The average network length per plot on a new development.
- ii. Typical consumption per plot on a new development.

These assumptions are based on internal data and reflect the characteristics of new developments in our region.

We expect the standardised charge to be appropriate for the majority of NAV sites. However, in rare circumstances, a particular development may contain assets we did not consider in our cost build up. In such cases, we may consider adjusting the standardised charge to account for the site-specific variance in cost. If there is high demand for a bespoke adjustment, we will consider moving to a bespoke charging approach in future years.

For example, we might consider the following cases justify a bespoke adjustment:

- i. Where a NAV can demonstrate that an on-site water pump is required, and operating the pump would not be the responsibility of the private land owner.
- ii. Where surface water retention tanks are required, and the NAV is able to provide robust evidence that a cheaper solution like a sustainable drainage system is not viable.
- iii. Where the on-site infrastructure network required is unusually extensive when expressed on a per-plot basis.

4.9 On-site avoided costs

Ofwat defines on-site avoided costs as those “costs that the incumbent water company would no longer incur if a NAV supplied the new development instead”. This section describes our approach to calculating on-site avoided costs. For more detail on the items included in our discount please consult our bulk charges for NAVs consultation documents, available on our website.

4.9.1 Long-run vs short-run avoided costs

We are careful to distinguish between long-run avoided costs and short-run avoided costs. Short-run avoided costs may not sufficiently account for costs the NAV will face over the lifetime of the site. As a result, we have aligned our bulk charge discount to the concept of long-run avoided costs.

4.9.2 Ongoing costs

The discount includes a deduction to reflect the wholesale activities that UUW will avoid as a result of the NAV serving the site. These activities include, for example, mains repair, water quality sampling, sewer blockage resolution and the pumping of wastewater.

4.9.3 Working capital costs

We consider that UUW will experience some working capital benefits from providing a NAV with wholesale services, relative to serving the end-users. Therefore, we provide a working capital discount to reflect these avoided costs.

4.9.4 On-site leakage

UUW will avoid any costs associated with leakage in the on-site network. Our NAV bulk charge includes a discount to reflect this. The discount is implemented via an adjustment to the bulk charge, not an adjustment to volumes recorded at the bulk meter.

Note that we also include this discount in our foul bulk charge to ensure that NAVs are not disadvantaged by differences between the volume recorded by the bulk meter and their customers' meters.

4.9.5 Normal profit

In addition to the working capital deduction, we include an allocation of normal profit to reflect the business risk faced by the NAV. This is supplementary to any allowance for return on assets.

4.9.6 Non-household retail market operation costs

We deduct costs associated with our interaction with the non-household retail market from NAV bulk charges relating to non-household end-users.

5. SCHEDULE OF BULK CHARGES FOR NAVS 2020/2021

This schedule lists our bulk charges for NAVs.

All charges apply from 1 April 2020.

Charges are annual unless stated otherwise.

5.1 Volumetric charges

5.1.1 Bulk water volumetric charges

End-user	Volumetric charge for bulk supply	Memo – wholesale charge
Standard use – per cubic metre (m3)	£1.353	N/A
<i>You should only refer to the charges below where there is a large user on-site. Use the formula set out in 3.2.2 and the consumption assumptions in 5.1.3 to calculate the bulk charge.</i>		
Household – per cubic metre (m3)	£1.356	£1.680
Non-household – per cubic metre (m3)	£1.329	£1.701
Select 50 – per cubic metre (m3)	£1.253	£1.330
Select 180 – per cubic metre (m3)	£1.037	£1.098
Select 750 – per cubic metre (m3)	£0.960	£1.015

Note: If Select charges are applicable to any end-users on a NAV site, the NAV will be liable to pay an appropriate fixed charge. Fixed charges for Select end-users can be found in section 5.2.3.

5.1.2 Bulk foul volumetric charges

End-user	Volumetric charge for bulk discharge	Volumetric charge for bulk discharge – wastewater only NAV	Memo – wholesale charge
Standard use – per cubic metre (m3)	£0.977	£1.019	N/A
Standard use with pumping station – per cubic metre (m3)	£0.914	£0.952	N/A
<i>You should only refer to the charges below where there is a large user on-site. Use the formula set out in 3.2.2 and the consumption assumptions in 5.1.3 to calculate the bulk charge.</i>			
Household – per cubic metre (m3)	£0.979	£1.021	£1.150

Non-household – per cubic metre (m3)	£0.966	£1.007	£1.184
Select – per cubic metre (m3)	£1.055	£1.088	£1.120

5.1.3 Assumed end-user consumption

We use the following consumption assumptions to calculate an appropriate weighted charge where there is a large user on the NAV's site. These assumptions should be used as per the formula set out in section 3.2.2.

End-user	Water consumption	Foul consumption
Household – m3 per year	87	87
Non-household – m3 per year	250	250
Select 50 – m3 per year	50,000	-
Select 180 – m3 per year	180,000	-
Select 750 – m3 per year	750,000	-
Select sewerage – m3 per year	-	50,000

5.2 Fixed charges

5.2.1 On-site meter standing charges

Meter size	On-site meter standing charge	Memo – wholesale charge
Household	£0.00	£16.52
12/15 mm	£0.00	£16.41
20/22 mm	£0.00	£16.59
25/28 mm	£0.00	£19.25
30/32/35 mm	£0.00	£19.25
40/42 mm	£0.00	£24.97
50/54 mm	£0.00	£37.17
75/80 mm	£0.00	£40.12
100 mm	£0.00	£42.71
150 mm	£0.00	£42.71

5.2.2 Bulk supply meter standing charges

Meter size	Bulk supply meter charge	Memo – wholesale charge
12/15 mm	£16.41	£16.41
20/22 mm	£16.59	£16.59
25/28 mm	£19.25	£19.25
30/32/35 mm	£19.25	£19.25
40/42 mm	£24.97	£24.97
50/54 mm	£37.17	£37.17
75/80 mm	£40.12	£40.12
100 mm	£42.71	£42.71
150 mm	£42.71	£42.71

5.2.3 Select fixed charges

End-user	NAV fixed charge	Memo – wholesale charge
Select 50	£18,086.26	£18,550.00
Select 180	£58,802.28	£60,310.00
Select 750	£119,496.06	£122,560.00

5.2.4 Surface water drainage and highway drainage charges

Charging band	Chargeable area m2	Surface water drainage charge	Highway drainage charge	Surface water drainage charge with on-site pump	Highway drainage charge with on-site pump
Household	-	£60.37	£25.89	£53.43	£22.91
Band 1	Up to 124	£81.46	£34.92	£72.09	£30.90
Band 2	125 - 299	£202.35	£86.72	£179.08	£76.74
Band 3	300 - 649	£450.94	£193.26	£399.08	£171.03
Band 4	650 - 1,499	£1,020.30	£437.27	£902.96	£386.98
Band 5	1,500 - 2,999	£2,134.09	£914.61	£1,888.65	£809.43
Band 6	3,000 - 6,999	£4,744.77	£2,033.47	£4,199.10	£1,799.61
Band 7	7,000 - 11,999	£9,014.53	£3,863.37	£7,977.81	£3,419.06
Band 8	12,000 - 17,999	£14,893.18	£6,382.79	£13,180.39	£5,648.74
Band 9	18,000 - 24,999	£21,347.11	£9,148.76	£18,892.08	£8,096.61
Band 10	25,000 - 49,999	£37,233.69	£15,957.29	£32,951.62	£14,122.12
Band 11	50,000 - 74,999	£62,056.48	£26,595.64	£54,919.66	£23,537.00
Band 12	75,000 - 99,999	£86,879.26	£37,233.97	£76,887.69	£32,951.87
Band 13	100,000 - 124,999	£111,702.05	£47,872.31	£98,855.73	£42,366.74
Band 14	125,000 - 149,999	£136,524.85	£58,510.65	£120,823.78	£51,781.62
Band 15	≥ 150,000	£161,348.11	£69,149.19	£142,792.23	£61,196.67

5.2.5 Surface water drainage and highway drainage charges for eligible community groups

Charged based on band 1 as shown in table 5.2.4

5.2.6 Surface water drainage and highway drainage charges (for eligible schools)

Charging band	Chargeable area m ²	Surface water drainage charge	Highway drainage charge	Surface water drainage charge with on-site pump	Highway drainage charge with on-site pump
Household	-	£30.19	£12.95	£26.72	£11.46
Band 1s	Up to 124	£40.73	£17.46	£36.05	£15.45
Band 2s	125 - 299	£101.18	£43.36	£89.54	£38.37
Band 3s	300 - 649	£225.47	£96.63	£199.54	£85.52
Band 4s	650 - 1,499	£510.15	£218.64	£451.48	£193.49
Band 5s	1,500 - 2,999	£1,067.05	£457.31	£944.33	£404.72
Band 6s	3,000 - 6,999	£2,372.39	£1,016.74	£2,099.55	£899.81
Band 7s	7,000 - 11,999	£4,507.27	£1,931.69	£3,988.91	£1,709.53
Band 8s	12,000 - 17,999	£7,446.59	£3,191.40	£6,590.20	£2,824.37
Band 9 s	18,000 - 24,999	£10,673.56	£4,574.38	£9,446.04	£4,048.31
Band 10s	25,000 - 49,999	£18,616.85	£7,978.65	£16,475.81	£7,061.06
Band 11s	50,000 - 74,999	£31,028.24	£13,297.82	£27,459.83	£11,768.50
Band 12s	75,000 - 99,999	£43,439.63	£18,616.99	£38,443.85	£16,475.94
Band 13s	100,000 - 124,999	£55,851.03	£23,936.16	£49,427.87	£21,183.37
Band 14s	125,000 - 149,999	£68,262.43	£29,255.33	£60,411.89	£25,890.81
Band 15s	≥ 150,000	£80,674.06	£34,574.60	£71,396.12	£30,598.34

6. WORKED EXAMPLES

6.1 Example 1 – household development

A NAV site has 150 household connections. The NAV would like a bulk supply of water and wastewater services. The site has one bulk supply meter. In addition, the entire NAV site drains to United Utilities' network. The scenario can be summarised like this.

Service	Water	Wastewater
Household	150	150
Non-household	0	0
Select 50	0	-
Select 180	0	-
Select 750	0	-
Select sewerage	-	0
Bulk supply meters	1 x 100mm	-
Surface water drainage	-	150
Highway drainage	-	150

6.1.1 Volumetric charges

The volumetric charges levied against usage recorded at the bulk supply meter will be the standard volumetric charges as set out in section 5.1 - £1.353/m³ for water and £0.977/m³ for foul respectively.

We do not weight the charge as there are no large users on-site.

6.1.2 Fixed charges

The NAV will pay a fixed charge for its bulk supply meter. Section 5.2.2 indicates this charge will be £42.71.

The NAV will also be liable to pay an annual surface water drainage and highway drainage charge. Section 5.2.4 indicates this charge will be (£60.37 + £25.89) x 150 = £12,939. None of the NAV's customers qualify for the concessionary surface water drainage and highway drainage charge.

6.2 Example 2 – a mix of household and non-household plots

A NAV site has 100 household and 5 non-household connections. The NAV would like a bulk supply of foul services. United Utilities will provide water services to the site. The entire NAV site will drain directly to a nearby watercourse without entering UUW's network. The scenario can be summarised like this.

Service	Water	Wastewater
Household	0	100
Non-household	0	5
Select 50	0	-
Select 180	0	-
Select 750	0	-
Select sewerage	-	0
Bulk supply meters	-	-
Surface water drainage	-	0
Highway drainage	-	0

6.2.1 Volumetric charges

The volumetric charges levied against aggregate site consumption will be the standard volumetric charge for a wastewater only NAV as set out in section 5.1.2 - £1.019/m³.

Aggregate site consumption is measured using consumption recorded at the water meters of United Utilities' wholesale customers.

We do not weight the charge as there are no large users on-site.

6.2.2 Fixed charges

There is no bulk supply meter so no meter standing charge is payable.

The NAV site drains directly to a watercourse without entering our network so we do not charge the NAV for surface water or highways drainage.

6.3 Example 3 – a mix of regular and large non-household users

A NAV site has a mix of non-household customers, including one large user and 10 regular users. The large user would be eligible for UuW's Select 50 tariff if it was within UuW's region. The NAV would like to buy water, foul and surface water drainage services from UuW. The scenario can be summarised like this.

Service	Water	Wastewater
Household	0	
Non-household	10	10
Select 50	1	-
Select 180	0	-

Select 750	0	-
Select sewerage	-	1
Bulk supply meters	1 x 100mm	-
Surface water drainage	-	11
Highway drainage	-	11

6.3.1 Volumetric charges

There is a large user on the NAV site which means we will use the formula set out in section 3.2.2, the charges in sections 5.1.1 and 5.1.2 and the consumption assumptions in section 5.1.3 to calculate the ongoing volumetric charge.

$$\text{Weighted volumetric charge – water} = \frac{\{(\pounds 1.329 * 2,500) + (\pounds 1.253 * 50,000)\}}{(2,500 + 50,000)}$$

$$\text{Weighted volumetric charge – foul} = \frac{\{(\pounds 0.966 * 2,500) + (1.055 * 50,000)\}}{(2,500 + 50,000)}$$

The total volume associated with standard use non-household customers is calculated by multiplying the volume assumption for that customer class by the number of customers in that class.

Note that there is no trade effluent customer on the site, so we do not adjust the foul charge.

The resulting charges are £1.256/m³ for water and £1.051/m³ for foul.

6.3.2 Fixed charges

The NAV will pay a fixed charge for its bulk supply meter. Section 5.2.2 indicates this charge will be £42.71.

The NAV will pay a fixed charge relating to the on-site large user. Section 5.2.3 indicates this charge will be £18,086.26.

The NAV's NHH customers would all be band 4 surface water and highways drainage customers if they were in UJW's Area of Appointment, other than the Select customer which would be a band 8.

Therefore, section 5.2.4 indicates the fixed charge payable would be ((10 x (£1,020.30 + £437.27)) + (14,893.18 + 6,382.79)) = £35,852