

Household

A guide to our charges and policies

Charges Scheme 2019 – 2020



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Our business

South East Water, supplies top quality drinking water to 2.2 million customers in the south east of England. Through a network of 9,000 miles of pipe, we deliver 517 million litres of water every day. The skill and expertise of our employees ensures our water meets the highest of standards.

Our vision is to be the water company people want to be supplied by and want to work for. Everything we do is underpinned by technical excellence.

Good to know

517 million litres of water a day – that's how much water we supply to around 2.2 million people

83 water treatment works – that's how we ensure our water is of the highest quality

500,000 water quality tests each year – that's how we ensure your water meets the highest standards

9,000 miles of water mains – that's how we transfer fresh drinking water direct to your tap

983 employees – that's how we make sure your water supply runs 24 hours a day, 365 days a year

How we invest in your water

Where each £1 of your bill is spent

Water extraction 8%

Water treatment 21%

Getting the water to you 43%

Customer service 8%

Interest and tax 15%

Dividends 5%

Does this charges scheme apply to your premises?

Are your premises household?

If you want information on the charges that apply to your home you will need this household charges scheme about household premises. If your premises are used mainly as a home, your charges will normally be household. Your house or your flat are household premises. If your premises are also used by a business or a charity but the main use is as a home, they will be household premises and this charges scheme will apply.

Are your premises non-household?

If you are a business, charity or public sector organisation and want information about the charges that apply to your premises you will need to contact your water retailer. Premises that are used mainly by a business, charity or the public sector rather than as a home, will normally be classified as non-household. If premises have a part that is used by a business, charity or a public sector organisation and another part used as a home they will be non-household if the main use is not as a home.

You can use the [eligibility guide](#) on the [Open Water](#) website to check whether your premises are likely to be eligible.

Useful Information

Where customer service comes first

There are many ways in which we help our customers:

- By helping customers who want advice on water efficiency, metering, low water pressure, leaks and other supply queries
- Our expert representatives are on the road every day to provide personal help and to give advice to customers in their own homes about technical problems linked to their water supply
- Our priority services register scheme helps us look after customers who have extra communication, access or health needs and helps us to tailor our services to support those who may need extra help
- By listening carefully to all suggestions and comments made by customers and responding swiftly to all contacts
- Aiming to answer all written complaints within 10 working days and billing enquiries within five working days
- While we strive to ensure that all bills for charges are correct, in the case of an error we reserve the right to make retrospective adjustments. This will always happen if the adjustment is in the customer's favour.
- We endeavour to match our most appropriate tariff to each customer's needs
- By publishing free booklets giving information and advice on metering, water quality, bill payments, saving water, new connections and many other subjects

We want to provide a five out of five service and our code of practice leaflets, available on our website or by contacting our Customer Service Centre, give details about the way we work:

- Your water company
- Water metering: A guide for household customers
- Guaranteed standards of service
- Leaks from customers' supply pipes
- Priority services register scheme: Our services for customers with additional needs
- Household water charges, payment options and debt recovery
- If things go wrong
- Exercise of pipelaying powers on private land

Help for our priority customers

We want all customers to be able to easily access our services. Our aim is to offer a service tailored to the needs of each individual customer. That is why we offer a wide range of free services for customers who may have additional needs. This includes not only those with mobility restrictions, but also our customers who are deaf, blind or partially sighted, disabled, those suffering from a long term sickness or illness, and our elderly customers.

You can sign up to be on our priority services register at:

www.southeastwater.co.uk/get-help/help-for-priority-customers

Our priority customers can choose to:

- Receive prior warning of planned work which may mean interrupting their home's water supply
- Receive priority treatment should their water supply be interrupted. We would aim to arrange an alternative source as quickly as possible, which could include hand-delivery of bottled drinking water based on customers' needs
- Receive important information in a more convenient format, such as large print or the spoken word, where our normal presentation style is not suitable
- Register their own spoken or written password for our staff to use so that customers can identify them if we need to call at their home
- Nominate somebody else to receive their water bill on their behalf, or someone we should contact if it remains unpaid (the person being nominated by the customer must agree to this)
- Receive easy-to-read, large print bills for the partially sighted. We can also arrange to call our priority services customers and read their bill to them
- If a customer's first language is not English we may be able to help them with our interpretation service when they call
- Receive information about specialist organisations which are able to provide advice on possible adaptations to water fittings and appliances around the home

Managing Your Personal Information

South East Water takes care to protect and respect your privacy.

Our Privacy Policy at www.southeastwater.co.uk/get-help/the-legal-stuff/privacy-policy sets out how we use your personal information.

For questions relating to your personal data please contact our data protection officer at Dataprotection@southeastwater.co.uk

Bogus caller

- We follow the National Doorstep Cold Calling Protocol and where possible, our representatives will make an appointment if they need to enter a customer's home. There are times when an appointment cannot be made such as when random checks are being carried out on water from kitchen taps in line with the Water Supply (Water Quality) Regulations 2016
- As these tests are random we ensure that all staff who carry out these tests wear a company uniform and show an identity card which includes their photograph and our logo
- It is important that customers check the identity of a caller, particularly if they are not expecting visitors. Anyone uncertain about a person claiming to be from South East Water can call our bogus caller telephone line 0333 000 2244 to check if the caller is genuine

Customer metering programme

- We are installing water meters for the majority of our customers between now and 2020, because the South East of England is an area of serious water stress and households on a meter use, on average, 10 per cent less water than those not metered and this will help secure resources for the future

Section 7 of this document explains this programme further

How to contact us

Customer Service Centre

Our Customer Service Centre is open between 8am and 7pm from Monday to Friday, and between 8am and 1pm on Saturdays.

Billing and account helpline	0333 000 0001
Water supply helpline	0333 000 0002
24hr leak line	0333 000 3330
24hr automated payment line	0333 00 00 247
Calling from abroad	044 333 000 1122

Water Supply Emergencies

When the Customer Service Centre is closed, emergencies can be reported using the following number.

Out of hours emergencies **0333 000 0365**

Call us if you have no cold water from your kitchen tap or have spotted a burst main or serious leak.

Calls to 03 numbers are charged at the standard geographic rate and must be included in any inclusive call minutes offered by your telephone company.

Write – if you would like to write to us for any reason please use the following address or web email:

Customer Service Centre
South East Water
Rocfort Road
Snodland
Kent
ME6 5AH

Web Email: www.southeastwater.co.uk/get-help/get-in-touch

The Consumer Council for Water

If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit its website ccwater.org.uk, call on **0300 034 2222**, email enquiries@ccwater.org.uk or write to the Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

1. Introduction

This is the Charges Scheme of South East Water Ltd for the year commencing on 1 April 2019 and ending on 31 March 2020 for household premises. It is made in line with section 143 and 143A of the Water Industry Act 1991 (the “Act”), and following charges schemes rules issued by Ofwat in line with section 143B of the Act and with the requirements of our licence. It supersedes any prior charges scheme made by us for household premises but previous years’ charges schemes continue to apply in respect of the charging year they relate to. It sets out our end-user charges for services provided in the period commencing on 1 April 2019 and ending on 31 March 2020. It also explains how our charges are applied and calculated and how and when they must be paid. Our charges relating to water supplies are set out in Appendix 1 (Schedule of Charges) and our other standard charges are set out in Appendix 2 (Miscellaneous charges).

In this charges scheme the words “we”, “us” and “our” refer to South East Water Ltd.

In fixing our charges we ensure that they comply with the price controls determined by Ofwat, and that no undue preference is shown to, and that there is no undue discrimination against, any class of customers or potential customers.

This charges scheme must be interpreted in a manner that is consistent with relevant legislation and the terms of our licence and to the extent that any provisions of this charges scheme are inconsistent with any legislation or the provisions of our licence the provisions of such legislation and/or of our licence prevail.

A glossary is included at the end of this charges scheme to explain the terminology used.

2. About water and wastewater services

Wastewater bills

We only provide water supply services described on your bill as ‘water in’. Wastewater services, or ‘water out’, in our supply area are provided either by Thames Water or Southern Water. Some properties also receive wastewater services

from Severn Trent Select or Icosa Water Services. New wastewater services providers may be appointed for specific sites.

Where the water supply is metered, the wastewater charges will be based on the meter readings we have taken or an estimated volume.

We bill customers for wastewater services on behalf of Thames Water, Southern Water and Severn Trent Select.

Who to contact for wastewater service queries

You should contact your wastewater provider directly for all queries or issue about wastewater services. Your wastewater provider may be Thames Water, Southern Water, Severn Trent Select, Icosa Water Services or another wastewater services provider that has been appointed to serve a housing development.

Who to contact for wastewater billing and payment queries

If your bill shows that we bill wastewater services on behalf of your wastewater provider you should contact us only for billing and payment enquiries.

3. Water supply charges

3.1 Types of water supply charges

We use three main methods to charge for your water supply:

- Metered charges: based on the volume of water recorded by our meter
- Unmetered charges: based on the rateable value of the premises
- Assessed charges: based on the number of bedrooms or other characteristics of the premises

We may also apply a meter access charge as explained further in this charges scheme. Details on each of these charges are provided in the sections 4, 5, and 6 of this charges scheme.

3.2 Persons chargeable

Water charges are payable by the occupier(s) of the premises unless there is an agreement between us and another person who has agreed to pay the water charges instead of the person(s) normally responsible for paying the water charges.

If several persons occupy the same premises then each of them is jointly and severally responsible for the payment of the water charges and we may collect all the charges from any one of them.

In addition to any person in actual occupation of the premises, 'occupier' means:

- The owner of newly constructed premises who maintains these premises ready for occupation prior to their initial sale
- The owner of premises who maintains the same furnished and ready for occupation
- Any person who has sufficient control over premises to owe a duty of care to those who come lawfully onto these premises
- Any person who owns or operates premises for multiple occupation with shared facilities including houses in multiple occupation, bedsits and student accommodation
- Any person who owns or operates premises for use as a holiday let, hostel or bed and breakfast
- Any person who owns or operates premises used for short term occupation including premises occupied under licence or lettings where the occupation or term of the tenancy is for less than six months
- Any person who is the owner of premises while renovation or building works are being undertaken at the premises

If you are a landlord or a managing agent of properties in England and Wales, you can use Landlord TAP an easy to use website that allows you to provide us with details of your tenants who are responsible for the payment of water charges - **landlordtap.com**

3.3 Shared supplies

Where several premises or parts of premises are supplied with water through a shared service pipe but are in different occupation, each owner and/or occupier is liable to pay the water charges as explained in this section.

When there is no agreement between us and a person other than the occupier to pay the charges in respect of those premises (or such agreement has ended for any reason) the following will apply:

- In cases where the supply to those premises is not metered, the applicable charge will be either an unmetered charge (when a valid rateable value is available in respect of the premises) or an assessed charge
- In cases where the supply to those premises is metered with a single meter (and each of the premises are not also individually metered), metered charges will apply and the occupiers of each of the premises supplied through that single meter will be jointly and severally liable for the whole of the metered charges calculated by reference to the volume of water registered by the meter. We may at our discretion apportion the metered charges between the occupiers of each of the premises supplied through the single meter on such basis as we think fit. We may also at our discretion apply an assessed charge to any or all of these premises

Where several premises are supplied by a shared service pipe, we may require separation of the service pipe as permitted under the Act.

4 Metered water charges

4.1 Standard metered charges

When do metered charges apply?

Metered charges apply in all cases where we are entitled to charge by reference to the volume of water supplied to the premises, a meter can physically be installed and we elect to apply metered charges. We are entitled to charge by reference to volume where premises are already charged by reference to volume, or following an application for a meter made by a customer or when a meter is installed under our customer metering programme or selective metering. Where we are entitled to charge by reference to volume but it is not practical to install a meter or where

unreasonable expenses would be required to install a meter an assessed charge will apply instead.

How are they calculated?

Metered charges include a fixed standing charge, which is an annual sum based on the size of the meter, and a variable volumetric charge which is based on a rate for each cubic metre of water recorded by the meter or estimated by us. There is a different volumetric rate for each of our two geographic areas. There is also a low user volumetric rate which only applies to customers who already benefited from this rate until 31 March 2019.

The volumetric charge is based on the volume of water registered by the meter including water lost through leakage or waste. Please see below for the allowance that may be available to you in case of leakage. There is no charge for water used in relation to fire-fighting including testing in the conditions specified in section 147 of the Act.

We will only use our own meters or meters installed at our request in accordance with specifications we have approved to apply metered charges. We may, at our discretion, agree to take ownership of and responsibility for other meters to apply metered charges by reference to these meters.

The amount of the volumetric charges per cubic metre and of the standing charge for each type of meter can be found in Appendix 1 – Schedule of Charges at the end of this charges scheme.

Billing

Our meters are normally read and bills produced every six months. Metered charges are payable on receipt of the bill.

The standing charge is payable in twelve equal instalments when the meter is read monthly and in two equal instalments when the meter is read every six months.

Where a bill has been issued using an estimated volume of water and a meter read is subsequently obtained, we may issue another bill if the actual volume of water supplied is different from the estimate.

A bill will also be issued when you leave or stop being responsible for the premises to cover charges up to the time when you stop being responsible for the payment of the water charges. Please refer to section 11 of this document for further details on change of occupation.

Our charges are updated on 1 April every year. Where a bill relates to a supply of water made in a period which spans this date, the volume of water is allocated pro-rata before and after this date using an average daily volume over the billing period. This allocation of the volume of water is shown on the bill as two readings.

You can find more information on when metered charges are due and how you can pay in section 9.

Shared supplies: meter and sub-meter arrangements

Where your premises are connected to our water main by a shared service pipe which also supplies water to other premises, and individual meters measure the volume of water supplied to each individual premises, a check meter may be installed at the beginning of the shared service pipe to measure the water leaving our water main.

If the water recorded by the check meter exceeds for any reason the total water recorded on all the individual meters, the occupier of each of the individual premises will pay an equal proportion of the volumetric charge attributable to this excess.

When a leak is found on a shared service pipe you may be entitled to an allowance.

Leakage from metered supply pipes

Household customers may receive one allowance per property for water lost through leakage from the section of service pipe they are responsible for during their occupancy of the premises. A separate allowance may be made following the installation of a meter by us either as part of our customer metering programme or at the request of a customer.

This allowance is granted in accordance with our leakage policy explained in detail in our leaflet 'Leakage from customers' supply pipes' which can be obtained on our website or by contacting our Customer Service Centre.

4.2 Saver tariff for large household premises

Tariff description

Our saver tariff is available if the water consumption at the premises is 10,000 cubic metres or more per year and the premises are single boundary sets of premises. This tariff is available only for some specific large household premises such as large

permanent residential or retirement parks on a single site which meet the minimum consumption criteria. However, the consumption of separate buildings which are operated by the same person or entity cannot be aggregated if the buildings are not part of a single boundary set of premises. This tariff is only available in respect of single boundary sets of premises which is defined in more detail below.

There are three tariff bands for each of our two geographic areas:

- Band A: from 10,000 to 49,999 cubic metres;
- Band B: from 50, 000 to 249,999 cubic metres;
- Band C: 250,000 cubic metres and more.

Each year before 31 March, we review the consumption at the premises in the previous period of 12 months from February to February as recorded by the meter(s) to determine whether or not the premises satisfy the minimum consumption criteria for the saver tariff and to determine which of the three consumption bands will apply from 1 April until the next 31 March. We will notify you before 1 April, if your premises qualify or cease to qualify for the saver tariff.

If your premises qualify, we will automatically apply the saver tariff and the fix charge and the volumetric rate corresponding to the appropriate band based on the prior year consumption (determined as explained above) from 1 April but you will still have until the following 30 April at the latest to ask us to transfer to the standard metered tariff or to give us information on the expected usage at the premises during the next year and ask us to change the band based on this information and, if you do, we will change tariffs or adjust the saver tariff retrospectively with effect from 1 April.

If your premises cease to qualify, we will automatically apply the standard metered tariff from 1 April but you will still have until the following 30 April at the latest to give us information on the expected usage at the premises during the year and ask us to apply the saver tariff for the appropriate band based on this information and, if you do, we will apply the saver tariff retrospectively with effect from 1 April.

You will not be able to apply for or confirm the application or removal of the saver tariff or ask us to revise the consumption band after 30 April until the following year.

Our saver tariff comprises three elements:

- A fixed charge which is applied per premises (irrespective of the number of meters) for the relevant band and geographic area.
- A fixed standing charge for each meter which is an annual sum based on the size of the meter.

- A variable volumetric charge which is based on the rate for the relevant band and geographic area for each cubic meter of water recorded by the meter(s) in the month (or estimated by us).

The volumetric charge is based on the volume of water registered by the meter including water lost through leakage or waste. There is no charge for water used in relation to fire-fighting including testing in the conditions specified in section 147 of the Act.

The saver tariff only applies in respect of household premises that we determine, based on the information provided to us and our own investigations, to be single boundary sets of premises (e.g. comprised of several buildings within the same site) under the ownership, management or responsibility of the same person or entity and where a single person or entity takes responsibility for the payment of the water charges in respect of the entire single boundary set of premises. Single boundary sets of premises may include premises separated only by transport infrastructure and contiguous to that transport infrastructure and which still meet the required criteria set out above. Single boundary sets of premises will typically have more than one metered connection (i.e. more than one supply point) the consumption of which is aggregated to determine the eligibility for and the calculation of the charges under the saver tariff.

The fixed charges, the volumetric charges rates and the standing charge for each type of meters can be found in Appendix 1 – Schedule of Charges.

Billing

Under the saver tariff the meter(s) measuring supplies to premises must be read monthly and bills will be issued monthly (except that an estimate may be used where it has not been possible to take a meter read in a month). Metered charges are payable on receipt of the bill.

The fixed charge and the meter standing charge are both billed in 12 equal monthly instalments.

Where a bill has been issued using an estimated volume of water and a meter read is subsequently obtained, we may issue another bill if the actual volume of water supplied is different from the estimate.

A bill will also be issued when you leave or stop being responsible for the premises to cover charges up to the time when you stop being responsible for the payment of the water charges. Please refer to section 11 for further details on change of occupation.

Our charges are updated on 1 April every year. Where a bill relates to a supply of water made in a period which spans this date, the volume of water is allocated pro-rata before and after this date using an average daily volume over the billing period. This allocation of the volume of water is shown on the bill as two readings.

4.3 Meter accuracy

If you believe that a meter may not be registering correctly we will investigate the issue and we will undertake one free, on-site confidence test of any meter we use for the calculation of water charges. Our meter will be tested to determine whether it falls within limits of accuracy prescribed by the Water Meter Regulations 1988.

We will also test any of our meters if you request a test in writing to determine whether it falls within prescribed limits of accuracy set by regulations. We will provide you with a copy of the test results. Where the meter is tested without removal, the test is normally carried out by us. If it is necessary to remove the meter for testing, or if you ask us to remove the meter for testing, the test will be carried out by an independent organisation.

Where a test (other than the first on-site confidence test mentioned above) is carried out at your request and the meter falls within the prescribed limits of accuracy, we may recover the expenses we reasonably incurred in carrying out the test. If the meter relates to a supply of water to a house or a flat, the maximum charge we will recover is £70 if the meter has been removed for testing and £20 otherwise.

If a meter does not fall within the prescribed limits of accuracy, an adjustment to the volumetric charges will be made. The meter will be deemed to have stopped registering correctly since the date of the meter reading taken immediately before the latest meter reading (unless it is proved to have begun to register incorrectly at a later date).

If it is determined that the meter has registered less than the volume of water actually supplied to a house, the balance you will pay will be based on the amount that would have normally been supplied to the house in the six months preceding the day the meter was last read (less any sums already paid in respect of that period).

4.4 Tampering with meters

All meters installed by us or our contractors remain our property and responsibility. Tampering with a water meter or its associated fittings is a criminal offence. We will prosecute in cases of tampering and will recover the actual cost of making the necessary repairs to the meter and fittings.

5 Unmetered water charges

When do unmetered charges apply?

Unmetered charges apply when we are not currently applying metered charges or assessed charges (including in cases where our customer metering programme has not yet reached the area in which your premises are located and you have not opted to have a meter installed and pay metered charges) and a valid rateable value is available in respect of the premises. Where a valid rateable value is not available in respect of the premises (and we are not currently applying metered charges) an assessed charge is applied instead.

Unmetered charges apply for each day you are in occupation of the premises or otherwise responsible for the charges. They are payable where a supply of water is made available to premises, even if water is not actually used on these premises. Exceptions apply in respect of empty premises (please refer to section 11.1.2).

How are they calculated?

Unmetered charges include:

- An annual standing charge for the geographic area in which the premises are located, and
- An annual rateable value charge which is based on a rate per pound of rateable value for the geographic area in which the premises are located.

The rateable value is the value determined or proposed for rating purposes in rating valuation lists under the General Rate Act 1967 as at 31 March 1990.

Where applicable a rateable value assessed by us may be applied when separate premises with a rateable value are combined into single premises; alternatively an assessed charge may be applied instead (except when the premises are

subsequently metered). The assessed charge will be based on the number of bedrooms in the property. Detailed on when assessed charges may be applied are provided in the next section.

The amount of standing charges for unmetered premises and of the rateable value charges can be found in Appendix 1 – Schedule of Charges.

Billing

Unmetered charges are billed annually in advance and cover the period from 1 April to the following 31 March. If you move into the premises in the course of this period, a bill will be issued covering the period from the start of your occupation to the following 31 March. A bill will also be issued when you leave or stop being responsible for the premises to cover charges up to the time when you stop being responsible for the payment of the water charges. Please refer to section 11 of this document for further details on change of occupation.

You can find more information on when unmetered charges are due and how you can pay in section 9.

6 Assessed water charges

When do assessed charges apply?

Assessed charges apply:

- When, in respect of unmetered premises, following an application for a meter made by a customer or under our customer metering programme or selective metering we have determined that it was not reasonably practicable to install a meter or that unreasonable expenses would be required to install a meter or we could not access the premises
- When we are not currently applying metered charges in respect of premises for which a rateable value is not available, is no longer valid or is disputed (for example, due to substantial alteration to the original premises), or
- At our discretion instead of other charges in relation to premises supplied through a share service pipe as explained in sections 3.3 (Shared supplies) and 8.2 (Shared supplies).

How are they calculated?

The assessed charge is an annual sum which is designed to reflect the estimated usage of water on the relevant premises and is based on the number of bedrooms, the characteristics of the premises or the type of occupation of the premises.

There are three types of assessed charges:

- The standard assessed charge which is an annual sum based on the number of bedrooms in the relevant premises (the standard assessed charge is the default assessed charge which will apply except when one of the following other assessed charges can be applied)
- The single occupier assessed charge which is an annual sum charged in respect of relevant premises occupied by a single qualifying occupier
- The single room assessed charge which is an annual sum charged in respect of qualifying relevant premises consisting of sheltered accommodation or bedsits which are billed individually and have the use of communal hot water or laundry facilities

We will require reasonable evidence to support any application for a single occupier assessed charge, which will include, but may not be limited to, confirmation of current single-occupier Council Tax relief. Once entitlement has been confirmed, this charge will only be applied in respect of water supplied from the date of application. If evidence is provided that shows single occupancy before that date, charges will be backdated up to the start of the current charging year (i.e. 1st April). You must notify us if you no longer qualify for the single occupier assessed charge, and a standard assessed charge will apply instead from that time, based on the number of bedrooms in the premises. A retrospective adjustment of charges may be made in respect of any period during which your entitlement to the single-occupier assessed charge had ceased but we were not notified of this change.

Where a customer benefiting from the single occupier assessed charge vacates a property, subsequent supplies of water will be billed on the basis of the standard assessed charge based on the number of bedrooms (unless the new occupier also applies and qualifies for the single occupier assessed charge).

The amount of assessed charges can be found in Appendix 1 – Schedule of Charges.

Billing

Assessed charges are billed annually in advance and cover the period from 1 April to the following 31 March. If you move into the premises in the course of this period, a bill will be issued covering the period from the start of your occupation to the following 31 March. A bill will also be issued when you leave or stop being responsible for the premises to cover charges up to the time when you stop being responsible for the payment of the water charges. Please refer to section 11 of this document for further details on change of occupation.

You can find more information on when assessed charges are due and how you can pay in section 9.

7 Customer metering programme

Our customer metering programme is a compulsory metering programme of all premises in our supply area in order to apply metered charges to most of our customers by 2020. We estimate that it will not be feasible to meter approximately 10 per cent of household premises, and in these circumstances, assessed charges will be applied (Please see section 6 for more details on assessed charges).

We have developed two assistance options for customers who will be metered through this programme and who are concerned that they may pay more for their water on a meter.

These financial assistance options and charges are subject to annual review. They are also only applicable while the customer remains in occupation of the property which was metered through the customer metering programme.

7.1 Phase in option

How does it work?

The phase in option will spread any increase in charges over your first four six-monthly metered bills. If your water usage means that your metered charges are lower, you will pay the lower metered charges.

The phase in option is available to all customers metered through the customer metering programme.

If you think you would benefit from the phase in option, you may call our metering helpline on **0333 000 0003** or visit **southeastwater.co.uk**

The table below provides a worked example of how the phase in option works. In this example, the customer's first four metered bills are each £20 higher than the previous unmetered charges.

	Metered bill	Increase	Phase In Option discount	Phase In Option reduction	Customer pays
1st bill	£120	£20	100%	£20	£100
2nd bill	£120	£20	75%	£15	£105
3rd bill	£120	£20	50%	£10	£110
4th bill	£120	£20	25%	£5	£115
5th bill	£120	£20	0%	£0	£120

If you apply for the phase in option after you have received your first bill(s) with metered charges, we will apply the phase in option retrospectively from the date of the latest bill issued before your application. Using the table above, if you made an application after you had received your third bill, we would apply a 50 per cent discount retrospectively to the amount of the increase that was included in the total amount shown on your third bill (you would not be able to claim the discounts in respect of the first and second bill retrospectively in such a case). If your application for the phase in option is received after the fifth bill has been issued no discount is applied.

What if we apply an assessed charge?

If we apply assessed charges because it is not feasible to install a meter, and the assessed charges are higher than your previous unmetered charges, you will be eligible for the phase in option. The phase in option will be applied to both water and wastewater charges as explained above.

Assessed charges are raised annually in advance, and the phase in option will also be applied annually in advance. On the first annual bill, an annual discount of 87.5 per cent is applied (corresponding to 100 per cent discount for first six months and 75 per cent discount for the following six months) to the difference between your assessed charge amount and the amount it would have been on an unmetered basis. On the second bill, an annual discount of 37.5 per cent is applied (corresponding to 50 per cent discount for first six months and 25 per cent discount for the following six months). On the third annual bill, no discount is applied.

What about wastewater charges?

We provide water supply services only. However, as explained in section 2 we bill customers for wastewater services on behalf of Thames Water, Southern Water and Severn Trent Select.

Charges for wastewater services provided by Thames Water, Southern Water and Severn Trent Select will be added to your water bill, and the phase in option will also be applied to the wastewater charges.

7.2 Support tariff

How does it work?

The support tariff has been developed for customers on a low income who may pay more for their water on a meter. The support tariff caps the metered charges of eligible customers who will pay no more than the amount of unmetered charges for the relevant premises.

We endeavour to identify the most appropriate tariff tailored to each individual customer's needs. If another of our tariffs is more appropriate we will assess the customer's situation and put them on the best tariff available.

Qualifying criteria

To qualify for the support tariff customers must meet the following criteria:

1. Have been switched from an unmetered charge to a metered charge, or assessed charge through the customer metering programme
2. Have a combined increase in annual water charges greater than £60 as a result of switching to a meter (or assessed charge)
3. A household income of £16,105 or less**
4. Have participated in a water efficiency assessment to determine whether more efficient use of water at their property could reduce the size of future metered bills

** Please note that the household income of £16,105 or less has to include all types of income, except the following:

- Child tax credit and/or child benefit

- Disability living allowance / Personal Independence Payment
- Attendance allowance
- Housing benefit and council tax reduction
- Mortgage interest relief

We will check applications to verify your entitlement to assistance. All applications will also be checked against all our other tariffs or services to see if we can assist further. Where appropriate, and with the agreement of the customer, we may also refer customers to external agencies for advice.

The support tariff entitlement will be reviewed annually, and will lapse unless a renewal application form is completed. We will remind you when the renewal becomes due. The support tariff will apply for billing periods starting on 1 April and ending on 31 March. If you apply in the course of a billing period, your entitlement will last until the next 31 March. If your entitlement to the support tariff ceases in the course of a billing period, the support tariff will apply until the following 31 March.

For more information and to apply for the support tariff, please call the metering helpline on **0333 000 0003** or go online to **southeastwater.co.uk**

What about wastewater charges?

We provide water supply service only. However, as explained in section 2 we bill customers for wastewater services on behalf of Thames Water, Southern Water and Severn Trent Select.

Charges for wastewater services provided by Thames Water, Southern Water and Severn Trent Select will be added to your water bill, and the support tariff will also be applied to the wastewater charges.

What if we apply an assessed charge?

If we apply assessed charges because it is not feasible to install a meter, the assessed charges are higher than your previous unmetered charges, and you have applied and are eligible for the support tariff, you will receive the benefit of the support tariff across both water and wastewater charges.

Assessed charges are raised annually in advance, and the support tariff will also be applied annually in advance to eligible customers' bills.

7.3 Meter access charge

If we have attempted to meter premises as part of our customer metering programme and we have been denied access either to carry out a survey or to install a meter, we may apply a meter access charge for the water supplied to the premises from the date access was refused. The meter access charge is equivalent to the current charges for the premises plus a further payment of £179.84.

If access is subsequently provided and a meter is installed, meter charges will be applied from the date of installation of the meter and the meter access charge will be removed. If it is not feasible to install a meter, an assessed charge will be applied from the date of the survey.

8 Changing from an unmetered to a metered supply

8.1 Selective metering

We may install a meter and apply metered charges after giving notice to the occupier of our intention to apply metered charges within a period specified in the notice where:

- Water is used for watering a garden other than by hand by means of any apparatus
- Water is used for automatically replenishing a pond or a swimming pool with a capacity of more than 10,000 litres
- Water is used in a bath with a capacity of more than 230 litres
- Water is used in a shower unit of a type specified under paragraph 4(c) of the Table to Regulation 5 of the Water Supply (Water Fittings) Regulations 1999
- Water is used in a unit incorporating reverse osmosis
- Where the premises are in an area of water scarcity, or in an area of serious water stress and subject to a metering programme specified in our water resources management plan (Please see section 7 of this document for information on our customer metering programme)

Where any one of these criteria applies, a customer is not entitled to refuse the installation of a meter and/or to pay metered charges and a customer who has opted to have a meter installed is no longer able to revert to previous charges.

We may also install a meter at any time in relation to household premises after giving notice to the occupier of our intention to apply metered charges when we become entitled to apply metered charges in the future (in cases where we are not for the time being entitled to apply metered charges).

All new properties built in our supply area are metered. You must advise us before installing a temporary or permanent swimming pool.

8.2 Option to be metered

If you occupy household premises and you either pay unmetered charges or (in certain cases) assessed charges for your water supply, you can ask us to install a water meter free of charge and to pay metered charges instead. We will do so provided that it is reasonably practicable to install a meter or that we would not have to incur unreasonable expenses to install a meter. We may also install a meter and apply metered charges if you have consented to it (and in this case you will be deemed to have asked us to install a meter and to apply metered charges).

We will give effect to your request by installing a meter and applying metered charges within a period of three months commencing on the date of receipt of your application, provided that the installation is not delayed by you or another third party.

You will continue to pay your current charges for the water supplied to your premises until the end of that period of three months or until the meter is installed if earlier. If we do not install a meter within this period and the delay was not caused by you, we will apply metered charges from the end of that period even if the meter has not yet been installed on that date so that you are not worse off.

You can apply for this option online or by calling our Customer Service Centre who will go through the water metering guide with you and complete the application on your behalf. Alternatively, you can request a copy of the guide by post and complete the application form yourself. The application form must be completed before a survey can take place to determine whether it is feasible to install a meter and where it will be located.

If we are planning to install a meter to your property as part of our customer metering programme within the next 12 months, we will ask if we can delay the installation and undertake it as part of the programme. If we do this, we will backdate metered charges to the date of application.

What if a meter installation is not feasible?

If you have asked us to pay metered charges for your water supply but we determine that it is not reasonably practicable to install a meter or that we would have to incur unreasonable expenses to install a meter, we will apply assessed charges. You will not be able to elect to continue paying unmetered charges if your premises are in an area where our customer metering programme has completed, commenced or is scheduled during the following year.

If there is a dispute as to whether it is reasonably practicable to install a meter or whether we would have to incur unreasonable expenses to install a meter, the Water Services Regulation Authority (Ofwat) may be asked to determine the dispute.

Shared supplies

Where a meter has been fitted on a service pipe and it later becomes apparent that the service pipe is used to supply several premises, an assessed charge will be applied if we determine that it is not possible to continue applying metered charges, for example where metering all the individual premises supplied is not reasonably practicable or would require us to incur unreasonable expenses.

What if you want to revert back to your previous unmetered charges?

You are able to revert to your previous charges if you ask us in writing within a period of 12 months commencing on the date on which metered charges have been first applied if certain conditions set out in legislation are satisfied. However, the right to revert back to previous charges is subject to metering under our customer metering programme (please read the following section).

If the criteria set out in section 8.1 (Selective metering) above are not satisfied, you can revert to your previous charges if you remain in occupation of the premises and you had not previously asked us to apply metered charges for the supply of water to these premises. This means that if you asked us once to apply metered charges and asked us to revert to your previous charges and you ask us a second time to apply metered charges you will not be able to revert to unmetered charges.

If the criteria set out in section 8.1 (Selective metering) above are not satisfied, you can also revert to your previous charges if any person who was in occupation of the premises when a previous customer asked us to apply metered charges is still in occupation of the premises, and when neither that previous customer nor the current customer had previously asked us to apply metered charges.

If you ask us to revert to your previous charges, we will do so before the end of the period of 12 months mentioned above or, if not possible, as soon as reasonably practicable after that period. In most cases metered charges are applied until 10 days after the date of the request to revert.

When we revert to your previous charges, the water meter is not removed. The meter will remain in place but will not be used to bill water charges for the current customer. Any new customer moving in the premises will be charged on a metered basis.

Important changes relating to the customer metering programme

The option to revert back to the previous charges will not be available if the premises are in an area where our customer metering programme has been completed, has already commenced or is scheduled during the following year. Our customer metering programme covers our entire water supply area and is due to be completed on or before 31 March 2020. At the completion of our customer metering programme, premises will be metered and charged using metered charges or, where it was determined that a meter could not be installed, using assessed charges. In practice, unmetered charges will be phased out and it will not be possible to revert to unmetered charges.

The customer metering programme schedule can be viewed at southeastwater.co.uk or you can contact our metering helpline on **0333 000 0003** to find out when we will be in your area. Please see section 7 (customer metering programme) for more details.

8.3 Change in the occupation of a property

Where in relation to premises in which a person has their home (or the principal use of the premises is as a home), metered charges have not been previously applied and the criteria set out in section 8.1 (Selective metering) above are not met, we may install a meter and/or apply metered charges when there has been a change in the occupation of the premises, and we have not yet demanded payment of any charges from the new customer.

We may also install a meter in relation to vacant household premises. Where a meter is installed in relation to vacant household premises, metered charges will be applied in respect of any water supply provided when the premises are occupied again.

9 Payment of water supply charges

9.1 Unmetered charges and assessed charges

The standard billing period is from 1 April to 31 March, and the following payment options are available:

- A single payment for the entire year's charges due on 1 April
- Two payments due on 1 April and 1 October
- Eight monthly payments – May to December inclusive
- 10 monthly payments – April to January inclusive
- 12 monthly payments – April to March inclusive

If you move into the premises during the standard billing period we will adjust the payment arrangements above to cover the remaining period to the following 31 March.

9.2 Metered charges

We offer the following payment options for metered charges:

- A single payment due on receipt of the bill
- Monthly instalments calculated to cover your predicted charges and reviewed each time we bill (normally every six months) to ensure that you are paying a suitable amount.

9.3 Methods of payment

We offer a variety of payment methods.

Payment by Direct Debit – There's no easier, safer or more convenient way to pay for your water bill than by Direct Debit. Go to southeastwater.co.uk/directdebit

Payment for measured or unmeasured charges can be made on the 1st, 7th, 15th or 23rd day of each month.

If payment for any month is not made by the arranged day, the Direct Debit facility may be withdrawn and the remaining balance will become due immediately.

Pay online – you can pay your bill online using a credit or debit card.

Go to www.southeastwater.co.uk/my-account/make-a-payment

Alternative payment options

- Payment can be made free of charge at any branch of HSBC Bank
- Standing order – set up your agreed instalment through your bank, free of charge
- Pay at any PayPoint outlet, free of charge
- Pay at any branch of your own bank and this will also normally be free of charge
- Make payment over the telephone, using debit or credit cards by calling our Customer Service Centre. There is no additional cost to you for this service
- Make payment at the Post Office using a bar code on your bill
- Send payment by cheque or postal order through the post. You should not send cash by post

Flexible payment plan

For customers experiencing payment difficulties we may be able to agree a flexible payment plan. This enables an agreed monthly amount to be paid. Customers may then decide how often to pay, as long as the agreed amount has been paid in full by the end of the month. If any of the agreed instalments are missed the total balance will become due immediately and the facility to use this payment method will be withdrawn.

To apply for this payment option customers should contact the Customer Service Centre.

9.4 Water direct

Water direct is run in partnership with the Department of Work & Pensions (DWP) and is available to customers in receipt of the following benefits:

- Income support
- Job seekers allowance – Income based
- Pension credit
- Employment and support allowance – Income related
- Universal credit

It may be possible for the DWP to pay us directly from your benefits if you are in receipt of one of the above.

The scheme is free and, if eligible, you will not have to worry about any further debt recovery action. You'll pay your current year's charges plus a fixed amount to help clear your arrears.

Many customers find that payments are easier to manage as they are spread in a more affordable way.

9.5 Billing period

We do our best to bill regularly and to ensure that our bills are correct. In case of error we reserve the right to make retrospective adjustments.

This may mean that we need to bill for more than one year's charges when information on the occupation of premises was not provided to us or when incorrect information was provided to us on the actual occupation of the premises.

We will make retrospective adjustments that are in favour of customers (subject to the applicable limitation period).

We will consider adjustments in our favour (subject to the applicable limitation period) on a case by case basis and will take account of the specific circumstances. We will also seek to mitigate the impact on the customer where charges are billed for more than one year.

We will not make a retrospective adjustment in our favour, if there is clear evidence that undercharging was due only to an error on our part.

10 Special tariffs

We offer the following special tariffs to make customers' water supply more affordable. We will endeavour to identify the most appropriate tariff tailored to each individual customer's needs.

Section 7.2 also outlines a special tariff to help customers who are on low incomes and are being metered as part of our customer metering programme.

10.1 WaterSure

The WaterSure assistance is available when a person who occupies premises for which metered charges apply as their only or principal home, is entitled to receive any one of the benefits, or tax reductions, listed below and either (i) that person is also entitled to receive child benefit for three or more children under the age of 19 who reside in the premises or (ii) a person with any of the medical conditions listed below that requires additional use of water lives in the premises. The WaterSure assistance is defined in the Water Industry (Charges) (Vulnerable Groups) (Consolidation) Regulations 2015 which include more provisions on the WaterSure assistance.

Please note that the WaterSure assistance applies even when a person other than the person paying the bills satisfies the required conditions.

If you meet the criteria for WaterSure assistance, your charges will be based on our average charges for household consumers for the relevant tariff zone but will be adjusted periodically if you would have paid less without the WaterSure assistance.

The WaterSure assistance will apply for billing periods starting on 1 April and ending on 31 March. If you apply in the course of a billing period, your entitlement will last until the following 31 March. If your entitlement to the WaterSure assistance ceases part way through a billing period, the assistance will end at the end of that billing period.

The relevant benefits, or tax reductions, are the following (including as defined in the regulations):

- Council tax reduction
- Housing benefit
- Income support
- Disabled person's tax credit
- Working families tax credit
- Income-based job-seeker's allowance
- State pension credit
- Child tax credit, if it includes an amount in respect of the individual element of child tax credit
- Working tax credit
- Income-related employment and support allowance
- Universal credit

These benefits and tax reductions may change. Please check southeastwater.co.uk/watersure for confirmation.

The qualifying medical conditions are the following (or as defined in the regulations):

- Desquamation
- Weeping skin disease
- Incontinence
- Abdominal stoma
- Crohn's disease
- Ulcerative colitis
- Renal failure requiring dialysis at home (where a contribution to the cost of the water consumed in the process is not made by the health authority)
- Or, a medical condition other than one listed above and as a result of that condition the person suffering from the condition is obliged to use a significant additional volume of water

Water supplied to the premises is not to be used for watering a garden, other than by hand, by means of any apparatus, or automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres.

For more information and to apply for the WaterSure assistance, please contact our Customer Service Centre.

10.2 Social tariff

A social tariff has been developed for customers on a low income or in receipt of specific benefits.

This is designed to assist and support our most vulnerable customers. The water charges will be capped at a fixed amount for each tariff zone as shown in Appendix 1 and will apply to all eligible customers on measured, unmeasured or assessed charges.

Qualifying criteria

To qualify for the social tariff a customer's household income should be £16,105 per year or less.

Please note that the household income of £16,105 per year or less must include all types of income except the following:

- Child tax credit and/or child benefit
- Disability living allowance / Personal Independence Payment
- Attendance allowance
- Housing benefit and council tax reduction

- Mortgage interest relief

The tariff will be applied from the date of application for all charging methods and is valid until the customer's circumstances change and they are no longer eligible.

We will check applications to verify entitlement to assistance. We will also inform your wastewater provider so that they can assess if there is any additional support that they can provide you.

Applications that are unsuccessful will be checked for eligibility for all other tariffs or services to see if we can assist further. Where appropriate, and with the agreement of the customer, we may also refer customers to external agencies for advice.

Our social tariff had been designed following guidance under section 44 of the Flood and Water Management Act 2010.

For more information and to apply for the social tariff, please contact our Customer Service Centre.

11 Change of occupation

If you are planning to move to premises within our supply area, you can obtain information on which type of water charges are applicable for the premises by visiting our website or contacting our Customer Service Centre.

You must notify us of the date you will begin to live at or use the premises and provide all details we reasonably require to setup your account. Occupiers must pay the charges in respect of any services we provide to them from the date they became the occupier of the premises.

In the event of a change of occupier, the new occupier or owner is responsible for informing us if a water supply to the property is no longer required. No retrospective allowances will be made.

If you are a landlord or a managing agent of properties in England and Wales, you can use Landlord TAP an easy to use website that allows you to provide us with details of your tenants who are responsible for the payment of water charges – **landlordtap.com**

11.1 Vacant premises and responsibility for water charges

11.1.1 Metered premises

Notice that customer will vacate premises

You must notify us at least two working days in advance of the date you will cease to occupy the premises. You will remain liable for payment of metered charges, even after leaving the property, unless we are given this notice. 'Two working days' means a consecutive 48-hour period that excludes Saturdays and Sundays or any other day designated as a bank holiday in England and Wales.

If two working days' notice is not given, then you will be liable to pay the water charges until the first to occur of the following:

- 28 days after we receive the late notification
- The day on which the meter would have normally been read
- The day a new occupier advises us that they have become the new occupier of the premises

We will offer to close your account on an estimated read or give you the option of reading the meter yourself, including where two working days' notice is not provided if there has not been any excessive delay in notifying us.

Notice that water is no longer required

Where you notify us in writing that a water supply to your metered premises will no longer be required by a certain date set out in the notice without vacating the premises by that date, we may disconnect the service pipe or otherwise cut off the supply to these premises and you will cease to be responsible for the charges after the later of (i) the expiry of the notice and (ii) the end of a period of two working days beginning with the service of the notice, except where a new supply is requested or actually used for the same premises.

Where you serve a written notice that a water supply is no longer required in respect of metered premises and vacate the premises by the date set out in the notice, the responsibility for water charges will be as explained in the previous section. We may also disconnect the service pipe or otherwise cut off the supply to these premises.

11.1.2 Unmetered premises

Notice that water is no longer required

Where you notify us in writing that a water supply to your unmetered premises will no longer be required by a certain date set out in the notice (whether or not you vacate these premises by that date), we may disconnect the service pipe or otherwise cut off the supply to these premises and you will cease to be responsible for the charges after the later of (i) the expiry of the notice and (ii) the end of a period of two working days beginning with the service of the notice, except where a supply is requested or used for the same premises.

Vacant unmetered premises

Where unmetered premises are vacated without notifying us, unmetered charges will only cease to be applied if and from the time you are able to demonstrate to our reasonable satisfaction that:

- No one lives at the premises or uses the premises
- The premises are unfurnished, and
- The water supply to the premises is not being used for any purpose

You must confirm in writing that a water supply is no longer required. No retrospective allowance will be made.

In such circumstances we may choose to disconnect the premises or otherwise cut off the supply.

Where unmetered charges remain payable but no one is living in the premises or the premises are not being used, you may be able to reduce the charges payable by requesting the installation of a meter (Please see section 8 (Changing from an unmetered to a metered supply) for more details).

11.2 Payment of closing account for previously occupied premises

If a debt exists in respect of premises you previously occupied in our area of supply, then subsequent payments that you make to us may be applied (at our sole discretion) to the payment of that debt until it is fully paid before your payments are applied to the charges relating to the premises you are occupying or have subsequently occupied.

11.3 Empty property due to long-term hospitalisation (greater than four weeks)

If premises are to be unoccupied for a period greater than four weeks due to long-term hospitalisation or a stay in another institution to receive medical care, we will cancel the charges for the period of hospitalisation or medical care on receipt of a letter from your medical practitioner confirming the period of hospitalisation or medical care.

This does not apply where the occupier of the premises moves to an institution such as a care home or nursing home which becomes their new permanent residence. In these cases you should let us know if the premises are unoccupied and that you no longer require a water supply to the premises.

11.4 Bereavement

If we are notified of bereavement, we will update our records to minimise any distress or inconvenience.

- If the account was in a joint name, we will update the account and any bill will be reissued in the appropriate name
- If the premises have been sold, we will issue a closing account to the executor and open a new account for the new owner
- If the premises are empty pending sale, we will issue a closing statement to the executor
- If the premises are empty but the water supply cannot be turned off because water is required at the premises, a closing statement will be sent to the executor and a new account opened for the person who has requested the supply

11.5 Empty properties – disconnection by South East Water

A new service pipe and connection will be required if an existing supply has been turned off or disconnected for a period in excess of five years in order to protect water quality.

Where premises remain empty for 12 months or more, the service pipe to the premises must be flushed before a supply can be provided in order to avoid contamination by stagnant water of the water supplied to the premises and of the water in our main. A water quality test will also be required, conducted at the customer's expense, to ensure that there is no contamination of the water supply.

For charges relating to flushing please refer to Appendix 2 – Miscellaneous charges.

Rented properties and flats

Where any previously rented property is unoccupied and there is no agreement with the owner or landlord for the payment of the water charges or the owner or landlord will not take responsibility for the charges, we may apply our policy for empty properties and may turn off or disconnect the water supply at the stop tap.

If you are a landlord or a managing agent of properties in England and Wales, you can use Landlord TAP an easy to use website that allows you to provide us with details of your tenants who are responsible for the payment of water charges - **landlordtap.com**

12 Value Added Tax (VAT)

Supplies of water to household premises are zero-rated. VAT is payable on certain charges for services to customers.

13 Additional charges

Unmetered properties with swimming pool

Most properties with swimming pools are metered; however an additional charge will be applied for unmetered properties with swimming pools. These charges are levied annually and apply for the period commencing on 1 April and ending on 31 March. These charges are apportioned if a change in occupation occurs.

Where you have been granted a swimming pool licence in respect of unmetered premises with a swimming pool, we will review this arrangement regularly to ascertain whether a meter is required for the associated supply.

Where appropriate we may insist on a meter being installed.

You must advise us when installing a temporary or permanent swimming pool.

Full details of these charges are set out in Appendix 1 – Schedule of charges.

Returned cheques and rejected Direct Debit payment instructions

An administration charge may be applied at our discretion in respect of any void or dishonoured cheque or Direct Debit transaction.

Legal costs, tracing fees and collection fees

In the event that a county court claim is issued for the recovery of any unpaid water charges, we will charge for any costs we incurred in relation to that process, including solicitors' fixed costs, court fees and any additional enforcement costs. These costs may also include any fees that have been incurred in the service of court documents or collection services.

14 Collection of outstanding charges

Household customers

We will collect our charges in accordance with our policy set out in our leaflet 'Household water charges, payment options and debt recovery' available from the website or by contacting our Customer Service Centre. Our debt recovery process is explained in our code of practice and may include action through a debt collection agency or the courts. We also recover wastewater charges on behalf of Thames Water, Southern Water and Severn Trent Select together with our own charges.

Debt relief

Where a customer enters into any formal insolvency procedure, we will apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date'). Any apportioned charges after the insolvency date will be payable by the occupier of the property in question and fall due on the next day of occupation after the insolvency date and will not fall within the insolvency procedure. The charges will be payable by the person responsible for the payment of water and wastewater charges for the property in

question on the same terms as would apply if the property had been newly occupied on that day.

15 Terminology used in this document

'Connection' or 'Service pipe connection' means the installation of a section of service pipe we are responsible for laying under the Water Industry Act 1991 (the 'communication pipe') and the connection to our water main and to the private section of service pipe including associated fittings.

'Household premises' means any premises determined to be household premises by us or Ofwat in accordance with section 17C of the Water Industry Act 1991 and any relevant regulation or guidance.

'Licence' means the instrument of appointment of South East Water Ltd as a water undertaker under the Water Industry Act 1991.

'Ofwat' means the Water Services Regulatory Authority, the regulator for the water industry in England and Wales.

'Cubic metre' or 'm³' means 1,000 litres.

Appendix 1

Schedule of charges, 2018-2019

Excluding VAT

All charges apply to supplies provided from 1 April 2018

Unmetered water supplies

Annual standing charge

West	<i>Mid Southern</i>	£21.94
East	<i>Eastbourne</i>	£21.94
	<i>Mid Sussex</i>	£21.94
	<i>West Kent</i>	£21.94
	<i>Mid Kent</i>	£53.44

Rateable value charges

Value charge per £ of rateable value

West	<i>Mid Southern</i>	£1.0163
East	<i>Eastbourne</i>	£1.6879
	<i>Mid Sussex</i>	£1.6879
	<i>West Kent</i>	£1.5808
	<i>Mid Kent</i>	£1.4011

Metered water supplies

The following charges apply to supplies provided from 1 April and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April. This will be shown on the bill as two separate calculations.

Meter access charge

* The meter access charge is the aggregate of the existing charge in relation to the premises plus a surcharge of £179.84.

Annual standing charge

Domestic meters installed before 1 April 2003

All meter sizes £33.10

Meters installed on and after 1 April 2003

Meter Size (mm)	Standing Charge
12/15	£33.10
20/22	£47.20
25/28	£54.26
30/32/35	£68.62
40/42	£79.36
50/54	£91.62
65	£99.04
75/80	£116.18
100	£155.30
125/150	£213.44
300	£253.00

Standard volumetric charges

Volumetric charge per m³

West	East	Low User*
£1.3656	£1.8022	£2.2060

* Only available to existing customers on this tariff

Assessed water charges

Household premises

Assessed	West	East
1 Bedroom	£137.80	£173.62
2 Bedroom	£172.40	£218.58
3 Bedroom	£206.90	£261.58
4 Bedroom	£239.86	£306.88
Single Room	£85.32	£100.86
Single Occupier	£112.76	£137.80

WaterSure tariff

Charges based on average household bill

West	East
£185.19	£231.55

Social tariff

West	East
£137.80	£173.62

Most properties with swimming pools are metered. An additional charge of £161.05 will be made for those unmeasured properties with swimming pools. These charges are levied for the period 1 April to 31 March and are not apportioned on change of occupation of the premises during the year. As part of our policy to promote efficient use of water we will progressively meter all properties with swimming pools.

Large user – Saver Tariffs

Household premises

Annual Consumption	Additional Fixed Charge		Volumetric Charges	
	<i>West</i>	<i>East</i>	<i>West</i>	<i>East</i>
10 - 49.99 ML	£2,090.24	£2,750.70	£1.1661	£1.5375
50+ ML	£6,184.06	£8,153.04	£1.0832	£1.4283

Appendix 2

Miscellaneous charges, 2018-19

Excluding VAT

Household non-primary charges 2018-19	TOTAL
<u>Reconnection¹</u>	
Standard reconnection	£106.12
Non-standard reconnection (including clamp/plug)	POA
A new connection must be applied following all permanent disconnections	refer to New Connection Charges
<u>Emergency temporary disconnection and reconnection</u>	
Standard	no charge
Non-standard / out of hours	costs reasonably incurred
<u>Inspection / survey charges</u>	
Inspection	
First hour	£106.82
9 Additional 30mins (up to four additional hours ²)	£20.37
Survey	
First hour	£106.12
9 Additional 30mins (up to four additional hours ²)	£20.37
Adhoc/miscellaneous works (specific terms and conditions may apply)	POA
<u>Testing of meters</u>	
Meter checked on site:	
First visit – test shows meter to be accurate	no charge
Subsequent visit:	
Test shows meter accurate - connected to a house	£20.00
Test shows meter to be inaccurate	no charge
Meter removal:	
Test shows meter to be accurate - connected to a house	£70.00
Test shows meter to be inaccurate	no charge

Metering

Installation of meter (where feasible)	no charge
Replacement of faulty meter ³	no charge

Other metering works:

Survey	refer to inspection/survey charges
- Relocate meter	POA
- Change of meter model/size	POA
- Adhoc metering works (e.g. enabling works that we agree to carry out)	POA

NOTE: activities above may be combined

Adhoc meter reading

Adhoc meter reading visit ⁴	£15.01
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Debt and payment charges

Returned cheques	costs reasonably incurred
Rejected direct debit	costs reasonably incurred
Legal and trace fees	costs reasonably incurred
Exercise of power of entry	costs reasonably incurred
Debt collection agency fees	costs reasonably incurred

Water quality testing

Water quality testing	POA
9 Inspection charges to obtain sample may also apply - see inspection costs above	

Assisted leakage repair

Leak detection (first hour)	no charge
9 Additional 30mins, with your agreement	£20.37

NOTE: please refer to "code of practice Leaks from customer supply pipes" for assistance we may provide to repair/replace supply pipes

Replacement of lead pipe

Replacement of communication pipe (provided customer replaces supply pipe)	no charge
Adhoc works (e.g. replacement of supply pipe)	POA

Map charge

Providing water infrastructure maps to customers (per map) (no site visit required)	£12.01
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Installation of splitters and data loggers

Survey and installations works (for large users) <i>Specific terms and conditions may apply</i>	POA
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Abortive / cancellation charges

Standard missed appointment	£106.12
Non-standard missed appointment ⁵	POA
Standard cancellation	£31.62
Non-standard cancellation ⁵	POA

NOTE Unless specified above, all services are only provided during standard hours

POA Price on application

- 1 In the case of reconnection following disconnection due to water quality or breach of water fitting regulations, an inspection and/or sample charges may apply.
- 2 Where inspection/survey is expected to exceed five hours overall we will seek consent before continuing works
- 3 Where damage is done by customer, then costs reasonably incurred repairing or replacing the meter will be charged including survey costs. If a change of size/model/location is requested then additional charges may be payable, as outlined in table above
- 4 This charge applies if we are unable to read meter due to your acts of omission
- 5 Non-standard cancellation and abortive fees will cover the costs incurred up to the time of cancellation and the costs of any resources that we are unable to reallocate to other activities (such as highway closures, plant hire, multiple workforce, etc)

Appendix 3

Customer group bill impacts

Description	Consumption	Wholesale Variance (%)	Total Variance (%)
Customer Characteristics			
Customer 1 Tariff Zone West Household Measured Standard	50	4.980%	4.780%
Customer 2 Tariff Zone West Household Measured Standard	100	4.986%	4.864%
Customer 3 Tariff Zone West Household Measured Standard	150	4.988%	4.900%
Customer 4 Tariff Zone West Household Measured Standard	200	4.990%	4.920%
Customer 5 Tariff Zone West Household Measured Standard	250	4.990%	4.933%
Customer 6 Tariff Zone East Household Measured Standard	50	4.980%	4.815%
Customer 7 Tariff Zone East Household Measured Standard	100	4.984%	4.887%
Customer 8 Tariff Zone East Household Measured Standard	150	4.986%	4.917%
Customer 9 Tariff Zone East Household Measured Standard	200	4.987%	4.933%
Customer 10 Tariff Zone East Household Measured Standard	250	4.987%	4.943%
Customer 11 Tariff Zone All Household Measured Low User	10	4.994%	4.993%
Customer 12 Tariff Zone All Household Measured Low User	25	4.994%	4.993%
Customer 13 Tariff Zone Mid Southern Household Unmeasured RV Property	100	4.988%	4.988%
Customer 14 Tariff Zone Mid Southern Household Unmeasured RV Property	200	4.988%	4.989%
Customer 15 Tariff Zone Mid Southern Household Unmeasured RV Property	300	4.988%	4.989%
Customer 16 Tariff Zone Mid Southern Household Unmeasured RV Property	400	4.988%	4.989%
Customer 17 Tariff Zone Sussex Household Unmeasured RV Property	100	4.988%	4.987%
Customer 18 Tariff Zone Sussex Household Unmeasured RV Property	200	4.988%	4.988%
Customer 19 Tariff Zone Sussex Household Unmeasured RV Property	300	4.988%	4.988%
Customer 20 Tariff Zone Sussex Household Unmeasured RV Property	400	4.988%	4.988%
Customer 21 Tariff Zone West Kent Household Unmeasured RV Property	100	4.991%	4.987%
Customer 22 Tariff Zone West Kent Household Unmeasured RV Property	200	4.991%	4.987%
Customer 23 Tariff Zone West Kent Household Unmeasured RV Property	300	4.991%	4.987%
Customer 24 Tariff Zone West Kent Household Unmeasured RV Property	400	4.991%	4.987%
Customer 25 Tariff Zone Mid Kent Household Unmeasured RV Property	100	4.990%	4.985%
Customer 26 Tariff Zone Mid Kent Household Unmeasured RV Property	200	4.992%	4.991%
Customer 27 Tariff Zone Mid Kent Household Unmeasured RV Property	300	4.993%	4.993%
Customer 28 Tariff Zone Mid Kent Household Unmeasured RV Property	400	4.994%	4.994%
Customer 29 Tariff Zone West Household Unmeasured 1 Bedroom Assessed	-	4.984%	4.999%
Customer 30 Tariff Zone West Household Unmeasured 2 Bedroom Assessed	-	4.975%	4.981%
Customer 31 Tariff Zone West Household Unmeasured 3 Bedroom Assessed	-	4.984%	4.983%
Customer 32 Tariff Zone West Household Unmeasured 4 Bedroom Assessed	-	4.981%	4.981%
Customer 33 Tariff Zone East Household Unmeasured 1 Bedroom Assessed	-	4.984%	4.995%
Customer 34 Tariff Zone East Household Unmeasured 2 Bedroom Assessed	-	4.981%	4.986%
Customer 35 Tariff Zone East Household Unmeasured 3 Bedroom Assessed	-	4.981%	4.985%
Customer 36 Tariff Zone East Household Unmeasured 4 Bedroom Assessed	-	4.981%	4.981%
Customer 37 Tariff Zone West Household Unmeasured Single Occupancy Assessed	-	4.982%	4.991%
Customer 38 Tariff Zone West Household Unmeasured Single Room Assessed	-	4.970%	4.997%
Customer 39 Tariff Zone East Household Unmeasured Single Occupancy Assessed	-	4.984%	4.999%
Customer 40 Tariff Zone East Household Unmeasured Single Room Assessed	-	4.976%	4.997%
Customer 41 Tariff Zone West Household Measured Large HH 10-50	10,500	4.991%	4.984%
Customer 42 Tariff Zone East Household Measured Large HH 10-50	10,500	4.992%	4.988%
Customer 43 Tariff Zone West Household Measured Large HH 50-250	50,000	4.991%	4.990%
Customer 44 Tariff Zone East Household Measured Large HH 50-250	50,000	4.995%	4.990%
Weighted Average		4.984%	4.877%
Maximum Variance		4.995%	4.999%
Minimum Variance		4.970%	4.780%

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