

Miscellaneous Charges

For details of all other charges, including payment charges, privately tankered waste charges, standpipe hire, connection charges, meter testing, developer services charges and septic tank desludging please view our Scheme of Charges 2014/2015 by selecting 'Water and Trade Effluent Charges' under the heading of 'Your bill and our charges' on

www.niwater.com

Value Added Tax

VAT will be added to water charges for customers who are defined to be within divisions 1 -5 only of the Standard Industrial Classification list. All sewerage charges, including trade effluent charges where applicable, will be zero rated for VAT purposes.

Code of Practice


A Code of Practice on Billing and Metering is available to view on www.niwater.com

Complaints

We are committed to giving you the service you expect, all day, every day. If you are disappointed with our service, we want to hear from you. This gives us the chance to put things right for you and make improvements so that other customers may benefit. A free leaflet is available from us which details the procedure.

Customer Representation

If you are not happy with how we have dealt with your complaint or would like independent advice, contact the Consumer Council.

Phone  0800 121 6022 (calls to this number are free)

Txtph  028 9067 2488

Fax  028 9065 7701

Email  complaints@consumercouncil.org.uk

Website  www.consumercouncil.org.uk

Water is precious - use it wisely




Our Regulator

The Utility Regulator protects customers' interests. It sets price limits and minimum standards of performance for us.


For further information see  www.uregni.gov.uk

Contact Us

For general enquiries, fault reports, complaints and service requests telephone  **Waterline 08457 440088** (lines are open 24 hours per day 7 days per week, calls are charged at local rate).

For **Billing Enquiries** telephone  **08458 770030** (lines are open 8am to 8pm Monday to Friday, 8am to 6pm on Saturday and 12noon to 6pm on Sunday) or if you are having difficulties paying your bill please telephone our **Accounts Helpline** on  **08458 770050** (lines are open 8am to 5pm Monday to Friday, closed weekends).

Customers with hearing difficulties can use **Text Relay**  through **Waterline 08457 440088**.

You can obtain more information on charging and the services we provide on our website  www.niwater.com

If you wish to write to us, please either:

 email waterline@niwater.com or

 post your letter to :
Northern Ireland Water, PO Box 1026, Belfast BT1 9DJ



Summary of Charges For Non-Domestic Customers 2014/2015

This guide provides a summary of the main charges we apply for non-domestic water and sewerage services. Full details of the charges and policy changes are published in the Scheme of Charges on our website.

This leaflet can be requested on audio cassette/CD, in large print and Braille.

Bogus Callers - No Identity No Entry

If you're on a water meter

Where a meter is fitted, water and sewerage charges are based on the amount of water you use. Sewerage is normally charged on the assumption that 95% of the water used returns to the sewer.

Measured charges have two elements:- a standing charge based on the internal diameter of your supply pipe; and a variable charge based on the volume recorded by the meter. We will read the meter at least once per year.

Our **Measured Charges for 2014/2015** are summarised in the tables below:

Standing Charges

Supply Pipe Size	Water	Sewerage
Up to 20mm	£66	£76
21 to 25mm	£110	£126
26 to 40mm	£202	£230
41 to 50mm	£316	£362
51 to 75mm	£624	£714
76 to 100mm	£1,130	£1,291
Over 100mm	£1,605	£1,837

Variable Charge

	Water	Sewerage
Volumetric Charge per m ³	£1.020	£1.638

You can apply for a domestic allowance against measured water and sewerage charges if you pay rates.

Measured charges relate to services already provided and are billed at least twice per year with payment due on receipt unless agreed otherwise.

Water is precious - use it wisely

Leaks Affecting Metered Bills

All water supplied through a meter for non-domestic purposes, whether consumed or lost through leakage, will be billed.

If a leak has occurred, you can apply to have the sewerage charges on your bill adjusted to take account of the water which leaked and did not reach the sewer.

Full details are published in our Scheme of Charges available on our website at www.niwater.com

We strongly recommend that you check your consumption regularly by reading the meter so that any leak which may occur is identified and repaired as early as possible.

If you're not on a water meter

Unmeasured charges for water and sewerage consist of two elements – a standing charge applied to all unmeasured properties; and a variable charge based on the property valuation. The property valuation is the Net Annual Valuation assigned to the premises by Land and Property Services (website www.lpsni.gov.uk).

Our **Unmeasured Charges for 2014/2015** are shown in the table below:

	Unmeasured Water	Unmeasured Sewerage
Standing Charge	£25.85	£36.15
Variable Charge per each £1,000 Net Annual Value	£9.93	£13.61
Charge Cap	£405	£430

Where it has not been possible to install a meter, you can request an alternative assessed charge for water and sewerage. The assessed charge has two elements: a standing charge; and a variable charge based on the loading units attributed to the water using appliances on the property.

Bogus Callers - No Identity No Entry

Our **Assessed Charges for 2014/2015** are shown in the following table:-

	Assessed Water	Assessed Sewerage
Standing Charge	£51.70	£72.30
Variable Charge per Loading Unit	£5.49	£8.37

You can apply for a domestic allowance against Assessed Charges if you pay rates.

Unmeasured and Assessed charges are billed once per year for services to be used during the coming year with payment due within 28 days unless agreed otherwise.

Trade Effluent Charges

You will be billed trade effluent charges if you are consented to discharge liquid waste, other than surface water and domestic waste, to our sewer.

The charge is determined by:

- The volume of effluent discharged
- The level of sewage treatment supplied
- The strength of effluent discharged

Trade effluent bills are calculated using a formula agreed between the water industry and the Confederation of British Industry (the Mogden Formula) with samples taken of the discharge where applicable.

The **standard unit costs in the Mogden Formula for 2014/2015** are shown in the table below:

(R) Reception Charge (£/m ³)	0.1903
(V) Volumetric Charge (£/m ³)	0.2146
(B) Biological Charge (£/m ³)	0.1421
(S) Sludge Charge (£/m ³)	0.1657
Standard Strength Combined Charge (£/m ³)	0.7127
Standard Strength Chemical Oxygen Demand	285 mg/l
Standard Strength Suspended Solids	225 mg/l

Please read Section 7 of our Scheme of Charges 2014/15 for a full explanation of trade effluent charges.