

**NORTHERN IRELAND WATER**  
**Scheme of Charges 2010/11**

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## 1. Introduction to charges

- 1.1 This document provides details of the NI Water (NIW) charges for water, sewerage and other miscellaneous services that apply from 01 April 2010. It also sets out our terms and conditions and responsibilities for both customer and company. **All charges shown are exclusive of VAT.**
- 1.2 Although details on domestic payments have been included in this scheme, NIW will not issue bills to domestic customers in 2010/11 but payments will be made on customer's behalf by the Department for Regional Development.
- 1.3 For the 2010/11 year measured water and sewerage charges will continue to be charged at the full amount. However, as a result of the decision to defer domestic charges in full for the 2010/11 year the domestic allowance will be retained in full for eligible metered water customers, as will the domestic allowance for eligible measured sewerage customers.
- 1.4 As it is not possible to offer a volumetric domestic allowance to unmeasured customers, unmeasured water and sewerage charges will continue to be billed at one half of the full charge.
- 1.5 The charges in this Scheme of Charges are shown for the period 01 April 2010 until 31 March 2011 (including the phasing arrangements). For comparison purposes the full charges (excluding phasing) are also shown in the summary table in section 4.
- 1.6 This document is also available in other formats such as Braille and Large Text, please phone our Waterline on 08457 440088 for more details (calls are charged at local rate).

## 2. How to contact us

2.1 Customers can contact NIW by telephone, letter, e-mail, SMS, fax and web or visits may be arranged by prior appointment.

2.2 Useful contact numbers and addresses:

**Figure 1 – Contact Details**

<b>Operational and General Enquiries (e.g. on water quality, pressure, supply, sewerage or leaks)</b>	
Telephone number	Waterline 08457 440088 (24 hours) Leakline 08000 282011 (24 hours)
Text phone	08457 023206
Email	<a href="mailto:waterline@niwater.com">waterline@niwater.com</a>
Address	PO Box 1026, Belfast BT1 9DJ
Lines Open	24 Hours
<b>Billing Enquiries</b>	
<b>Billing line</b>	08458 770030
<b>Accounts helpline</b>	08458 770050
<b>Email</b>	<a href="mailto:customer.billing@niwater.com">customer.billing@niwater.com</a>
<b>Address</b>	Payments: PO Box 1025, Belfast BT1 9DH Direct debit requests: PO Box 1023, Belfast BT1 9DG
<b>Lines Open</b>	8am to 8pm Monday – Friday 8am to 6pm Saturday 12 noon to 6pm Sunday
<b>Developers Services</b>	
<b>Developers Services</b>	08458 770002
<b>Business Line</b>	8.30 am to 4.30 pm Monday to Friday

- 2.3 NIW has a formal complaints procedure to deal with complaints about any aspects of the service provided. This procedure has been agreed with the Northern Ireland Authority for Utility Regulation (NIAUR). Details of the Complaints Procedure will be sent to anyone making a complaint and are available on request, free of charge.
- 2.4 Should a customer remain unhappy with the way a complaint has been handled then they can refer the matter to the Consumer Council for Northern Ireland (CCNI). The Consumer Council is an independent body that promotes and protects the interests of all consumers in Northern Ireland. The Consumer Council will investigate a complaint on behalf of a consumer. However, generally it will not begin investigations unless it is satisfied that you have fully used our own Complaints Procedure first.
- 2.5 Contact Details for the Consumer Council are given below:

Consumer Council for Northern Ireland  
Elizabeth House  
116 Hollywood Road  
BELFAST  
BT4 1NY  
Telephone 08001 216022  
Web: [www.consumerCouncil.org.uk](http://www.consumerCouncil.org.uk)  
E-mail: [info@consumerCouncil.org.uk](mailto:info@consumerCouncil.org.uk)

### **3. Value Added Tax**

- 3.1 All charges in this Scheme of Charges are shown exclusive of VAT. VAT will be added to water supply charges (including water for construction unless related to new construction of dwellings, residential buildings (such as a care home) and certain buildings used by charities) raised to industrial customers who are defined within divisions 1 – 5 of the Standard Industrial Classification List 1980 (SIC). Water supply charges to all domestic and other non-industrial customers are zero-rated for VAT purposes.
- 3.2 Charges for the reception, disposal and treatment of foul water, sewerage and trade effluent are zero-rated. Charges for the emptying of cesspools and septic tanks are standard rated when supplied to industrial users as defined above.
- 3.3 Charges for the cleaning, maintenance and unblocking of sewers and drains are standard-rated.
- 3.4 Other than those services listed above, charges for the removal, treatment and disposal of industrial, farm, hospital, domestic or other waste are standard-rated.
- 3.5 Water and sewerage infrastructure charges are zero-rated for VAT purposes.

#### 4. Summary table of main charges

4.1 Below is a summary of the main charges for non-domestic and domestic services provided by NIW. Details on charges for other miscellaneous services offered by NIW are contained in section 12.

**Figure 2 - Non-domestic Charges**

Description of Charge	Full Charge	2010/11 Charge (remains at 50% for unmeasured)
<b>Unmeasured water tariff (see section 6)</b>		
Standing charge (£)	52.02	26.01
Variable charge (£/£000 net annual value)	20.00	10.00
Charge cap (standing charge + variable charge) (£)	830	415
Unmeasured animal drinking trough system (£)	229.14	114.57
<b>Unmeasured sewerage tariff (see section 6)</b>		
Standing charge (£)	68.44	34.22
Variable charge (£/£000 net annual value)	25.76	12.88
Charge cap (standing charge + variable charge) (£)	830	415
<b>Assessed water tariff</b>		
Standing Charge (£) – full charge applies as domestic allowance is available	52.02	52.02
Assessed charge – (£) per loading unit per annum ( <b>Figure 15</b> )	5.45	5.45
<b>Assessed sewerage tariff</b>		
Standing charge (£) – full charge applies as domestic allowance is available	68.44	68.44
Assessed charge – (£) per loading unit per annum ( <b>Figure 15</b> )	7.73	7.73

**Figure 2 – Non-domestic Charges (cont'd)**

<b>Description of Charge</b>	<b>Full Charge</b>	<b>2010/11 Charge</b>
<b><u>Measured water tariff (see section 5)</u></b>		
Standing charge (£):		
Water supply pipe size up to 20mm	£66	£66
Over 20mm up to 25mm	£110	£110
Over 25mm up to 40mm	£200	£200
Over 40mm up to 50mm	£315	£315
Over 50mm up to 75mm	£620	£620
Over 75mm up to 100mm	£1,123	£1,123
Over 100mm	£1,595	£1,595
Volumetric charge (£/m <sup>3</sup> )	1.0130	1.0130
Large user volumetric charge (over 100,000 up to 250,000m <sup>3</sup> )	0.8104	0.8104
Large user volumetric charge (over 250,000 up to 500,000m <sup>3</sup> )	0.7598	0.7598
Large user volumetric charge (Over 500,000m <sup>3</sup> )	0.7091	0.7091
Building water volumetric charge (£/m <sup>3</sup> )	1.0130	1.0130
Domestic allowance (m <sup>3</sup> per annum)	200	200
<b><u>Measured sewerage tariff (see section 5)</u></b>		
Standing charge (£):		
Water supply pipe size up to 20mm	£70	£70
Over 20mm up to 25mm	£117	£117
Over 25mm up to 40mm	£212	£212
Over 40mm up to 50mm	£335	£335
Over 50mm up to 75mm	£659	£659
Over 75mm up to 100mm	£1,192	£1,192
Over 100mm	£1,694	£1,694
Volumetric charge (£/m <sup>3</sup> )	1.5119	1.5119
Domestic allowance (m <sup>3</sup> per annum)	190	190
<b><u>Trade effluent tariff (see section 7)</u></b>		
(R) Reception charge (£/m <sup>3</sup> )	0.1934	0.1934
(V) Volumetric charge (£/m <sup>3</sup> )	0.2181	0.2181
(B) Biological charge (£/m <sup>3</sup> )	0.1445	0.1445
(S) Sludge charge (£/m <sup>3</sup> )	0.1684	0.1684
Standard strength combined charge (£/m <sup>3</sup> )	0.7245	0.7245
Standard strength Chemical Oxygen Demand (mg/l)	377	377
Standard strength suspended solids (mg/l)	290	290



**Figure 3 – Domestic Charges**

Description of Charge	Full Charge	2010/11 Discount
<u>Unmeasured water tariff</u>		
Variable charge (£/£000 capital value)	1.5479	100%
Charge cap (standing charge + variable charge) (£)	619.15	100%
Charge for lock-up garages (£)	3.00	100%
<u>Affordability Tariff (water):</u>		
Capital value up to and including £70,000 (£)	47.30	100%
Capital value over £70,000 up to and including £100,000 (£)	70.95	100%
Capital value over £100,00 (£)	94.60	100%
<u>Unmeasured sewerage tariff</u>		
Variable charge (£/£000 capital value)	2.0029	100%
Charge cap (standing charge + variable charge) (£)	801.14	100%
Charge for lock-up garages (£)	4.00	100%
<u>Affordability Tariff (sewerage):</u>		
Capital value up to and including £70,000 (£)	49.43	100%
Capital value over £70,000 up to and including £100,000 (£)	74.15	100%
Capital value over £100,000 (£)	98.87	100%

**Note: NIW will not issue bills to domestic customers in 2010/11. The Department for Regional Development will pay for these services on domestic customers' behalf.**

**Tankered waste disposal charges**

4.2 Only applicable to domestic customers after one free tank empty in 2010/11.  
Non-domestic customers will be charged for each empty.

**Figure 4 – Tankered Waste Disposal Charges**

Option	Service Type	Charge for 2 <sup>nd</sup> empty or non-dom
1	Septic tank desludge (includes removal and treatment of up to 4.5m <sup>3</sup> of sludge)	£67.09.
2	Package plant desludge (includes removal and treatment of up to 4.5m <sup>3</sup> of sludge)	£73.86.

3	Difficult to access septic tanks (includes the removal and treatment of up to 4.5m <sup>3</sup> of sludge)	£73.86.
4	Fast response desludge for septic tanks and package plants (includes removal and treatment of up to 4.5m <sup>3</sup> of sludge)	£109.91
5	Full tanker desludge for customers with larger tanks (includes removal and treatment of up to 9m <sup>3</sup> of sludge)	£131.27.
	Aborted visit charge as a result of erroneous customer supplied information.	£24.27.

## 5. Measured water and sewerage charges

5.1 Measured water and sewerage charges are paid by occupiers of non-domestic properties at which a water meter has been installed by NIW. There are two elements to measured water charges:

- a standing charge based on the diameter of the supply pipe serving the property; and
- a volumetric charge based on the consumption recorded on the water meter.

5.2 NIW has powers under the Water and Sewerage Services (Northern Ireland) Order 2006 to require certain categories of property to be metered. Once a meter has been installed in a non-domestic property, measured charges will be payable for the property. There is no right to revert to unmeasured charges.

### Measured water charges

5.3 The standing charges for each charging meter are determined by the diameter of the water supply pipe (there are no charges for subsidiary meters). If the size of the customers' supply pipe is not recorded and cannot be determined by the customer then NIW will assess a notional pipe size according to the size of the meter or the internal diameter of the communication pipe, whichever is the lesser. The customer will then be

charged accordingly. The table below sets out the standing charges for 2010/11.

**Figure 5 – Standing Charges for Measured Water**

<b>Supply pipe internal diameter</b>	<b>Standing charge</b>
Up to and including 20mm	£66
Over 20mm up to and including 25mm	£110
Over 25mm up to and including 40mm	£200
Over 40mm up to and including 50mm	£315
Over 50mm up to and including 75mm	£620
Over 75mm up to and including 100mm	£1,123
Over 100mm	£1,595

- 5.4 The volumetric charge will be calculated on the volume as recorded by the meter. For non-domestic customers the volume will be charged at a rate of £1.0130 per m<sup>3</sup> in addition to the standing charge.
- 5.5 Where a metered water customer pays business rates for their metered property a domestic allowance is available. The domestic allowance is subtracted from the volume as recorded by the meter, prior to calculating the volumetric charge. Existing non-domestic customers who received a domestic allowance for water supplied during 2009/10 will receive the same allowance in 2010/11. The domestic allowance for 2010/11 is 200m<sup>3</sup>.

### **Large water users**

- 5.6 Customers using in excess of 100,000m<sup>3</sup> of water per annum and who have implemented a range of water efficient practices can apply for the large user tariff.
- 5.7 The large user tariff is similar to the standard metered rate in that it is made up of a standing charge and a volumetric charge. Whilst the standing charges are the same as those that apply to the standard metered tariff, the volumetric charge is discounted for usage in bands of consumption above 100,000m<sup>3</sup> of water per annum.

**Figure 6 – Volumetric Rates for Large Water Users**

Consumption band	Discount	Volumetric rate
Annual consumption up to 100,000m <sup>3</sup>	None	1.0130
Annual consumption over 100,000 and up to 250,000m <sup>3</sup>	20%	0.8104
Annual consumption over 250,000 and up to 500,000m <sup>3</sup>	25%	0.7598
Annual consumption over 500,000m <sup>3</sup>	30%	0.7091

5.8 A customer on the large user tariff will pay the standard volumetric charge for the first 100,000m<sup>3</sup> consumption each year. The 20% discount rate will be applied to further consumption up to 250,000m<sup>3</sup>. The higher discount rates will apply to further consumption above 250,000m<sup>3</sup> and 500,000m<sup>3</sup> respectively.

5.9 Customers wishing to apply for the large user tariff should write to NIW. Eligibility will depend on consumption and on the commitment of the customer to water efficiency. This may include, but is not restricted to, the installation of water saving devices, recycling plants and a review of water efficiency by independent industry experts. The granting of a Large User Tariff shall be at the discretion of NIW and will be granted for each financial year.

**Measured sewerage charges**

5.10 The standing charge – for each charging water meter there will be an annual sewerage standing charge based on the water supply pipe size as set out in the following table.

**Figure 7 – Standing Charges for Measured Sewerage**

Supply pipe internal diameter	Standing charge
Up to and including 20mm	£70
Over 20mm up to and including 25mm	£117
Over 25mm up to and including 40mm	£212

Over 40mm up to and including 50mm	£335
Over 50mm up to and including 75mm	£659
Over 75mm up to and including 100mm	£1,192
Over 100mm	£1,694

- 5.11 The volumetric charge will be calculated on the volume of water recorded by each charging water meter, less a non return to sewer allowance for any volume not discharged to the sewer. The volume charge per m<sup>3</sup> will be £1.5119 per m<sup>3</sup> and will be charged in addition to the standing charge.
- 5.12 *Non return to sewer allowance* - The allowance will be 5% unless it has been agreed with NIW that a different allowance will be applied in respect of either:
- any further proportion of water used but not discharged to a sewer;
  - any volume subject to the trade effluent charge; or
  - any discharge to the sewer from any source not recorded on the water meter (except surface water drainage).
- 5.13 NIW may require customers to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use.
- 5.14 Measured sewerage customers who received a domestic allowance for water supplied during 2009/10 will now also receive a domestic allowance of 190m<sup>3</sup> which will be offset against their chargeable sewerage volume. A domestic allowance is available to those customers who pay business rates for their metered property.
- 5.15 Measured sewerage charges are only applied to 'domestic strength' effluent. Where a discharge to NIW's sewers comprises both domestic sewage and trade effluent, trade effluent charges are payable on that portion and measured sewerage charges on the remainder. Where there is no domestic sewage discharged, trade effluent charges alone will be payable. More details about trade effluent charges are set out in section 7.

### **Assessed charges for non-domestic customers**

5.16 Where it has been agreed with a customer that it is not possible to install a meter on a supply, NIW will offer an alternative assessed charge for water and sewerage. The assessed charge will be calculated by NIW and will have two elements:- the full unmeasured standing charge and a variable charge based on an assessment of water consumption on the property using the loading units referred to in Section 11 of this document. If the customer pays business rates for their property then a domestic allowance will be available against water and sewerage in accordance with paragraphs 5.5 and 5.14.

### **Other matters relating to metered customers**

#### Calculating bills which span the year end

5.17 Customers whose measured bills are issued after 31 March 2010 which include consumption prior to this date will be charged proportionally according to the 2009/10 and 2010/11 tariffs.

5.18 Charges will be calculated by: firstly, applying the 2009/10 tariff to the estimated use for the period up to 31 March 2010; and, secondly, by applying the 2010/11 tariffs to the remainder of the consumption. Standing charges will be applied on a pro rata basis.

#### Leakage affecting metered bills

5.19 If a leak occurs on a customer's pipework after the meter, water will be registered as consumption on the meter and a high bill for water and sewerage services may result. All water supplied through a meter for non-domestic purposes, whether consumed or lost through leakage, will be billed. The billed amount will be the measured consumption less any domestic allowances which may be appropriate (see Figure 2 on page 4).

5.20 The sewerage charges on a bill are directly linked to the volume of water billed (the sewerage element of the bill incorporates an allowance for water consumed and not returned to the sewer, the 'Non Return To Sewer' allowance is normally 5% of the volume of water supplied). Where a leak has occurred, customers can apply to have the sewerage charges on their bill adjusted to take account of the water which leaked and did not reach the

sewer, this can be requested on each occasion provided it can be demonstrated that any previous leaks were effectively repaired. The sewerage charges on the bill will be adjusted (averaged based on previous normal consumption records) for the period of the leak subject to the following conditions:-

- The leak occurred on underground pipework within the customers property
- The leak has been repaired
- There is no evidence that the leak has been caused by a customer's negligence or wilful damage

5.21 If a leak occurs within the domestic portion of a property used for both domestic and non-domestic purposes this will register as consumption on the meter. A large bill may result even though non-domestic usage (and therefore chargeable consumption) may not have increased. In these circumstances, customers can apply to have both the water and sewerage elements of the bill adjusted subject to the conditions set out above. If a leak has occurred on that section of the supply pipe for which NIW has responsibility (the portion between the meter and the property boundary) or, if the leak has occurred as a result of damage caused by NIW or NIW contractors, then both the water and sewerage elements of the bill will be averaged based on previous normal consumption records.

5.22 NIW will write to customers if the recorded consumption, according to meter readings, is significantly higher than normal. Abnormal consumption may be due to genuine usage but it may also be an indication of a leak on the supply. NIW encourages metered customers to regularly monitor consumption by reading the meter so that any leak which may occur is identified as early as possible. Further guidance on leakage and how to read the meter is available in our Code of Practice titled `Dealing with Leaks`, copies of that document can be requested from NIW or can be accessed on the NIW website (see contact details on page 2).

Issuing of bills when it has not been possible to read a meter

- 5.23 An estimated bill will be issued when it has not been possible to read a meter. The estimate will be based on past consumption at the property for the period for which the bill is issued.
- 5.24 Customers receiving an estimated bill may read their meters and either return the bill with their reading written on it or telephone NIW within 7 days of receiving the estimated bill. A replacement bill based on the customer's reading will be issued, normally within 10 days.

Queries over the accuracy of a meter

- 5.25 A customer who believes the meter supplying their property is faulty may require NIW to test the accuracy of a meter. A charge will be levied for this test for a screw in meter within a boundary box, although NIW will perform a check on the meter before carrying out this test that will not be chargeable. See **Figure 8** below for charges per size of meter. For bulk meters any additional excavation and reinstatement costs may also be charged. All fees will be reimbursed should the test show that the meter is incorrectly recording use.
- 5.26 If a customer wishes to request that an accuracy test be carried out on their meter, they are asked to contact NIW, the problem will be discussed and NIW will advise the customer of the costs. Upon receipt of payment NIW will arrange for the meter to be replaced and the original meter tested. The customer will be advised of the results of the test as soon as they are available. The charge for testing will be retained by NIW if the test demonstrates that the meter was working correctly. If the meter fails the test the fee will be refunded. A meter which has been in service is considered to be recording with acceptable accuracy if the test is within +/- 5%.
- 5.27 If the meter is found to have been over-recording or under-recording use NIW will normally adjust the last two bills (unless it can be shown that the meter became faulty at a later date) by applying the test results to the previously recorded consumption. If the last two bills have been based on estimated readings the charges will be amended on the basis of retrospective



application of current consumption determined from meter readings taken by NIW from the replacement meter.

**Figure 8 - Cost Matrix for the Removal and Testing of Consumer Meters**

<b>Size of Meter</b>	<b>Cost</b>
15mm	£85.00
20mm	£85.00
25mm	£95.00
30mm	£95.00
40mm	£105.00
50mm	£115.00
80mm	£125.00
100mm	£181.00
150mm	£201.00
200mm	£945.00
250mm	£1,005.00
300mm	£1,055.00

## **6. Unmeasured water and sewerage charges.**

6.1 Unmeasured charges for water and sewerage services are paid by non-domestic customers who are occupying properties connected to the watermain and public sewer but who are not being billed for measured charges. An ongoing programme of metering in the non-domestic sector will see increasing numbers of these customers metered.

6.2 There are two elements to both the water and sewerage charge:

- a standing charge applied to all unmeasured properties; and
- a variable charge based on the property valuation.

6.3 For non-domestic properties the property valuation is the Net Annual Valuation (NAV) assigned to the premises in the Land and Property Services (LPS) Non-Domestic Net Annual Value List. Customers who wish to enquire about their property valuation should contact LPS on 101 or 02891 513101.

6.4 As a result of the decision to defer domestic charges in full for 2010/11, the domestic allowance will be retained in full for eligible metered water customers. As it is not possible to offer a volumetric domestic allowance to

unmeasured customers, unmeasured water and sewerage charges will continue to be billed at half the full charge.

### **Unmeasured water charges**

- 6.5 The standing charge will be an annual charge of £26.01 applied to all chargeable unmeasured non-domestic properties.
- 6.6 The variable charge will be £10.00 per £1,000 of the chargeable net annual valuation of a non-domestic property.
- 6.7 There will be a cap on unmeasured water charges of £415 (i.e. the total charge payable – standing charge plus variable charge – will be limited by the cap).
- 6.8 Where an animal drinking trough system is unmeasured, or where it is not possible to install a meter, an unmeasured charge will be applied.

### **Unmeasured sewerage charges**

- 6.9 The standing charge will be an annual charge of £34.22 per chargeable property for non-domestic properties.
- 6.10 The variable charge will be £12.88 per £1,000 of the chargeable net annual valuation of a non-domestic property.
- 6.11 There will be a cap on unmeasured sewerage charges of £415 (i.e. the total charge payable – standing charge plus variable charge – will be limited by the cap).

## **7. Trade effluent charges**

- 7.1 Trade effluent is defined as “any liquid, either with or without particles of matter in suspension in the liquid, which is wholly or in part produced in the course of any trade or industry carried on at trade premises”, but does not include domestic sewage.
- 7.2 A customer requires the consent of NIW to discharge any trade effluent to a company owned sewer. Failure to obtain permission before discharging trade effluent is a criminal offence and is punishable on conviction to a fine not exceeding the statutory maximum and on indictment to an unlimited fine.

7.3 Any customer who considers that the material which they wish to discharge could be considered to be trade effluent should contact NIW on the Billing line 08458 770030 or text phone 08457 023206. NIW will arrange for one of its trade effluent officers to visit the customer and discuss:

- the nature of the discharge;
- the charging regime;
- any other terms and conditions NIW will wish to apply to the individual discharge; and
- whether the discharge falls within the definition of “special category effluent” for which NIW would have to refer the application to discharge to the Department of the Environment.

### Calculating trade effluent charges

7.4 Trade effluent charges are payable in addition to the sewerage and sewage disposal charges. A new discharger of trade effluent will be liable to pay charges from the date of consent of the discharge. Where there is no domestic sewage discharged, trade effluent charges alone will be payable.

7.5 Trade effluent charges will be calculated using a formula agreed between the water industry and the Confederation of British Industry (the Mogden Formula). Unless otherwise stipulated in the consent, monitoring and sampling costs will be included in the annual trade effluent charges calculated in line with the formula.

The formula is:  $C = R + V + (O_t/O_s)B + (S_t/S_s)S$

- **C** is the unit charge in pence per cubic metre for the trade effluent discharge.
- **R** is the unit cost in pence per cubic metre of reception and conveyance of sewage.
- **V** is the unit cost in pence per cubic metre of the volumetric and primary treatment of sewage treated and disposed of in sewage treatment works.
- **O<sub>t</sub>** is the chemical oxygen demand in mg/l of the trade effluent after 1 hour quiescent settlement at pH7.

- $O_s$  is the chemical oxygen demand in mg/l of the settled sewage – standard strength.
- $B$  is the unit cost in pence per cubic metre of the biological oxidation treatment of settled sewage.
- $S_t$  is the total suspended solids in mg/l of the trade effluent at pH 7.
- $S_s$  is the total suspended solids in mg/l of crude sewage – standard strength.
- $S$  is the unit cost in pence per cubic metre of treatment and disposal of primary sludge.

7.6 The standard unit costs in the Mogden Formula for the 2010/11 charging year will be as follows (per cubic metre):

**Figure 9 – Standard Unit Costs in Mogden Formula 2010/11**

	<b>Charge (£/m<sup>3</sup>)</b>
<b>R</b> Reception and conveyance	0.1934
<b>V</b> Volumetric treatment	0.2181
<b>B</b> Biological treatment	0.1445
<b>S</b> Treatment and disposal of primary sludges	0.1684
<b>Standard Unit Cost</b>	0.7245

7.7 For standard strengths in the Mogden Formula, those strengths will be:

$O_s$  Settled Chemical Oxygen Demand: 377mg/l

$S_s$  Suspended solids: 290mg/l

7.8 Where the annual discharge volume is 5,000m<sup>3</sup> or greater, the effluent will be sampled for billing purposes. Where the annual discharge volume is less than 5,000m<sup>3</sup>, it may, depending on the nature of the trade process and the variability of the effluent, be assumed to be of standard strength and charged at the standard rate. However, where a discharger can demonstrate that the effluent is below standard sewage strength, it will be sampled and a lower charge applied if appropriate. Conversely, if it is suspected that the discharge

is above standard sewage strength and this is confirmed from samples, charges will be based on actual strength.

7.9 NIW reserves the right to apply standard strength values for industries in the same sector, in calculating Trade Effluent Charges. NIW will determine standard strength through sampling a range of dischargers in a sector.

#### **Capital contribution – abatement of trade effluent charges**

7.10 When an Occupier makes a capital contribution, charges shall be abated for the first 5 years, subject to an overriding maximum abatement, in any one year, of 10% of the amount paid by the Occupier towards the capital cost.

#### **Agreement to discharge tankered trade effluent to a wastewater treatment works**

7.11 The amount due to NIW for any charging period will be calculated in accordance with the Mogden Formula given in the Schedule to the accompanying Agreement less the conveyance fraction of **R**. This fraction is usually set at 50%.

#### **Further matters relating to trade effluent consents**

7.12 Where a customer makes an application for a new trade effluent consent and subsequently withdraws the application, NIW reserves the right to recover from that customer any costs it has incurred (including analysis, sampling and inspection costs) in connection with the original application.

7.13 NIW may issue consent to discharge trade effluent. This consent may have conditions stipulated such as:

- the sewer or sewers into which the trade effluent may be discharged;
- the nature, temperature or composition of the trade effluent which may be discharged;
- the maximum quantity of trade effluent which may be discharged on any one day, either generally or into a particular sewer; and
- the highest rate at which trade effluent may be discharged, either generally or into a particular sewer.

7.14 Additionally requirements for any of the following conditions may be stipulated in the consent:

- the period or periods of the day during which the trade effluent may be discharged;
- the exclusion from the trade effluent of all condensing water;
- the pH of the trade effluent at the time when it is discharged;
- the payment for the reception and disposal of the trade effluent;
- provision and maintenance of sampling facilities;
- provision, location, testing and maintenance of such meters as may be required to measure the volume and rate of discharge of any trade effluent;
- provision, testing and maintenance of apparatus for determining the nature, temperature and composition of any trade effluent being discharged;
- the keeping of records of the volume, rate of discharge, nature, temperature and composition of any trade effluent being discharged and, in particular, the keeping of records of readings of meters and other recording apparatus; and
- the making of returns and giving of other information to NIW concerning the volume, rate of discharge, nature, temperature and composition of any trade effluent discharged.

7.15 Conditions will be applied on an individual basis.

7.16 The consent will also include the arrangements for determining the volume of discharge which will be treated as domestic sewage. This determination is based on allowances for domestic discharge depending on such factors as the number of employees and the presence of a canteen on site. A customer may appeal to the NIAUR against any condition imposed.

7.17 Unless the effluent is classified as special category effluent, NIW has to give a decision within two months from the date of receipt of the initial application to

discharge. Applications for special category effluent are submitted by NIW to Department of Environment.

7.18 NIAUR has powers to:

- give a consent for a discharge either unconditionally or subject to such conditions as it thinks fit;
- change or annul conditions attached to a consent (including powers to require a stronger condition);
- include provision as to charges which may be made in pursuance of any condition attached to a consent for any period before the determination of the appeal; and
- direct that the trade effluent in question shall not be discharged until a specified date.

7.19 Contact details for NIAUR are as follows;

Queen's House  
14 Queen Street  
Belfast  
BT1 6ED  
Telephone 028 9031 1575  
[www.niaur.gov.uk](http://www.niaur.gov.uk)

## 8. Disposal of tankered waste

- 8.1 NIW will provide a discretionary service for the disposal of tankered waste. Each domestic customer will be entitled to one free tank empty in the 2010/11 year. If septic tank serves more than one domestic property, one load will be removed free of charge per property served. Non-domestic customers and subsequent requests for collection and treatment of sewage of a domestic nature (e.g. septic tanks, domestic treatment plants and cesspools) will be charged as follows:

**Figure 10 – Charges for Disposal of Tankered Waste**

Option	Service Type	Charge for 2 <sup>nd</sup> empty or non-dom
1	Septic tank desludge (includes removal and treatment of up to 4.5m <sup>3</sup> of sludge)	£67.09.
2	Package plant desludge (includes removal and treatment of up to 4.5m <sup>3</sup> of sludge) – see also <b>Note 1</b> below.	£73.86.
3	Difficult to access septic tanks (includes the removal and treatment of up to 4.5m <sup>3</sup> of sludge) – see also <b>Note 2</b> below	£73.86
4	Fast response desludge for septic tanks and package plants (includes removal and treatment of up to 4.5m <sup>3</sup> of sludge)	£109.91
5	Full tanker desludge for customers with larger tanks (includes removal and treatment of up to 9m <sup>3</sup> of sludge)	£131.27
	Aborted visit charge as a result of erroneous customer supplied information.	£24.27



**Note 1:** a package plant is a private domestic sewage treatment plant which contains moving parts and is powered by an electrical motor.

**Note 2:** difficult access is where a tanker (18 tonne) vehicle cannot get to within 30m of the septic tank and park on a hardstand suitable of supporting the weight of the vehicle. Gates to properties need to be at least 3.5m wide to allow the vehicle access to the site. NIW will charge £24.27 if a visit has to be aborted (e.g. due to problems with access to a property).

- 8.2 NIW aims to respond to option 1, 2, 3 and 5 requests within 12 working days from the date of the request. NIW aims to respond to option 4 requests within 1 working day from the date of the request.
- 8.3 NIW is required under the Waste and Contaminated Land (NI) Order 1997, the Waste Management Licensing Regulations (NI) 2003 and the Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations (NI) 1999 to verify the nature and source of any tankered waste water and reserves the right to refuse to accept any discharge and / or to charge the appropriate charge, at its discretion, dependent upon the quality of the information provided by the discharger.

## **9. How to pay your bill**

9.1 NIW offers a range of payment plans for unmeasured and measured customers. Customers can make payment through the following channels:

- By Direct Debit;
- At any bank or building society or via their bank or building society internet or telebanking facilities. Free in all branches of Northern Bank, charges may be applied by other banks or building societies;
- At Post Offices – charges may be applied by the Post Office;
- Postal payments by cheque;
- Credit / debit card payments by phoning the Billing line on 08458 770030;
- BACS; or
- Web self service.

### **Payment of measured water, sewerage and trade effluent charges**

9.2 Measured charges are payable in arrears and unless a customer has agreed a different payment arrangement with NIW, they are payable on receipt of the bill.

9.3 Metered bills are usually issued every six months, larger metered water customers are billed each month. NIW aims to base each bill on a meter reading but may issue a bill based on an estimate. Details of when an individual meter is due to be read are issued to customers when they have a meter installed or move to a metered property.

9.4 NIW reserves the right to read meters and issue bills on a more frequent basis. In such circumstances written notice will be sent to customers at least one month in advance.

9.5 NIW operates a special Meter Payment Plan for metered customers. Under the plan customers agree to pay a fixed amount each month. At the end of each year NIW will review the account and make any adjustments to the required monthly payment if water use has changed and the amount being

paid is too high or too low. Customers can contact NIW to review their plan. Contact details are provided in section 2.

- 9.6 If the account is in credit, customers can choose to have the over-payment refunded or carried forward to reduce next year's payments. If not enough has been paid, the customer can choose to clear the outstanding amount or have the debt added to the following year's bill and monthly payments re-set to repay the outstanding balance over the next 12 months.
- 9.7 Fortnightly or weekly plans for paying metered charges are available on request. Monthly, fortnightly and weekly plans are also available for re-paying any arrears of metered charges, subject to agreement with NIW, and for the assessed volume charge.
- 9.8 For frequent payment plans customers should call the Accounts Helpline on 08458 770050 to discuss their requirements and to agree suitable plans. We will always require a payment plan to be set at a level which clears the current year's charges by the end of the annual billing period. However, if there are arrears on the account we may be able to agree a longer period of time to clear these to make instalments more manageable.

### **Payment of unmeasured water and sewerage charges**

- 9.9 Unless a customer has agreed a different payment arrangement with NIW, unmeasured charges are payable in full 28 days from the date of the bill.
- 9.10 NIW offers a range of payment plans for unmeasured customers:
- Payment by two instalments on 1st May and 1st October;
  - Payment by a maximum of 10 instalments between April and January (if a customer asks to use this option after April, the charges due will be spread equally on a monthly basis so that they are settled by the end of the annual billing period). Payment is due on the first of the month; and
  - Payment by 12 instalments is available on request.
- 9.11 For frequent payment plans customers should call the Accounts Helpline on 08458 770050 to discuss their requirements and to agree suitable plans.

- 9.12 Where a customer has agreed a plan to pay a full year's unmeasured charges by a number of instalments and subsequently fails to pay one or more instalments, the balance of annual charges will become payable immediately and NIW reserves the right to take recovery action in respect of all unpaid charges unless an alternative payment plan is agreed with NIW.

#### **Failure to pay charges when they are due**

- 9.13 Customers will be allowed 14 days to pay their bill, at which point a recovery notice will be sent. Each recovery notice will set out what will happen and when action will be taken if the customer fails to respond.
- 9.14 Where water is supplied solely to a non-domestic property, after a reminder NIW will send a notice that it intends to disconnect the water supply if the debt is not paid. If payment is still not made or the customer does not contact NIW to agree a payment plan, the supply may be disconnected. A court claim may then be issued to recover the outstanding debt if the customer does not contact NIW to make a payment. Full payment of the arrears and a reconnection fee (see section 12) can be made to reconnect the supply. In some circumstances, payment of a significant proportion of the outstanding debt and an agreed plan to clear the remaining arrears, in addition to the reconnection fee, will be accepted to reconnect the supply.

#### **Other payment matters**

- 9.15 Bills are issued and paid in £ Sterling. Non-domestic customers whose trade is based in the Republic of Ireland will be billed in Sterling and be expected to pay in Sterling. If any customer does pay in any other currency, it will be converted into Sterling with any bank charges and currency fluctuation adjustments being made to the customers account. NIW is unable to facilitate Direct Debits in any currency other than Sterling.

## 10. Liability to pay charges

- 10.1 Water charges are payable for a property if a supply of water is available for use in connection with that property. Sewerage charges are payable for a property where the property drains either directly or indirectly to a public sewer for which NIW is responsible.
- 10.2 Unless there is an agreement between NIW and somebody else to pay charges for a property, the occupier of the property is liable to pay the charges. In the case of a tenanted property it is not sufficient for there to be a clause in the tenancy agreement that the landlord will pay the charges: the landlord must have confirmed in writing to NIW that they will pay the due charges.
- 10.3 NIW has no legal right to recover charges from anybody other than the occupier of a property except where provision is made by any agreement to which NIW is a party. It is still possible for a person to make a new agreement to pay water and sewerage charges for premises which they do not occupy.

### Who is the “occupier of a property”?

- 10.4 The term “occupier of a property” means, in addition to any person in actual occupation of a property or to whom NIW provides services to in relation to a property, any person who:
- maintains an existing or newly constructed property in a condition such that it can be more readily put to use for its intended purpose;
  - maintains for residential accommodation a property which does not include exclusive occupation of one or more facilities for cooking, washing or sanitation (such as bedsits, holiday or student hostels, or other accommodation for short term accommodation or letting);
  - has sufficient control over the property to owe a duty of care towards those who come lawfully onto any part of that property; or
  - is the occupier for the purpose of holding a licence to sell alcoholic drinks.

### **Liability for charges for unoccupied properties**

- 10.5 Where a customer is liable to pay unmeasured water and sewerage charges, the charges are payable where a furnished property is connected to water and sewerage services regardless of whether or not services are actually used.
- 10.6 Where a property for which unmeasured charges are payable is both unoccupied and unfurnished and no refurbishment work is being undertaken on the property, NIW will not charge water and sewerage charges on the property from date of notification subject to agreement by NIW. A small amount of furnishings may be left in the property for security purposes but furnishings which make the property habitable will lead to the property being deemed to be furnished and full charges will be payable.
- 10.7 Properties which are declared to be unoccupied and unfurnished and no refurbishment work is being undertaken may be checked at least twice a year.
- 10.8 A customer wishing to leave an unoccupied property furnished for which unmeasured charges are payable, or the owner of such a property undergoing refurbishment, may opt to have the water supply temporarily disconnected by NIW. Following disconnection there will be no charges for the provision of water but there will be a charge for reconnection. Reconnection charges are detailed in **Figure 18** in section 12.
- 10.9 Where a metered property is unoccupied and unfurnished or furnished and no water is being recorded by the meter, only the measured water and sewerage standing charges will be payable. The customer may opt to have the water supply temporarily disconnected to reduce the charges to which they will be liable.

### **Liability for charges on change of occupancy**

- 10.10 The occupier is responsible for notifying NIW of any change in occupation status. Our customer contact details are outlined in section 2.
- 10.11 If a customer fails to provide at least two working days notice that they are vacating the property, that customer will continue to be liable for charges until the date of whichever of the following occurs first:

- where the customer informs NIW of their vacating the property less than two working days before, or at any time after they cease to occupy it, the 28th day after NIW is informed;
- the day on which the meter would normally have been read in order for the amount of the charges to be determined; or
- the day on which any other person informs NIW that they have become the new occupier of the property.

10.12 Where a measured customer telephones NIW to notify it on the day of their vacating, NIW will close a meter account on the basis of a meter reading provided by the customer. If the customer is unable to provide a reading and is agreeable to closing and settling their account on the basis of an estimated closing bill provided by NIW, the account will be closed using that estimate.

10.13 Where an occupier of a property who is liable to pay measured charges vacates the property without notifying NIW and a new occupier takes up residence also without notifying NIW, once NIW becomes aware of the new occupier it will take meter readings to establish average daily use. This average daily use will then be used to calculate charges due from the new occupier between the date they occupied the property and date of the first meter reading taken by NIW.

#### **Other matters regarding liability to pay charges**

10.14 Liability for charges for Conjoined Buildings – If a person occupies more than one separately rated building or part of a building and has access between them other than by a highway (road), NIW will agree to add the relevant capital values together and bill the property on a single value basis (so that the occupier pays only one set of standing charges) but NOT if there are two separate supplies.

10.15 Shared supply - For both measured and unmeasured water charges, the fact that a property might receive its water through a shared private service pipe does not affect liability to pay the standing charge in full and no reduction will be made to the standing charge.

10.16 Private sewers – for both unmeasured and measured sewerage charges, the fact that a property might drain to a public sewer via an intermediary private sewer for which the occupier is wholly or jointly responsible does not entitle the occupier to any reduction in the standard sewerage charges.

**Liability for charges when the person responsible for payment applies for bankruptcy**

10.17 Where an Order for Bankruptcy has been made in respect of a person liable to pay water and sewerage charges and that person remains resident in the property for which a debt for water and sewerage charges was subject to the Order for Bankruptcy, that debt will be limited to charges outstanding up to the date of the Order for Bankruptcy. Any charges outstanding in respect of the current financial year will be apportioned on a daily basis up to, and including, the date of the Order for Bankruptcy. Any charges for services provided after the Order for Bankruptcy shall become due on the next day of occupation after the Order for Bankruptcy and will be payable by the person responsible for the payment of water and sewerage charges in respect of the property in question on the same terms as to payment as would apply had the property been newly occupied on that day.



## 11. Getting connected to the watermain or sewer

- 11.1 When a property is connected to NIW's mains for the first time, the customer pays for the specific costs associated with making the connection. Costs include the connection cost, and a water infrastructure charge. If connecting to the sewerage network, a separate sewerage infrastructure charge will also be payable. A water meter will be installed on new connections in accordance with legislative requirements. The water meter remains the property of NIW. Where a water meter is installed on a new non-domestic connection the metered tariff will apply.
- 11.2 A connection charge is payable in advance for the work involved in connecting a property to the public water main or sewer. Persons requiring a connection should assess the method best suited to their requirements by which they obtain a water connection, and may apply for either:
- (a) a connection only;
  - (b) a full service connection and all associated trenchwork, pipework and reinstatement; or
  - (c) a mains connection, e.g. large diameter water supply connection or a connection to a trunk sewer.
- 11.3 This can be done by contacting NIW using one of the methods highlighted below;

**Figure 11 – NIW Contact Details**

Contact Details	
Telephone number	Waterline 08457 440088 (24 hours) Or Developers Services 08458 770002
Text phone	0845 7023206
Email	<a href="mailto:waterline@niwater.com">waterline@niwater.com</a>

Address	PO Box 1026, Belfast BT1 9DJ
Lines Open	24 Hours

### **Making a connection to a public watermain or sewer**

11.4 In line with Roads Authority (DRD Roads Service) legislation, NIW is the approved licensed Utility for the installation of water and sewer apparatus in the public verge, footway and carriageway. This includes responsibility for opening, closing and reinstatement of public property for making connections to public water mains. Persons who can obtain a Street Works accreditation from DRD Roads Service may also open the public verge / footpath / carriageway.

### **Water connection only**

11.5 Where the Street Works Licence requirements do not apply i.e. on private property or unadopted streets NIW will undertake the physical mains connection only, including tapping the water main, laying the service communication pipe, installation of the boundary box and fitting the water meter. The charge will be £217. The charge relates to pipes up to an external diameter of 32mm. Connection charges are payable in advance. The applicant is responsible for obtaining third party land approval and providing written evidence of same to NIW.

11.6 A standard connection is one which meets the following criteria:

- the external diameter of the pipe connecting to the main does not exceed 32mm;
- the service supply between the water main and the boundary box is 10m or less;
- the trench in which the service supply pipe is laid should not be less than 0.5 metre in width;
- the opening does not encroach a public verge / footpath / carriageway; and

- is carried out during normal hours between 8.00 am and 4.30 pm.  
Monday through to Friday.

11.7 Charges based on the cost of the work are applied for non-standard connections greater than 32mm external diameter.

11.8 Where NIW attends and is unable to complete the connection because the site is not ready an aborted visit charge of £95 will be charged.

### **Full service pipe connection**

11.9 Where a developer / house-builder requisitions a full service connection, all costs incurred in the laying of the communication pipe as is necessary for the purpose of making the connection between the water main and the boundary box shall be recovered. Connection includes tapping, install communication pipe, boundary box and up to 10m of service pipe, complete with excavation backfill reinstatement. Charges will be as follows:

### **Connection to sewers**

11.10 Customers have two options when connecting to the public sewer.:

- (a) Standard connection relates to all connections to the public sewer which do not encroach on public property. The work is carried out by the customer but supervised by NIW. A standard inspection charge is payable in advance in respect of all connections to the public sewer supervised by NIW. The standard charge assumes materials are supplied and excavations made by the applicant and applies only to connections involving a pipe diameter up to 150mm to a single property. Where the standard charge does not apply the charge will be based on the cost of the work. Any subsequent re-inspections will be charged at the same rate. Note: If a sewer connection does encroach on public verge footpath or carriageway all excavation and reinstatement must be carried out by NIW in line with Roads Service Legislation. In such cases charges will be based on the cost of the work.
- (b) NIW carryout a full service sewer connection, including all associated trenchwork, pipework, and reinstatement involved in connecting a lateral drain to a public sewer. The customer will be charged the full cost of all work carried

out. Customers will be required to pay an application fee in advance, which will be deducted from the final bill.

11.11 Where NIW attends the site to carry out such work but the site is not ready, an aborted visit charge of £95 will be levied.

11.12 Summary of Connection Charges

**Figure 12 – Water**

Table of Connection			
Standard Connection	£ per Connection		
Includes connections that are up to 25mm nominal diameter (32mm external diameter) NI Water will make the tapping to the public water main, provide the communication pipe and boundary box and connect to the customer's service supply pipe.	£217		
Non-Standard Connection			
Full Service Pipe Connections	Verge /Unmade Ground	Up to 5m from site boundary in all surfaces	Up to 10m from site boundary in all surfaces
Band – A Standard connections to mains in public areas that are 100mm diameter or less	£540	£716	£835
Band – B Standard connections to mains in public areas that are 101mm and up to 225mm diameter	£556	£730	£850
Bands – A&B Additional cost per metre run up to 20m	£16/m	£30/m	£30/m
Band – C Standard connections to mains in public areas that are 250mm diameter or greater	At cost	At cost	At cost
Band – D Non-standard connections i.e. greater than 25mm diameter including mains connections / tie-ins	At cost	At cost	At cost
Application fee payable in advance, for full service pipe connections in Band C and Band D, which will be deducted from the final bill	£257	£257	£257
Aborted connection charge	£95	£95	£95

**Figure 13 – Sewers**

Type of Connection	£ per Connection
<b>Standard Connection</b>	
<b>Inspection fee</b> Applicant carries out all excavation, backfill and reinstatement for approved connection to the public sewer. Note: if this work is in public property the applicant must comply with the Street Works Legislation	£107
<b>Full Service Pipe Connections</b>	
NI Water will carry out all associated excavation, trench works, pipe work and reinstatement in accordance with Street Works Legislation.	At cost
Application fee payable in advance, for full service pipe connection, which will be deducted from the final bill.	£257
Aborted inspection charge	£95

**Infrastructure charges**

11.13 Infrastructure charges are levied for the initial connection of premises to a water supply or to a public sewer for domestic purposes. They relate to the additional capital expenditure costs incurred by an undertaker in extending the network of reservoirs, mains, sewers and treatment works, and developing other resources, to provide capacity for new customers.

11.14 For the purposes of both a water and sewerage infrastructure charge, a connection is defined as:

- the point in time at which a property is physically connected to a water or sewer main owned by NIW;

- where a building supply has been provided, the point at which the supply changes to one for domestic purposes;
- for sewerage only, where no water supply is taken from a statutory water undertaker, the point at which the property is physically connected to sewer owned by NIW.

**Figure 14 – Infrastructure Charges**

Water infrastructure charge	£264 per connection
Sewerage infrastructure charge	£264 per connection

Application of the charges

11.15 NIW will provide an approval letter following preliminary survey which will state the amount due for infrastructure charges and connection fees.

11.16 The infrastructure charge will be payable on a property which comprises a unit capable of separate occupation on the first occasion that it is connected directly or indirectly to a water main or a public sewer for domestic purposes. This does not mean that it is only payable on houses. It is payable where water will be used for domestic purposes, that is drinking, washing, cooking, central heating, and sanitary purposes.

11.17 For the purposes of this charge every building or part of a building will be treated as a unit capable of separate occupation and liable to a separate infrastructure charge if:

- In the case of a dwelling:
  - i. it is used or will be used as a separate dwelling; or
  - ii. it includes separate facilities for sleeping, washing, cooking and a WC.
- In any other case, it has its own connection to a water supply or sewerage service and is in fact capable of separate occupation.

11.18 Except where detailed below under “non-standard cases” the standard amounts of the charges will be payable for each unit connecting to NIW’s mains and/or sewers.

Liability to pay the charge

11.19 The charge is payable by the person requesting a connection to NIW’s water mains and/or sewers.

11.20 Where no application for a water supply or sewerage service is received or where NIW is unable to recover the charge from the person who requested the connection, the charge will be payable by the person who has the benefit of the new supply or service on the charge becoming payable.

Payment of the charges

11.21 In the case of a new property the infrastructure charge is payable upon connection unless NIW has agreed alternative payment arrangements with the customer concerned. A customer wishing to agree alternative payment arrangements should contact NIW on receipt of a connection approval letter. Our contact details are outlined in section 2. Once agreed, NIW will confirm the arrangements in writing to the customer.

11.22 For existing properties which are occupied at the time a connection is required, either payment in full shall be made within six months of the connection or payment may be made in equal annual instalments up to a maximum of twelve including interest at 5.25% per annum.

11.23 In non-standard cases where payment is agreed under a Common Billing Agreement where either: (a) a person who has received a demand or undertaken to pay a water and / or sewerage charge in respect of two or more household premises subject to a Common Billing Agreement fails to pay such a charge within 14 days of the date of connection; or (b) a Common Billing Agreement is terminated otherwise than in accordance with its terms by the person who has undertaken to pay charges under it, that person shall pay to NIW and NIW will recover from that person the standard amount in respect of each such household premises connected.

Non-standard cases

11.24 There are a number of situations where the infrastructure charges due for a development will not be calculated by simply adding together the relevant number of standard amounts for each unit.

*Buildings where there is a Common Billing Agreement*

11.25 Where a building is made up of a number of self-contained units and their future occupiers will not be billed by NIW for water and sewerage services but the bill will be paid by a third party (a Common Billing Agreement), the infrastructure charge will be calculated by reference to the water using appliances in the building. The table below details the "Loading Units" for various water using appliances.

11.26 The infrastructure charge will be calculated by adding together all the loading units for all the appliances in the building: dividing this figure by 24; and then dividing the resulting figure by the total number of self-contained units to which the Common Billing Agreement Applies. This will produce a figure called the "Relevant Multiplier" which will be multiplied by the standard infrastructure charge to determine the total infrastructure charge payable.

*Buildings which do not consist of a house and which are supplied by a service pipe with an internal diameter greater than 15mm*

11.27 In this case the infrastructure charges due will again be calculated by reference to the water using appliances installed in them using the Loading Units in the table below. The infrastructure charge will be calculated by adding together all the loading units for all the appliances in the building and dividing this figure by 24 to produce the relevant multiplier. If this figure is less than 1, the relevant multiplier will be 1.

11.28 The relevant multiplier figure will then be multiplied by the standard infrastructure amount to determine the charges due.



**Figure 15 – Table of Nationally Agreed Loading Units for Water Fittings**

Water Fitting (See Note 1)	Loading Units
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath (tap nominal size 20mm)	10
Bath (tap nominal size larger than 20mm)	22
Shower	3
Sink (tap nominal size 15mm)	3
Sink (tap nominal size larger than 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 LU's per house) (See Note 2)	3
Communal or commercial appliance	10
Any other water fitting or outlet (including a tap – but excluding a urinal or water softener)	3

**Note 1** Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.

**Note 2** In any calculation of the total Loading Units for a property, a minimum of six Loading Units will be included in respect of each house for domestic appliances whether or not the house has any such appliances. The only exception to this will be in the case of any house where neither a washing machine nor a dishwasher can be provided and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance in the house.

*Development or redevelopment of sites formerly connected to water and sewerage services*

- 11.29 Where a site is developed or redeveloped (including conversions or subdivisions of buildings) the number of infrastructure charges payable will be the total number of units with connections to water and / or sewerage services after development, minus the maximum number of properties which had connections to water and / or sewerage services at any time in the five years before redevelopment began. The credited properties are known as off-sets. Requests for off-sets must be clearly stated in writing at time of application, identifying the total number of connections applied for and which sites are requested to be off-set.
- 11.30 Where a site to be redeveloped consists of a large single non-domestic complex – such as a hospital or hotel – and which had a metered connection, NIW will take account of demand on services of the original use of the site in the five years before redevelopment began when calculating infrastructure charges (note – where part of a site only has been sold for redevelopment, the continuing water use at that part of the site not being redeveloped will be taken into account when calculating the infrastructure charges due).
- 11.31 It will do this by dividing the maximum consumption recorded by the meter in any of the five financial years prior to development by the average domestic household consumption in NIW's area. This will produce the number of off-sets which NIW will set against the infrastructure charges due.
- 11.32 In cases where infrastructure charge liability is calculated using the relevant multiplier principle referred to above, any off-sets due will be set against the total number of infrastructure charges which have been deemed payable using the relevant multiplier principle.
- 11.33 Note – where a large single non-domestic site is redeveloped which did not previously have metered connections NIW will be unable to use demand as a basis for calculating infrastructure charges. Charges will be calculated on the basis of the maximum number of properties in use on the site in the 5 years prior to redevelopment.

11.34 In certain circumstances an assessment of the demand on the infrastructure in the 5 years prior to redevelopment compared to after redevelopment of an unmeasured property may be taken into account if such an assessment is possible.

### **Requisitions**

11.36 Extensions to the public water main or sewer network may be provided by NIW on receipt of a Requisition Notice from the owner or occupier of any premises in the locality provided that the Company's conditions as met. This includes agreement on the point of connection and where applicable the payment of the requisitions costs of providing that main or sewer by the persons making the request.

11.37 In responding to a request, NIW will provide a costing for the work. The costs of the work will include, among other things, the reasonable cost of design, labour, plant, materials, supervision and administration. They may also include, the costs of all pipes, tanks, service reservoirs and pumping works as it is necessary to provide in consequence of the new main or sewer, and a proportion of the cost of mains or sewers which have already been laid in the previous 12 years, but were oversized in anticipation of further demand. In calculating the cost to be taken by the person making the requisition NIW will contribute a reasonable cost allowance in respect of supplies of water to premises or drainage of premises for domestic purposes. The following table shows the reasonable cost allowance that would apply for each domestic property. The reasonable cost allowance to be applied to other supplies of water or drainage for domestic purposes will be calculated on an individual basis.

11.38 Different allowances are in operation for properties constructed before 1 January 2000 (which have not previously been connected to mains water or the public sewer). Any properties constructed before this would be deemed to be existing and subject to the existing cost allowance.

**Figure 16 - Requisitions**

<b>Requisition</b>	<b>New properties (Post 1 January 2000)</b>	<b>Existing properties (Pre 1 January 2000)</b>
Water main	£1,588	£10,000.
Sewer	£2,137	£4,000

Disputes

11.39 Any dispute about the decision of NIW in response to a requisition notice may be referred to the relevant Authority, contact details as follows;

Consumer Council for Northern Ireland  
Elizabeth House  
116 Hollywood Road  
Belfast  
BT4 1NY  
Telephone 08001 216022  
[www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

## 12. Other standard charges

### Standpipe hire

- 12.1 It is an offence to take water from a hydrant by any means other than a licensed approved standpipe obtained from NIW. Using water from a hydrant by any other means could lead to prosecution and a maximum financial penalty of £1,000 per occasion.
- 12.2 Portable hydrant standpipes for use on specified designated hydrants are available for hire at the discretion of NIW. The standard standpipe size will be 25mm and the hire will be subject to a refundable deposit of £200. Water used through a portable standpipe will be charged on a rental and assessed consumption basis. Charges will be payable in advance.
- 12.3 Portable standpipes for making a temporary connection to the public water main system may be obtained by submitting a completed application form that can be requested from NIW through the Waterline number (08457 440088), from the Standpipe Rental Desk (08458 770002) or downloaded from [www.niwater.com/standpipereental](http://www.niwater.com/standpipereental).

#### *Rental charges – standard standpipes 25mm diameter*

- 12.4 Term hire – for a minimum period of one week and a maximum period of 12 months the charge will be £54.27 for the first week and charged on a weekly basis thereafter at a rate of £10.80 per each additional working week.

#### *Rental charges – standpipes 65mm diameter*

- 12.5 Term hire – for a minimum period of one week and a maximum period of 12 months the charge will £54.27 for the first week and charged thereafter at a weekly rate (minimum £25 per week) agreed with NIW depending on the purpose and nature of the usage per working day.

### Building water

- 12.6 Where a water connection is required for the supply of water to a temporary building site, a fixed charge of £42 is payable upon connection. For large or long-term building sites NIW reserves the right to apply a measured charge, whether to be based upon recorded or estimated usage, of £1.0130 per cubic metre.

### Provision of information including maps

12.7 Records may be inspected free of charge at designated offices by prior appointment. Written requests for map information will be charged as follows:

Standard Charge – Routine:

- £14.04 per A4 printed copy for water and sewer details
- £17.05 per A3 printed copy for water/sewers individually
- £4.26 each additional printed copy
- Requests for electronic copies will be based on the number of A3 equivalent sheets to cover the area requested.

12.8 Where a site visit is required to determine actual on site connections for foul and surface water a charge of £122.50 per visit will be payable in advance. Where NIW attends a site at a prearranged time but are unable to undertake the inspection because the site is unready or inaccessible, an aborted visit fee of £50 will be charged.

12.9 Where NIW agrees to undertake a search of its records for any person in relation to other types of request, e.g. history of flooding details, there will be a standard charge of £10 for each routine enquiry plus a charge of £5 for each copy document provided. Actual costs will be charged for any non-routine enquiries. Details of routine enquiries can be obtained from NIW prior to making a request.

12.10 Where a customer lives in a Supply Zone, but is unable to attend a company office to inspect the Drinking Water Quality Register for the Water in that Supply Zone, no charge will be made for sending out to the customer a copy of the information needed. Charges will be made for providing information from the Register about Zones in which the enquirer does not live.

### Other information

12.11 NIW may charge for providing other photocopied information as follows:

### **Figure 17 – Photocopying Charges**

Colour	Size	Price
black & white	A4	£0.10/ sheet

	A3	£0.20/ sheet
colour	A3 or A4	£0.50/ sheet

- 12.12 Where more than 40 sheets are provided, time will also be charged at £25 per hour or part hour with a minimum charge of £5. Postage will be charged at cost.
- 12.13 Payment will be required in advance. In cases where significant amounts of information are being requested, NIW will estimate the cost of provision and reserves the right to charge an additional amount should actual cost vary significantly from the estimate.
- 12.14 NIW is committed to openness and aims to release as much information as possible both routinely and in response to requests under Freedom of Information (FOI) legislation. The FOI Act states that fees can be charged for requests above the appropriate limit although the Act “does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit”.
- 12.15 The appropriate limit for central government is currently £450 with staff costs charged at £25 per hour regardless of the seniority of the staff involved. If the cost of complying with the request exceeds the appropriate limit NIW can:
- comply with the request and waive the fee;
  - issue a fees notice based on the estimated cost of complying with the request; or
  - decline the request on the basis that it exceeds the appropriate limit.
- 12.16 NIW will not decline to provide information, or apply a charge for information, unless it exceeds an assessed cost of £450 (the ‘appropriate limit’ under the FOI Act). In the case of disbursements, which may be charged for whether or not we are also charging for the prescribed costs, any charge less than £35 will be waived. Certain of NIW’s records are open for inspection free of charge during normal office hours. Details can be obtained by contacting NIW.

**Figure 18 – Disconnection and Reconnection Charges (Water)**

Type	Cost
Reconnection at NIW's stopcock (following temporary disconnection or following non-payment and subsequent disconnection) – payable in advance of reconnection	£121
Where the disconnection / reconnection cannot be made at NIW's stopcock all the actual cost involved for the physical disconnection / reconnection will be payable subject to a deposit of £50 being payable in advance of disconnection / reconnection	At cost
Permanent disconnection	No charge

**Other miscellaneous charges**

12.17 The following section gives details about the charges NIW will apply for the following:

- Pre-development enquiries including development encroachment; (Odour Modelling in proximity to Waste Water Treatment Works);
- Sewers for adoption – new development and existing;
- Building over or near public sewers;
- Diversion of water mains;
- Self lay mains;
- Pressure testing water mains; and
- Fire hydrant installation.

12.18 More detailed information on how to apply for these services is contained within the 'Northern Ireland Water – Developers & House-builders Information Pack'. To obtain a copy of this pack please contact NIW using one of the methods highlighted below;



**Figure 19 – Contact Details**

Telephone number	Developers Services Team 08458 770002 (8.30 am – 4.30 pm)
fax	028 2566 3131
Email	<a href="mailto:dsctcorrespondence@niwater.com">dsctcorrespondence@niwater.com</a>
Address	Developers Services, NI Water, Academy House, 121a Broughshane Street, Ballymena, Co Antrim, BT45 6BA
Lines Open	8.30 am – 4.30 pm

**Pre-development enquiries:**

12.19 Applications can be made to NIW to provide information about the available capacity in the sewer network, at the wastewater treatment works or the availability of adequate water supply and pressure. Where a major development is proposed and additional information is required about our networks, a hydraulic network model of the water or sewer network may be required. The developer will be advised of the cost of providing a network capacity assessment.

12.20 Where a proposed development is in proximity to a wastewater treatment works, NIW can carryout an odour assessment.

- Pre-development enquiry Application fee £81  
(includes any service mark ups provided to the applicant)
- Network Capacity Check Application fee At cost
- Hydraulic (Flow and Capacity) assessment charged at full cost less a £500 deposit payable in advance
- Development Encroachment Application Fee £217 (odour assessment model)

12.21 The applicant will be advised of the full cost of the Network Capacity Check and the Development Encroachment / Odour Model Appraisal respectively. If they wish to proceed they will be asked to pay in advance.

## **Sewers for adoption**

### Sewers for adoption – new development:

12.22 An application can be made for an article 161 agreement for the adoption of a development drainage system at a future date provided the sewers are constructed to a satisfactory standard. Details of a drainage layout to serve a new development should be submitted accompanied by the appropriate application fee. Charges will be applied as follows:

- Application Fee (non-returnable) £257.  
If an application has to be resubmitted a fee of **£75** will be charged.
- Inspection / Adoption Fee:
  - Sewer inspection / adoption requests under the Water and Sewerage Services (Northern Ireland) Order 2006 will be set at **2.5 %** of the estimated cost of sewer construction (**£1,000** minimum) using a schedule of rates prepared by NIW.
  - Sewer inspection / adoption requests made for the adoption of sewerage systems previously approved under article 17 of the Water and Sewerage Services (Northern Ireland) Order 1973 that are deemed to apply under the Water and Sewerage Services (Northern Ireland) Order 2006 will be set at the minimum inspection / adoption fee of £1,000 where inspection / adoption fees have not previously been charged by DRD Roads Service between April 2001 and March 2007.
- Bond Surety (Cash or Guarantee Bond):  
Bonding arrangements are required to the value of
  - 40 % of estimated cost of gravity sewer based on NIW's schedule of rates (with a minimum of £2,000).
  - 50 % of estimated cost of pumping stations and pumping mains (with a minimum of £5,000)
- Legal / Administration Fee:
  - Provision of agreement and transfer of lands £338

Sewers for adoption – existing drainage systems:

12.23 An application can be made for an article 159 sewer adoption. Charges will be applied as follows:

**Figure 20 – Sewer Adoption Charges**

<b>Type</b>	<b>Cost</b>
Application / Assessment Fee (non-returnable)	<b>£257</b>
Inspection / Adoption Fee (including CCTV Survey)	
Single sewer leg up to 300m	<b>£500</b>
Multiple sewers within a development	<b>£2,000 minimum</b>
Legal fee for the provision of agreement and transfer of land	<b>£100 (minimum)</b>

**Building over or near a sewer**

12.24 Agreement to carry out any building work over the top of or within 3 metres of a public sewer must be sought. It is an offence to build over or near a sewer unless permission has been granted by NIW. Proposals should be forwarded to NIW for assessment. The fee for this application/assessment will be:

**Figure 21 – Building Over or Near a Sewer**

Sewers (Less than 300 mm diameter)	<b>£257</b>
Sewers (Greater than 300 mm in diameter)	<b>£257</b>

**Figure 22 – Building Over or Near a Sewer – Inspection and Sign-off (Including CCTV Survey)**

Inspection and sign-off (Less than 300 mm diameter)	<b>£349</b>
Inspection and sign-off (Greater than 300 mm in diameter)	<b>At Cost (Minimum £540)</b>

12.25 Depending on the assessment of the application, NIW will advise of the initial recommendation which may include a realignment of the public sewer.

Charges in connection with realignment of the sewer by the applicant are as follows:

**Figure 23 – Sewer Realignment**

Inspection and sign-off (Less than 300mm diameter)	<b>£349</b>
Inspection and sign-off (Greater than 300mm in diameter)	<b>At Cost (Minimum £540)</b>

**Diversion of watermain**

12.26 Building over a public watermain is not permitted. If an existing watermain crosses a new development / redevelopment site, it is preferable for the layout to be designed to avoid the asset and provide an agreed clearance. If this is not possible the main must be diverted before any building works start. The applicant can propose a scheme and ask NIW to consider whether such a diversion is technically possible. A Technical assessment fee of **£257** will be payable.

12.27 When the initial realignment scheme is agreed, a deposit of £2,000 is required for preparation of detailed design. NIW requires all preparation, excavation and restoration work to be carried out by the applicant. NIW will complete the works on a fully rechargeable basis and recover all costs from the applicant. The applicant will be advised of the full cost. If they wish to proceed they will be asked to pay in advance.

**Self lay watermains**

12.28 NIW is developing a self lay policy whereby a developer may enter into an agreement that if a watermain or service pipe is constructed in accordance with the terms of the agreement that upon satisfactory completion of the work, the watermains, and as much of the service pipe as NIW would have been otherwise required to lay, would be adopted by NIW. Certain works are deemed non-contestable e.g. connection to a laid main, which NIW will undertake in all circumstances. Indictive charges for self lay are as follows:

- Preparation by NIW of on-site watermains design layout - **£572**

- Design Layout carried out by approved contractor reviewed by NIW - **£207**
- Final inspection of installed mains prior to adoption by NIW - **£471**.
- Disinfection of self lay water mains per 300m - **£102**.  
Each additional 300m on same job - **£30**.

### **Pressure testing water mains.**

12.29 Pressure testing mains up to and including 300 metres in length, fee payable in advance - **£308**.

### **Fire Hydrant Installation**

12.30 Fire Hydrant Installation - includes construction of chamber on existing main up to and including 250mm diameter pipes:

- Unmade ground - **£832**
- Footpaths or paved areas - **£883**
- Minor roads - **£897**
- Major carriageways - **£916**

## APPENDIX A – GLOSSARY

**Assessed charges** – Where it has been agreed with a customer that it is not possible to install a meter on a supply, NIW will offer an alternative assessed charge for water and sewerage. The assessed charge will be calculated by NIW and will have two elements:- the full unmeasured standing charge and a variable charge based on an assessment of water consumption on the property using the loading units referred to in Section 11 of this document. If the property is used for combined domestic and non-domestic use, and is rated accordingly, then a domestic allowance will be granted against water and sewerage in accordance with paragraphs 5.5 and 5.14.

**Capital contribution** - An agreed payment for the capital cost of constructing, improving or extending any sewers, pumping systems and / or waste water treatment works which is necessary to facilitate the discharge from a proposed development to the public sewerage system. Capital contributions do not include infrastructure charges or connection charges.

**Communication Pipe** – A small diameter water supply pipe which is installed between the public water main and the boundary of the property, in public areas.

**Common Billing Agreement** - This term applies to those situations where a third party, such as a property management company, receives and pays the bill for water and sewerage services on behalf of the occupiers of self contained units within a building.

**Connection Charge (Sewer connection)** - The cost of making a connection to the public sewer, which includes the provision of the lateral drain and fittings to make the connection to the public sewer and provide the connection to the curtilage of the property on the public area. A sewer infrastructure charge may also be included on the letter of quotation.

**Connection charge (Water connection)** - The cost of making a connection to the public water main, which includes the provision of the communication pipe and fittings to make the connection to the public water main and provide the boundary box at the curtilage of the property on the public area. The connection charge quotation will also include the building water charge, the water infrastructure charge and where applicable the sewer infrastructure charge.

**Cubic metres (m<sup>3</sup>)** - This is a standard metric unit of measurement for liquids, 1 cubic metre is equivalent to 1000 litres.

**Domestic allowance** - Metered non-domestic premises on which rates are paid do not have volumetric charges applied until consumption exceeds 200 (water) or 190 (sewerage) cubic metres per year. This threshold is known as the “domestic allowance”. The domestic allowance does not apply to non-domestic unrated premises. Consumers should check that this has been applied to their bill and can contact NIW for further information.

**Drinking Water Quality Register** - This is the record of water quality laboratory monitoring tests and the reported compliance against the legal standards contained in the The Water Supply (Water Quality) Amendment Regulations (Northern Ireland) 2009 which incorporate the requirements of the European Commission’s Drinking Water Directive 98/83/EC. These Regulations are enforced by the Drinking Water Inspectorate.

**Full service connection** - A complete service provided by NIW to provide the pipe work needed to bring drinking water from the water main to the boundary of a property. A full service connection includes tapping the water main, providing and installing the communication pipe in public property up to 10m in length, provision and installation of the stop cock / boundary box and completing all excavation backfill and reinstatement, in accordance with the Street Works Order requirements.

**Infrastructure charge** - An infrastructure charge is a one-off payment, payable on the point of connection when a property is first connected to the public water

main or public sewer either directly or indirectly. Infrastructure charges income is used to pay for the reinforcement or enhancement of the existing public water system and sewer network to cater for the increasing demand and loading on the water main distribution system or sewer network.

The cost of Infrastructure charges is included in the letter of quotation for a connection to the water main and / or sewer.

**Infrastructure Charging Units** - The total Infrastructure charge is calculated from the number of infrastructure charging units within a development. One domestic dwelling / unit equates to one infrastructure charging unit. The number of infrastructure charging units assessed within non-domestic development is based on a calculation of water loading units derived from the number of water using appliances within the development, as provided by the developer / builder.

**Reasonable cost allowance** - A fixed contribution for each identified property / unit, payable by NIW towards the provision of requisitioned water mains and sewers that are required to service existing and / or new development.

**Relevant multiplier** - The relevant multiplier applies to non-domestic development and is the calculated value of the number of infrastructure charging units within a development.

**Requisitions** - A request for an extension of the public water main or public sewerage system to service a new property / properties, existing property / properties, or a new development. This is subject to agreement on the point of connection and any financial conditions being met. Where a Requisition application is successful, NIW will be responsible for design and construction of the sewer or water main, including obtaining approvals and easements over which the infrastructure will be laid.

**Sewer adoption** - A process where a private sewer that meets specified construction standards is offered to NIW and vested in the Company as an asset which is operated and maintained by NIW from an agreed date.



**Sewer connection** - The cost of making a connection to the public sewer, which includes the provision of the lateral drain and fittings to make the connection to the public sewer and provide the connection to the curtilage of the property on the public area. A sewer infrastructure charge may be also included on the letter of quotation.

**Standing charges** - This covers the cost of installing, maintaining, reading meters, billing and collection, surface water and highway drainage and enquiries. It is a scaled charge, increasing as the size of the supply pipe increases, reflecting the fact that the cost of making available a supply of water increases with the size of the pipe delivering the supply.

**Standpipe** - An appliance used for making a temporary connection to a public water main, by connecting to a fire hydrant.

**Supply zone** - This identifies a geographic area supplied by a water supply source. There may be more than one water supply zone associated with a water supply source.

**Water Loading Units Assessment** – A system applied to non-domestic development to assess the number of infrastructure charging units using a table of nationally agreed weightings for water using appliances within the development, to calculate the water usage and converting it into infrastructure charging units.