

Charges Scheme for Northern Ireland Water 2009/10



CONTENTS

1. INTRODUCTION.....	1
2. CUSTOMER CONTACT	2
3 SUMMARY TABLE OF MAIN CHARGES.....	4
4. VALUE ADDED TAX	9
5. MEASURED WATER AND SEWERAGE CHARGES	10
6. UNMEASURED WATER AND SEWERAGE CHARGES.....	14
7. LIABILITY TO PAY CHARGES	16
8. OTHER WATER AND SEWERAGE CHARGES	21
9. OTHER MATTERS FOR CUSTOMERS PAYING METERED CHARGES	24
10. THE LARGE USER TARIFF	26
11. THE TRADE EFFLUENT TARIFF	28
12. INFRASTRUCTURE CHARGES	34
13. PAYMENT OF WATER AND SEWERAGE CHARGES	44
14. CHARGES FOR CONNECTING A PROPERTY TO WATER AND SEWERAGE SERVICES	49
15. DISPOSAL OF TANKERED WASTE	53
16. OTHER STANDARD CHARGES.....	55

1. Introduction

- 1.1 This booklet contains details of NIW's Scheme of Charges for 2009/10. Although levels of domestic payments have been included in this scheme, NIW WILL NOT issue bills to domestic customers in 2009/10 but payments will be made, in full, on customer's behalf by the Department for Regional Development. This booklet also contains information in relation to water and sewerage charges for NIW's non-domestic customers and other miscellaneous charges both of which will be applied in 2009/10.
- 1.2 From 1st April 2009, measured water and sewerage charges will be charged in full (previously measured sewerage charges were charged at 50% their full amount). However as a result of the decision to defer domestic charges in full for the 2009/10 year the domestic allowance will be retained in full for eligible metered water customers. In addition a new domestic allowance will be introduced for eligible measured sewerage customers.
- 1.3 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.
- 1.4 The charges in this Scheme are shown for the period 1st April 2009 until 31st March 2010 (including the phasing arrangements). For comparison purposes the full charges (excluding phasing) are also shown in the summary table in section 3.

This booklet 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. Customer contact

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:

Operational and General Enquiries (e.g. on water quality, pressure, supply, sewerage or leaks)	
Telephone number	Water Line 0845 744 0088 (24 hours) Leakline 0800 028 2011 (24 hours)
Text phone	0845 7023206
Email	waterline@niwater.com
Address	PO Box 1026, Belfast BT1 9DJ
Lines Open	24 Hours
Billing Enquiries	
Billing line	0845 8770030
Experiencing difficulties paying your bill	0845 8770050
Email	customer.billing@niwater.com
Address	Payments: PO Box 1025, Belfast BT1 9DH Direct debit requests: PO Box 1023, Belfast BT1 9DG
Lines Open	8am to 8pm Monday – Friday 8am to 6pm Saturday 12 noon to 6pm Sunday
Developers Services	
Developers Services	

Business Line	08458 770002 8.30 am to 4.30 pm Monday to Friday
----------------------	---

2.3 Any complaints we receive will be handled in accordance with NIW's Complaints Procedure as 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 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.

2.5 Contact Details for the Consumer Council is given below:

Consumer Council for Northern Ireland

Elizabeth House

116 Holywood Road

BELFAST

BT4 1NY

Telephone 0800 121 6022

www.consumerCouncil.org.uk

info@consumerCouncil.org.uk

3 Summary table of main charges

Non-domestic

Description of Charge	Full Charge	2009/10 Charge
<u>Unmeasured water tariff</u>		
Standing charge (£)	53.74	26.87
Variable charge (£/£000 nett annual value)	20.66	10.33
Charge cap (standing charge + variable charge) (£)	810	405
Unmeasured animal drinking trough system (£)	228.5	114.25
<u>Unmeasured sewerage tariff</u>		
Standing charge (£)	62.78	31.39
Variable charge (£/£000 nett annual value)	23.628	11.814
Charge cap (standing charge + variable charge) (£)	810	405
<u>Measured water tariff</u>		
Standing charge (£):		
Water supply pipe size up to 20mm	67	67
Over 20mm up to 25mm	112	112
Over 25mm up to 40mm	203	203
Over 40mm up to 50mm	320	320
Over 50mm up to 75mm	630	630
Over 75mm up to 100mm	1,140	1,140
Over 100mm	1,620	1,620
Volumetric charge (£/m ³)	1.029	1.029
Large user volumetric charge (100,000 – 250,000m ³)	0.8232	0.8232
Large user volumetric charge (250,000 – 500,000m ³)	0.7718	0.7718
Large user volumetric charge (Over 500,000m ³)	0.7203	0.7203
Building water volumetric charge (£/m ³)	1.029	1.029
Domestic allowance (m ³ per annum)	200	200

Non-domestic (cont'd)

Description of Charge	Full Charge	2009/10 Charge
<u>Measured sewerage tariff</u>		
Standing charge (£):		
Water supply pipe size up to 20mm	67	67
Over 20mm up to 25mm	112	112
Over 25mm up to 40mm	203	203
Over 40mm up to 50mm	320	320
Over 50mm up to 75mm	630	630
Over 75mm up to 100mm	1,140	1,140
Over 100mm	1,620	1,620
Volumetric charge (£/m ³)	1.446	1.446
Domestic allowance (m ³ per annum)	190	190
<u>Assessed water tariff</u>		
Standing Charge (£)		
Assessed charge – based on loading units (section 12.22)	Loading Units	Loading units
<u>Assessed sewerage tariff</u>		
Standing charge (£)		
Assessed charge – based on loading units (section 12.22)	Loading Units	Loading units
<u>Trade effluent tariff (see section 12.)</u>		
(R) Reception charge (£/m ³)	0.1954	0.1954
(V) Volumetric charge (£/m ³)	0.2204	0.2204
(B) Biological charge (£/m ³)	0.1460	0.1460
(S) Sludge charge (£/m ³)	0.1701	0.1701
Standard strength combined charge (£/m ³)	0.7320	0.7320
Standard strength COD (mg/l)	400	400
Standard strength suspended solids (mg/l)	311	311

Domestic

Description of Charge	Full Charge	2009/10 Discount
<u>Unmeasured water tariff</u>		
Variable charge (£/£000 capital value)	1.5832	100%
Charge cap (standing charge + variable charge) (£)	633.27	100%
Charge for lock-up garages (£)	3.00	100%
<u>Affordability Tariff (water):</u>		
Capital value up to and including £70,000 (£)	48.38	100%
Capital value over £70,000 up to and including £100,000 (£)	72.57	100%
Capital value over £100,000 (£)	96.76	100%
<u>Unmeasured sewerage tariff</u>		
Variable charge (£/£000 capital value)	1.9602	100%
Charge cap (standing charge + variable charge) (£)	784.07	100%
Charge for lock-up garages (£)	4.00	100%
<u>Affordability Tariff (sewerage):</u>		
Capital value up to and including £70,000 (£)	48.38	100%
Capital value over £70,000 up to and including £100,000 (£)	72.57	100%
Capital value over £100,000 (£)	96.76	100%

Note: NIW will not issue bills to domestic customers in 2009/10. The Department for Regional Development will pay for these services on domestic customers' behalf.

Infrastructure charges

Description of Charge	2009/10 Charge
Water infrastructure charge (£)	£263
Sewerage infrastructure charge (£)	£263

Service connection charges

Description of Charge	2009/10 Charge
<p>Water connection charges</p> <ul style="list-style-type: none"> - up to 25mm internal diameter - greater than 25 mm internal diameter, (i.e. 32 mm external diameter) are classified as large diameter mains connections <p><i>Please note that a 25 mm internal diameter service pipe equates to a 32 mm external diameter MDPE / HPPE polyethylene (blue) pipe</i></p>	<p>£216</p> <p>Based on size of connection and type of main</p>
<p>Sewerage connection inspection charge (£)</p> <ul style="list-style-type: none"> - up to 150 mm diameter (£) - greater than 150 mm diameter 	<p>£107.00</p> <p>Based on cost of the work</p>

Tankered Waste Disposal Charges

Applicable after one free tank empty in 2009/10

Option	Service Type	Charge
1	Septic tank desludge (includes removal and treatment of up to 4.5m ³ or 550 gallons of sludge)	66.90
2	Package plant desludge (includes removal and treatment of up to 4.5m ³ or 550 gallons of sludge) – see also note 1 below.	73.65
3	Difficult to access septic tanks (includes the removal and treatment of up to 4.5m ³ or 550 gallons of sludge) – see also note 2 below	73.65
4	Fast response desludge for septic tanks and package plants (includes removal and treatment of up to 4.5m ³ or 550 gallons of sludge)	109.6
5	Full tanker desludge for customers with larger tanks (includes removal and treatment of up to 9m ³ or 1,100 gallons of sludge)	130.9
	Aborted visit charge as a result of erroneous customer supplied information.	24.20

4. Value Added Tax

- 4.1 All charges in this Scheme 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.
- 4.2 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.
- 4.3 Charges for the cleaning, maintenance and unblocking of sewers and drains are standard-rated.
- 4.4 Other than those services listed above, charges for the removal, treatment and disposal of industrial, farm, hospital, domestic or other waste are standard-rated.
- 4.5 Water and sewerage infrastructure charges are zero-rated for VAT purposes.

5. Measured water and sewerage charges

- 5.1 Measured water and sewerage charges are paid by occupiers of properties where a water meter, provided by NIW, has been installed. The measured charges set out in this section are the basic measured charges. These will be paid by all customers taking water through a meter except for those who have registered with NIW to pay the Large User Tariff (see section 10). The basic measured charges will apply unless there is an agreement between NIW and a customer to pay a different tariff; or NIW has confirmed to a customer that unmeasured charges will apply.
- 5.2 There are two elements to measured water charges: a standing charge and a volumetric charge based on the consumption recorded on the water meter.

Water charges

- 5.3 *The standing charges* for each main charging meter are determined by reference to the diameter of the water supply pipe. Where no supply pipe size is indicated on the meter a notional pipe size will be assessed by NIW and charged accordingly. The following table sets out the standing charges for 2009/10.

Supply pipe size	Existing metered customers (i.e. meter installed before 1 st April 2009)
Up to and including 20mm	£67
Over 20mm up to and including 25mm	£112
Over 25mm up to and including 40mm	£203
Over 40mm up to and including 50mm	£320
Over 50mm up to and including 75mm	£630

Over 75mm up to and including 100mm	£1,140
Over 100mm	£1,620

- 5.4 *The volume charge* – the volume 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 £1.029 per cubic metre in addition to the standing charge.
- 5.5 Existing non domestic customers who received a domestic allowance for water supplied during 2008/09 will receive the same allowance in 2009/10. A domestic allowance is available to those customers who pay business rates for their metered property.
- 5.6 Where a meter reading is not available an estimated bill will be sent (see paragraphs 9.5 and 9.6).
- 5.7 Customers using in excess of 100,000 cubic metres of water per annum and who have implemented a range of water efficient practices can apply for the large user tariff (see section 10).

Sewerage charges

- 5.8 *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.

Water Supply pipe size	Existing metered customers (i.e. meter installed before 1 st April 2009)
Up to and including 20mm	£67
Over 20mm up to and including 25mm	£112

Over 25mm up to and including 40mm	£203
Over 40mm up to and including 50mm	£320
Over 50mm up to and including 75mm	£630
Over 75mm up to and including 100mm	£1,140
Over 100mm	£1,620

- 5.9 *The volume charge* – the volume charge will be calculated on the volume of water recorded by each charging water meter, subject to an allowance for any volume not discharged to the sewer. A 5% allowance is given as standard (the ‘non return to sewer allowance’) in recognition of the fact that some water will be used but not returned to the sewer.
- 5.10 Measured sewerage customers who received a domestic allowance for water supplied during 2008/09 will now also receive a domestic allowance 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.
- 5.11 The volume charge per cubic metre will be £1.446 per cubic meter and will be charged in addition to the standing charge.
- 5.12 *Non return to sewer allowance* - In the case of non domestic properties the allowance will be 5% unless it has been agreed with NIW that a different allowance will be applied in respect of either:
- o Any further proportion of water used but not discharged to a sewer; or
 - o any volume subject to the trade effluent charge; or
 - o 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. Additional 'non return to sewer allowances' will not be granted for garden watering; replenishing of external swimming pools; or any other external use where it is feasible to sub-meter such use.

Trade effluent charges

5.14 Where a discharge to NIW's sewers comprises both domestic sewage and 'any liquid, either with or without particles of matter in suspension in the liquid, which is wholly or partly produced in the course of any trade or industry carried on at trade premises', trade effluent charges are payable in addition to sewerage charges. 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 11.

Calculating bills which span the year end

5.15 Existing measured non-domestic water and trade effluent customers whose bills are issued after 31st March 2009 which include consumption prior to this date will be charged proportionally according to the 2008/09 and 2009/10 tariffs.

5.16 Charges will be calculated by: firstly, applying the 2008/09 tariff to the consumption estimated for the period up to 31st March 2009; and, secondly, by applying the 2009/10 tariffs to the remainder of the consumption. Standing charges will be applied on a pro rata basis. Sewerage charges from the start of the charging year (where appropriate) will be calculated with reference to the estimated consumption from that date.

6. Unmeasured water and sewerage charges.

- 6.1 Unmeasured charges for water and sewerage services are paid by non-domestic customers 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 charges: a standing charge and a variable charge based on the property valuation (a rate in the pound charge). For non-domestic properties the property valuation is the nett 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 may contact LPS on 0800 197 0611.

Water Charges

- 6.3 The standing charge will be an annual charge of £26.87 applied to all chargeable unmeasured non domestic properties.
- 6.4 *The variable charge* will be £10.33 per £1,000 of the chargeable nett annual valuation of a non-domestic property. The chargeable nett annual valuation of a non-domestic property is the nett annual valuation appearing in the LPS Non-Domestic Net Annual Value List.
- 6.5 There will be a cap on unmeasured water charges of £405 (i.e. the total charge payable – standing charge plus variable charge – will be limited by the cap).
- 6.6 Where an animal drinking trough system is unmeasured, or where it is not possible to install a meter, an unmeasured charge will be applied. The unmeasured charge will be set at the level of the average charge for a

metered trough. Where a trough system is used for only part of the year, the whole year charge will apply.

Sewerage and sewage disposal charges

6.7 Unmeasured charges for sewerage services are paid by customers occupying properties which are not subject to charging on a measured basis and which are connected to the public sewer. The charges comprise a standing charge and a variable charge.

6.8 *The standing charge* will be an annual charge of £31.39 per chargeable property for non-domestic properties.

6.9 *The variable charge* will be £11.814 per £1,000 of the chargeable nett annual valuation of a non-domestic property. The chargeable nett annual valuation of a non-domestic property is the nett annual valuation appearing in the LPS Non-Domestic Net Annual Value List.

6.10 There will be a cap on unmeasured sewerage charges of £405 (i.e. the total charge payable – standing charge plus variable charge – will be limited by the cap).

7. Liability to pay charges

Liability for paying the water and sewerage charges

- 7.1 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 benefits from the fact that it drains either directly or indirectly to a public sewer for which NIW is responsible.
- 7.2 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 she or he will pay the due charges.
- 7.3 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 a dwelling which she or he does not occupy.

Who is the "occupier of a property"?

- 7.4 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:
- o maintains an existing or newly constructed property in a condition such that it can be more readily put to use for its intended purpose;
 - o 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);
- o has sufficient control over the property to owe a duty of care towards those who come lawfully onto any part of that property; or
 - o is the occupier for the purpose of holding a licence to sell alcoholic drinks.

Liability for charges for unoccupied properties

- 7.5 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.
- 7.6 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.
- 7.7 Properties which are declared to be unoccupied and unfurnished and no refurbishment work is being undertaken, will be checked at least twice a year.
- 7.8 A customer wishing to leave an unoccupied property furnished for which unmeasured charges are payable, or the owner of such a property under-going 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 the table in paragraph 16.5.

- 7.9 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 she or he will be liable.
- 7.10 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.

Liability for charges on change of occupancy

- 7.11 The occupier is responsible for notifying NIW of any change in occupation status. Our customer contact details are outlined in section 2.
- 7.12 If a customer fails to provide at least **two** working days notice that she or he is vacating the property, that customer will continue to be liable for charges until the date of whichever of the following occurs first:
- i. where the customer informs NIW of her or his vacating the property less than two working days before, or at any time after she or he ceases to occupy it, the 28th day after NIW is informed;
 - ii. the day on which the meter would normally have been read in order for the amount of the charges to be determined; or

iii. the day on which any other person informs NIW that she or he has become the new occupier of the property.

7.13 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.

7.14 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

7.15 *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.

7.16 *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

7.17 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.

8. Other water and sewerage charges

Assessed charges for non-domestic customers

- 8.1 Where it has been agreed with a customer that it is not possible to install a meter on a supply to which the occupier does not have its own supply has access, NIW will offer an alternative assessed charge. The assessed charge will be calculated by NIW and will be based on the loading units referred to in paragraph 12.22.
- 8.2 A premises which is not serviced directly by a water supply but has access to a supply (for example a communal toilet facility), it will still be liable to pay water and sewerage charges. Where the supply is not metered, charges will be based on the NAV of the premises.
- 8.3 In this situation a meter may be installed on the communal supply. If others also have access to the facilities to be metered, all parties have to agree that a meter is installed and a single person must take responsibility to pay the bill to NIW. If there is a landlord for the property, then their permission to install the meter is also required.

Additional charges for the supply of water

- 8.4 *Animal drinking troughs* – the annual charge for an existing outside unmeasured animal drinking trough system will be £114 (irrespective of consumption and the number of troughs served). The charge will be payable by each customer benefiting from a connection, subject to NIW retaining the right to charge on a measured basis.
- 8.5 *Other Supplies* – for supplies made under the supervision of NIW's staff (or its agents) and not made through a permanently sited meter, the charge shall be based on paragraphs 8.12 and 8.13.

8.6 Other supplies including those required outside normal working hours or where delivery is made, other than through the water mains, shall, at the discretion of NIW be based on paragraphs 8.12 and 8.13.

Portable Standpipes

8.7 It is an offence to take water from a hydrant by any means other than a licensed approved standpipe, using water from a hydrant by any other means could lead to prosecution and a maximum financial penalty of £1,000 per occasion.

8.8 Portable hydrant standpipes for use on specified designated hydrants are available for hire at the discretion of NIW – this is the only means whereby water can be used from a specified hydrant. The standard standpipe size will be 25 mm and the hire will be subject to a refundable deposit of £200.

8.9 Water used through a portable standpipe will be charged on a rental and assessed consumption basis. Charges will be payable in advance.

Rental charges – standard standpipes 25 mm diameter

8.10 Term hire – for a minimum period of one week and a maximum period of 12 months the charge will be £54.12 for the first week and charged on a daily basis thereafter at a rate of £2.10 per each additional working day.

8.11 *Rental charges – standpipes 65 mm diameter*

Term hire – for a minimum period of one week and a maximum period of 12 months the charge will £54.12 for the first week and charged on a daily basis thereafter at a daily rate agreed with NIW depending on the purpose and nature of the usage per working day

8.12 *Building Water* – Where a water connection is required for the supply of water to a temporary building site, a fixed charge of £42 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 £1.029 per cubic metre.

9. Other matters for customers paying metered charges

- 9.1 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.
- 9.2 Where a meter is installed externally it will record any leakage from the private underground service pipe between the meter and the property. If this happens a large bill may result. Provided certain criteria are met, NIW may grant a leak allowance where a customer has received a large bill because of leakage.
- 9.3 In general, allowances will only be granted for leaks from underground pipe work. No allowances will be granted where water escapes from a leak or faulty plumbing located above ground; where a leak has been caused by a customer's negligence or wilful damage; where the leak has been caused by a third party from whom a customer can recover money to pay for the leakage; or, where a leak has not been repaired within 28 working days of the date on which a customer became aware, or should have become aware, that they had a leak.

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

- 9.4 Should NIW not be able to read a meter when it is due to read it, an estimated bill will be issued. The estimate will be based on past consumption at the property for the period for which the bill is issued.
- 9.5 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

- 9.6 A customer who believes the meter supplying her or his property is faulty may require NIW to test the accuracy of a meter. A charge of £206 will be levied for this test. This fee will be reimbursed should the test show that the meter is incorrectly recording use.
- 9.7 If a customer wishes to request that an accuracy test be carried out on their meter, they are asked to contact NIW in writing. NIW will contact the customer regarding the test process. 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.
- 9.8 If the meter is found to have been over-recording use in accordance with relevant legislation on water meters, it will be deemed to have begun to have registered use incorrectly from the date of the last but one meter reading taken by NIW (unless it can be shown that it became faulty at a later date). Charges will be amended back to that date on the basis of meter readings taken by NIW from the meter installed when the faulty meter was removed for testing.
- 9.9 If a meter is found to have under or over recorded use, NIW will refund the customer any amount overcharged as a result. NIW also reserves the right to recover any additional charges which may be due for the period from the date the meter is deemed to have become faulty. In so doing it will use readings taken from the meter installed when the faulty meter was removed to calculate what the level of use was in the period in question.

10. The large user tariff

What is the large user tariff?

- 10.1 The large user tariff is similar to the standard metered rate in that it is made up of a standing charge and a volumetric rate.
- 10.2 The standing charges are the same as those that apply to the standard metered tariff (see paragraph 5.3).
- 10.3 The large user tariff takes the form of a reducing block tariff which is available for those customers who use more than 100,000 cubic metres of water per annum. These blocks provide a discounted volumetric rate for various bands of consumption.
- 10.4 The blocks and discounted rates are as follows:

Block	Discount	Volumetric rate
Annual consumption up to 100,000 m ³	None	£1.029
Annual consumption between 100,000 and 250,000 m ³	20%	£0.8232
Annual consumption between 250,000 and 500,000 m ³	25%	£0.7718
Annual consumption over 500,000 m ³	30%	£0.7203

- 10.5 A customer on the large user tariff will pay the standard volumetric rate for the first 100,000 m³ consumption each year. The 20% discount rate will be applied to further consumption up to 250,000 m³. The higher rates will apply to further consumption above 250,000 m³ and 500,000 m³ respectively.

10.6 Customers wishing to avail of the large user tariff should apply in writing to NIW. Eligibility will depend, not only upon consumption but also upon 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.

10.7 The granting of Large User Tariff shall be at the discretion of NIW and will be granted for each financial year, subject to paragraph 10.6 above.

11. The trade effluent tariff

- 11.1 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.
- 11.2 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.
- 11.3 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.
- 11.4 Any customer who considers that the material which she or he wishes to discharge could be considered to be trade effluent should contact NIW on the Billing Line 0845 877 0030 or text phone 0845 702 3206. 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.
- 11.5 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.

11.6 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.

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

- o The period or periods of the day during which the trade effluent may be discharged;
- o the exclusion from the trade effluent of all condensing water;
- o the pH of the trade effluent at the time when it is discharged;
- o the payment for the reception and disposal of the trade effluent;
- o provision and maintenance of sampling facilities;
- o provision, location, testing and maintenance of such meters as may be required to measure the volume and rate of discharge of any trade effluent;
- o provision, testing and maintenance of apparatus for determining the nature, temperature and composition of any trade effluent being discharged;
- o 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;

- o 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.

11.8 Conditions will be applied on an individual basis.

11.9 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.

11.10 NIW has to give a decision within two months from the date of receipt of the initial application to discharge. If it fails to do this or does not consent to the application, then the applicant can appeal as set out in paragraph 11.11.

11.11 Other than in relation to the charges listed in paragraph 11.16, a customer may appeal to the NIAUR against any condition imposed; or against a refusal to give a consent at all; or if NIW fails to give a consent within two months of the day after a request for consent was served on it.

11.12 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.

11.13 Contact details for the Regulator is as follows;

Queen's House
14 Queen Street
Belfast
BT1 6ER
Telephone 028 9031 1575
www.ofreg.nics.gov.uk

Calculating trade effluent charges

11.14 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_t is the chemical oxygen demand in mg/l of the trade effluent after 1 hour quiescent settlement.

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.

11.15 Except as set out in 11.18 below trade effluent charges will be based upon a standard unit cost per cubic metre of trade effluent discharged to NIW's sewer.

11.16 The standard unit costs in the Mogden Formula for the 2009/10 charging year will be as follows (per cubic metre):

	Charge (£/m ³)
R Reception and conveyance	0.1954
V Volumetric treatment	0.2204
B Biological treatment	0.1460
S Treatment and disposal of primary sludges	0.1701
Standard Unit Cost	0.7320

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

O_s Settled Chemical Oxygen Demand 400 mg/l

S_s Suspended solids 311 mg/l

11.18 Where the annual discharge volume is 5,000 m³ or greater, the effluent will be sampled for billing purposes. Where the annual discharge volume is less than 5,000 m³, 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.

11.19 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.

11.20 Capital Contribution – Abatement of Trade Effluent Charges

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.

11.21 Agreement to Discharge Tankered Trade Effluent to a Wastewater Treatment Works

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

12. Infrastructure charges

- 12.1 When a property is connected to NIW's mains for the first time, the customer will not only pay for the specific costs associated with making the connection, but also a water infrastructure charge, and if connecting to the sewerage network, a separate sewerage infrastructure charge will also be payable. This chapter relates to the infrastructure charge. Charges for the specific cost of connections are laid out in chapter 14 of this document.
- 12.2 Infrastructure charges are levied to cover costs incurred in enhancing the local network of mains and sewers to provide extra capacity to be able to cope with a general background growth in demand which arises from new development as a whole.
- 12.3 Unless the individual charges are specifically referred to separately in this section, the term "infrastructure charge" will cover both the water infrastructure charge and the sewerage infrastructure charge.

Application of the charges

- 12.4 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 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.
- 12.5 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:
- a. In the case of a dwelling:

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

12.6 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

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

12.8 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.

The charges

Water infrastructure charge	£ 263 per connection
Sewerage infrastructure charge	£263 per connection

Payment of the charges

12.9 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 connection approval letter. Our contact details are outlined

in chapter 2. Once agreed, NIW will confirm the arrangements in writing to the customer.

12.10 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.

12.11 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.

Definition of connection

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

- o the point in time at which a property is physically connected to an water or sewer main owned by NIW; or
- o where a building supply has been provided, the point at which the supply changes to one for domestic purposes.
- o 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.

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

Non-standard cases

12.14 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

12.15 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.

12.16 The table at paragraph 12.22 sets out the nationally agreed "Loading Units" for various water using appliances.

12.17 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.

Example

A building comprises 10 sheltered retirement flats and the future water and sewerage charges will be paid by a management company for

the flats. Totalling the Loading Units for all the water using appliances which are to be installed in the building gives an overall value of 1680.

<i>Total value of Loading Units</i>	<i>1680</i>
<i>Number of self-contained units in property</i>	<i>10</i>

Relevant multiplier = $(1680 \div 24) \div 10 = 7$

Infrastructure charges payable = 7 x the standard amounts

Using this method of calculation the new development will be liable for 7 sets of infrastructure charges rather than the 10 sets (one for each self-contained unit).

12.18 In the case of a development with a Common Billing Agreement the relevant multiplier may be more or less than 1.

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

12.19 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 at paragraph 12.22.

12.20 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.

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

Example

A factory unit is built, the domestic water using appliances in which produce a total Loading Unit Value of 76.

Relevant multiplier = $76 \div 24 = 3$

Infrastructure charges payable = $3 \times$ the standard amounts

12.22 Table of Loading Units

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

Notes to be read with the Table:

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

12.23 Where a site is developed or redeveloped (including conversions or sub-divisions of buildings) the number of infrastructure charges which will be 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 offsets 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 offset.

Example

A row of 5 shops and 5 flats all of which had water and sewerage connections is demolished. The site is not re-developed for three years. When it is, a block of 16 self-contained flats is built. The infrastructure charges payable for the redevelopment will be:-

16 sets of Minus 10 sets of charges (one Equals 6 sets of charges set for each of the properties connected previously)

12.24 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 due infrastructure charges).

12.25 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.

Example

A residential home with a single metered connection is redeveloped and 30 flats built on the site. The maximum annual use of the home in the five year's before redevelopment was 930 m³. The infrastructure charges payable for the site will be:

930 m³ divided by average domestic annual consumption (say, 135 m³) equals 7 off-sets.

30 sets of infrastructure charges – 7 offsets = 23 sets of infrastructure charges.

12.26 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.

12.27 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 formerly on the site.

Disputes

12.28 Any dispute about the application or calculation of the relevant multiplier may be referred to NIAUR, contact details as follows;

Queen's House

14 Queen Street

Belfast

BT1 6ER

Telephone 028 9031 1575

www.ofreg.nics.gov.uk

13. Payment of water and sewerage charges

General provisions

13.1 NIW offers a range of payment plans for unmeasured and measured customers which are set out in this section. In summary customers can make payment through the following channels:

- o By Direct Debit
- o At any bank or building society or via their bank or building society internet or telebanking facilities. Charges may be applied by the bank or building society
- o At Post Offices – charges may be applied by the Post Office
- o Postal payments by cheque
- o Credit / debit card payments
- o BACS
- o Web self service

Measured water and sewerage charges

13.2 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.

13.3 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.

13.4 NIW reserves the right to read meters and issue bills on a monthly basis. In such circumstances written notice will be sent to customers at least one month before frequency is amended.

- 13.5 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.
- 13.6 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.
- 13.7 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.
- 13.8 For frequent payment plans customers should call the Accounts Helpline on 0845 8770030 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 but 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.

Unmeasured water and sewerage charges

13.9 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.

13.10 NIW offers a range of payment plans for unmeasured customers:

- o Payment by two instalments on 1st May and 1st October.
- o 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 apportioned 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.
- o Payment by 12 instalments is available on request.

13.11 For frequent payment plans customers should call the Accounts Helpline on the Billing Line 0845 8770030 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 but 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.

13.12 Frequent payment plans can be requested in writing to PO Box 1026, Belfast, BT1 9DJ.

13.13 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.

Payment by debit or credit cards

13.14 Debit card payments can also be made by phoning the Billing Line on 0845 8770030. Credit card payments will be taken over the telephone where the customer requests NIW to do so. NIW will not pro-actively seek credit card payments.

Currency

13.15 The standard will be for bills to be 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.

13.16 NIW cannot accept Direct Debits in any currency other than Sterling.

Failure to pay charges when they are due

13.17 Customers will be allowed time to pay their bill before a reminder is issued, a reminder will be sent after at least 14 days.

13.18 Each reminder contact will set out what will happen and when action will be taken if the customer fails to respond. The various actions the customer can take will be clearly set out in the reminder.

13.19 Where water is supplied solely to a property other than a 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 16) 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.

14. Charges for Connecting a Property to Water and Sewerage Services

14.1 When a property is connected to NIW's mains for the first time, the customer will not only pay for the specific costs associated with making the connection, but also a water infrastructure charge. This chapter relates to the charges for the specific cost of connections. Details on infrastructure charges are laid out in chapter 12 of this document.

Connections for water

14.2 A connection charge is payable in advance in respect of the work involved in connecting a property to the water main

14.3 Persons requiring a water connection should consider the method by which they obtain a water connection, and may choose to apply for either :-

(a) a connection only,

(b) a connection and all associated trenchwork, pipework, and reinstatement.

This can be done by contacting NIW using one of the methods highlighted below;

Contact Details	
Telephone number	Water Line 0845 744 0088 (24 hours)
Text phone	0845 7023206
Email	waterline@niwater.com
Address	PO Box 1026, Belfast BT1 9DJ
Lines Open	24 Hours

- 14.4 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 connection the metered tariff will apply

Connection only

- 14.5 The applicant takes responsibility for obtaining all permissions from the Roads Authority (DRD Roads Service) to open the public verge / footpath / carriage, and is responsible for opening, closing and reinstating the public property
- 14.6 NIW will only undertake the physical connection to the main, including tapping the water main, laying the service supply pipe up to 10 m, installation of the boundary box and fitting the water meter the charge will be £216. The charge relates to pipes up to a diameter of 25mm in diameter.

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

- (i) The external diameter of the pipe connecting to the main does not exceed 32 mm
 - (ii) The service supply between the water main and the boundary box is 10 m or less
 - (iii) The trench in which the service supply pipe is laid is should not be less than 0.5 metre in width.
 - (iv) Is carried out during normal hours between 8.00 am and 4.30 pm. Monday through to Friday.
- 14.7 NIW is an approved contractor for working in the highway and can provide quotes for carrying out work requested by customers at NIW's discretion. Connection charges are payable in advance of NIW undertaking any work.

14.8 Additional charges may be applied from time to time for connections greater than 25mm in diameter. The charge will be based on the cost of the work.

Separation of Existing Joint Supplies

14.9 NIW may grant a reduction on its connection charges where the connection results from the separation of existing joint supplies.

Connection to sewers

14.10 A standard inspection charge of £107 is payable 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.

Requisitions

14.11 Articles 76 and 154 of the Water and Sewerage Services (Northern Ireland) Order 2006 provide the basis for persons to requisition either a water main or sewer (or both) from NIW. Articles 77 and 155 of the Order require the payment of the reasonable costs of providing that main or sewer by the persons making the requisition.

14.12 In responding to a requisition 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, among other things, 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 borne by the person making the requisition NIW will deduct 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.

14.13 Different allowances are in operation for properties constructed before 1st January 2000 (which have not previously been connected to mains water or the public sewer).

Requisition	New properties	Existing properties
Water main	£1,938	£10,000.
Sewer	£2,491	£4,000

15. Disposal of Tankered Waste

Tankered waste disposal charges

15.1 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 2009/10 year. 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:

Option	Service Type	Charge
1	Septic tank desludge (includes removal and treatment of up to 4.5m ³ or 550 gallons of sludge)	66.90
2	Package plant desludge (includes removal and treatment of up to 4.5m ³ or 550 gallons of sludge) – see also note 1 below.	73.65
3	Difficult to access septic tanks (includes the removal and treatment of up to 4.5m ³ or 550 gallons of sludge) – see also note 2 below	73.65
4	Fast response desludge for septic tanks and package plants (includes removal and treatment of up to 4.5m ³ or 550 gallons of sludge)	109.6
5	Full tanker desludge for customers with larger tanks (includes removal and treatment of up to 9m ³ or 1,100 gallons of sludge)	130.9
	Aborted visit charge as a result of erroneous customer supplied information.	24.20

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.

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 £24.20 if a visit has to be aborted (e.g. due to problems with access to a property).

- 15.2 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.

16. Other Standard Charges

Search fees

16.1 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:

- o **£14 per A4** printed copy for water and sewer details
- o **£17.00 per A3** printed copy for water/sewers individually
- o **£4.25 each additional printed copy**
- o Requests for electronic copies will be based on the number of A3 equivalent sheets to cover the area requested.

Site Visit to determine actual on site connections for foul and surface water. Will include a site visit and a survey of the existing infrastructure.

- o £120 per site visit and inspection/survey

16.1.1 Where NIW agrees to undertake a search of its records for any person in relation to other types of request, 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.

16.2 No charge will be made for sending a customer a copy of the information on the Drinking Water Quality Register for the Water into Supply Zone in which they live because they are unable to attend a company office to inspect the Register. Charges will be made for providing information from the Register about Zones in which the enquirer does not live.

Other information

16.3 NIW may charge for providing other information:

Photocopying:

black & white	A4	£0.10/ sheet
	A3	£0.20/ sheet
colour	A3 or A4	£0.50/ sheet

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.

16.4 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.

16.4.1 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.

16.4.2 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”.

16.4.3 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.

16.4.4 If the cost of complying with the request exceeds the appropriate limit NIW can:

16.4.4.1 comply with the request and waive the fee;

16.4.4.2 issue a fees notice based on the estimated cost of complying with the request; or

16.4.4.3 decline the request on the basis that it exceeds the appropriate limit.

16.4.5 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.

16.5 Certain of NIW’s records are open for inspection free of charge during normal office hours. Details can be obtained by contacting NIW.

Disconnection and reconnection charges (water)

Reconnection at NIW’s stopcock (following temporary disconnection or following non-payment and	£121
--	------

subsequent disconnection) – payable in advance of reconnection	
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

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

- Pre-development enquiries.
- Development Encroachment (Odour Modelling in proximity to Waste Water Treatment Works)
- Sewers for adoption – new development
- Sewers for adoption – existing
- Building over or near public sewers
- Diversion of water mains, sewers, pipes and assets
- Service pipe connection
- Self lay mains
- Pressure testing water mains
- Fire hydrant installation.

16.7 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;

Contact Details	
Telephone number	Water Line 0845 744 0088 (24 hours)
Text phone	0845 7023206
Email	waterline@niwater.com
Address	PO Box 1026, Belfast BT1 9DJ
Lines Open	24 Hours

16.8 Pre-development enquiries:

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 to enable a focused reply. The developer will be advised of the cost of providing a network capacity assessment.

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

- Pre-development enquiry Application fee **£81.00**
(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 **£216**
(odour assessment model)

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

Sewers for Adoption

16.9 Sewers for adoption – new development:

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) **£256**. 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 under 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.

- 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)

o Legal / Administration Fee:

- Provision of agreement and transfer of lands **£337**

16.10 Sewers for adoption – existing drainage systems:

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

Application / Assessment Fee (non-returnable)	£256
Inspection/Adoption Fee (including CCTV Survey)	£2,000 minimum
Legal fee for the provision of agreement and transfer of land	£100 (minimum)

Building over or near sewer

16.11 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:

Sewers (Less than 300 mm diameter)	£256
Sewers (Greater than 300 mm in diameter)	£256

16.12 Building over or near to the sewer – *Inspection and sign-off (including CCTV survey)*

Inspection and sign-off (Less than 300 mm diameter)	£348
Inspection and sign-off (Greater than 300 mm in diameter)	At Cost (Minimum £540)

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

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

Inspection and sign-off (Less than 300 mm diameter)	£348
Inspection and sign-off (Greater than 300 mm in diameter)	At Cost (Minimum £540)

Diversion of watermain

16.15 Building over a public watermain on new development or redevelopment sites is NOT permitted. If an existing water main crosses a new development 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.

16.16 Please contact NIW as soon as possible to ensure works are not delayed or unforeseen costs incurred. Developers should submit their

proposals for realignment of the public water main so that NIW can advise if the proposal is a viable solution. A Technical assessment fee of £256 will be payable.

16.17 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.

16.18 *Water Connection with Service Pipe* – where a developer / house-builder requisitions a connection and the associated service pipe all costs for the laying of the service 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:

- Connections to mains up to and including 100 mm internal diameter (125 mm external diameter) £882
- Connections to mains greater than 101 mm diameter up to and including 225 mm internal diameter (230 mm external diameter) £1,037 (where the service pipe impacts a footpath) or £1,062 where the service pipe impacts a road.
- Connections to mains that are greater than 250 mm diameter will be carried out at cost .

- Each additional metre of excavation in unmade surfaces up to 20 m - £16 / m
- Each additional metre of excavation in footpaths, paved areas all roads surfaces up to 20 metres £30 / m

16.19 *Self Lay Water Mains* – NIW has a self lay policy whereby a developer may enter into an agreement that if a water main or service pipe is constructed in accordance with the terms of the agreement that upon satisfactory completion of the work, the water mains, 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, which NIW will undertake in all circumstances. Charges for self lay are as follows:

- Preparation by NIW of on-site water mains design layout £570.
- Design Layout carried out by approved contractor reviewed by NIW £206.
- Final inspection of installed mains prior to adoption by NIW £470.

16.20 Pressure testing water mains - Pressure testing mains up to and including 300 metres in length, fee payable in advance **£307**.

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

- Unmade ground **£830**
- Footpaths or paved areas **£881**
- Minor roads **£894**
- Major carriageways **£913**

Northern Ireland Water

PO Box 1026

Belfast

BT1 9DJ

Tel: 0845 877 0030

Email: Customer.billing@cs.niwater.com

Web: www.niwater.com

March 2009

