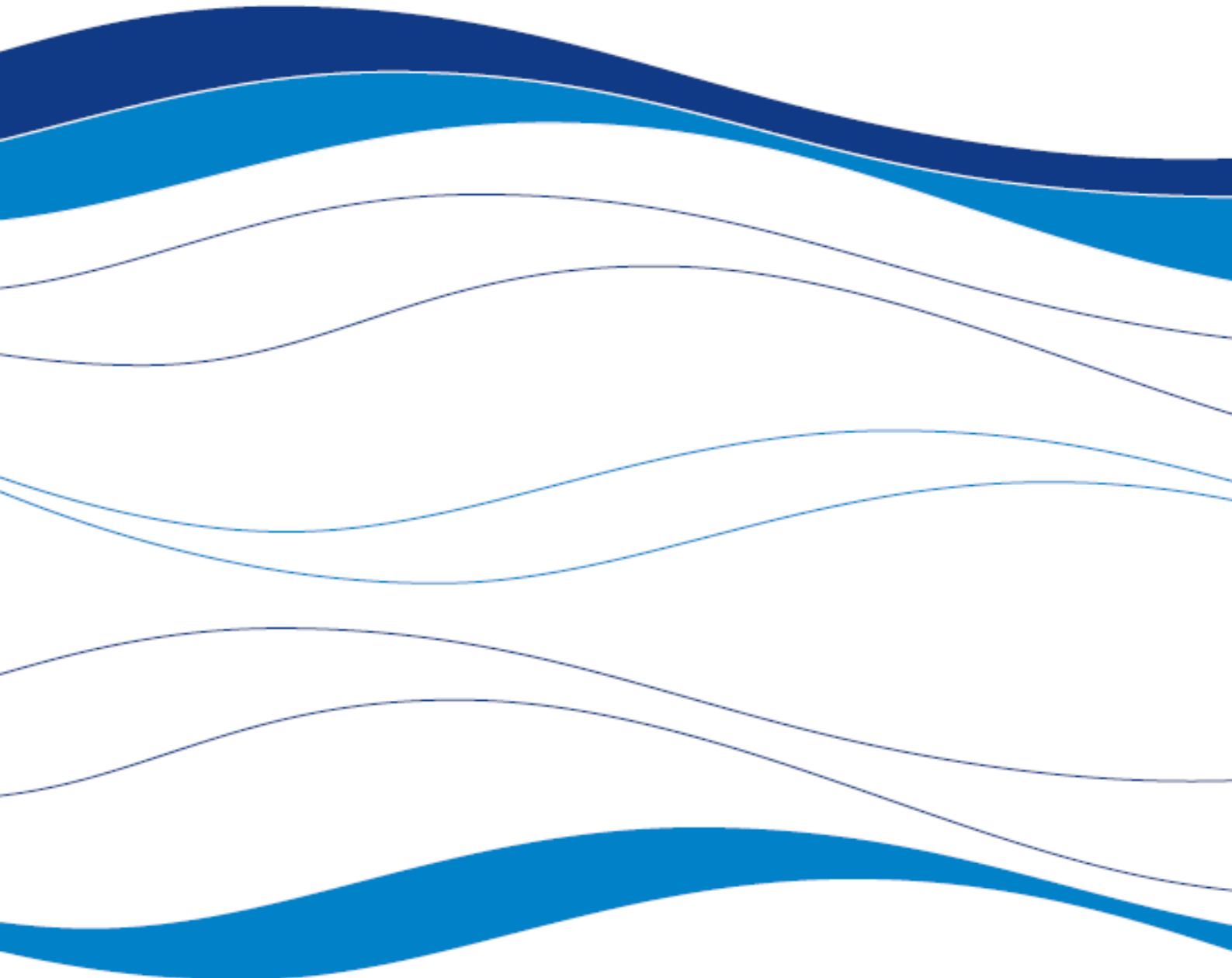


Scheme of Charges

2014-15



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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 1 April 2014. It also sets out our terms and conditions and responsibilities for both customer and company. **All charges shown do not include VAT.**
- 1.2 Although details on domestic payments have been included in this scheme, NIW will not issue bills to domestic customers in 2014-15, but payments will be made on our customers' behalf by the Department for Regional Development.
- 1.3 For the 2014-15 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 2014-15 year the domestic allowance will be retained in full for eligible metered water and 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 1 April 2014 until 31 March 2015 (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 low call rate).

2 How to contact us

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

2.2 Useful Contact Numbers and Addresses

Figure 1 – Contact details.

Operational and general enquiries (e.g. on water quality, pressure, supply, sewerage or leaks)	
Telephone number	Waterline 08457 440088 (24 hours) Leakline 08000 282011 (24 hours)
Text Relay	Available through Waterline 08457 440088
Email	waterline@niwater.com
Address	PO Box 1026, Belfast BT1 9DJ
Lines Open	24 Hours
Website	www.niwater.com
Billing enquiries	
Billing line	08458 770030
Accounts helpline	08458 770050
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

The phone numbers listed in figure 1 are all low call rate numbers with the exception of Leakline which is free.

Complaints procedure

- 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 are available on request, free of charge.
- 2.4 If you are not happy with how we have dealt with your complaint or would like free independent advice, contact the Consumer Council. 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 used our own complaints procedure first.
- 2.5 Consumer Council contact details

Address: Consumer Council for Northern Ireland,
Elizabeth House,
116 Holywood Road,
Belfast,
BT4 1NY.

Telephone: 0800 121 6022

Web: www.consumercouncil.org.uk

E-mail: complaints@consumercouncil.org.uk

3 Value Added Tax

- 3.1 All charges in this Scheme of Charges do not include VAT.
- 3.2 The supply of water is zero rated unless it is supplied to a customer whose main business activity is listed within divisions 1-5 of the Standard Industrial Classification (SIC) 1980. If a customer does not provide us with sufficient details to determine their SIC when they register with us, they will be charged at the standard rate of VAT until such details are provided.
- 3.3 For customers whose main business activity is listed within divisions 1-5 of the Standard Industrial Classification (SIC) 1980, charges for building water are subject to VAT at the standard rate. Building water charges are zero rated for all other business classifications.
- 3.4 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.
- 3.5 Charges for the cleaning, maintenance and unblocking of sewers and drains are standard rated.
- 3.6 Water and sewerage infrastructure charges are outside the scope of VAT.
- 3.7 New connection charges are standard rated unless for a new build domestic property, relevant residential or relevant charitable properties which are zero rated. Relevant residential purpose means use as:
- (a) a home or other institution providing residential accommodation for children;
 - (b) a home or other institution providing residential accommodation with personal care for persons in need of personal care by reason of old age, disablement, past or present dependence on alcohol or drugs or past or present mental disorder;
 - (c) a hospice;

- (d) residential accommodation for students or school pupils;
- (e) residential accommodation for members of any of the armed forces;
- (f) a monastery, nunnery or similar establishment; or
- (g) an institution which is the sole or main residence of at least 90 per cent of its residents, except use as a hospital, prison or similar institution or an hotel, inn or similar establishment.

Relevant charitable purpose means use by a charity in either or both the following ways, namely:

- (a) otherwise than in the course or furtherance of a business; or
- (b) as a village hall or similarly in providing social or recreational facilities for a local community.

A reduced rate of 5% will apply in the following two circumstances (work must be performed within the immediate site of the property):

- 1) Converting premises to a different type of residential use e.g. to:
 - a 'single household dwelling';
 - a different number of 'single household dwellings'; or
 - a 'multiple occupancy dwelling' premises intended for use solely for a 'relevant residential purpose'.
- 2) The renovation or alteration of empty residential premises, which must have been empty for at least 2 years.

3.8 Further to paragraph 3.6, zero rating can also apply if the supply of the water and the first time connection are both made by NIW to a customer who applies for the connection and is also the end user of the water and their SIC code is not listed within divisions 1-5 of the SIC. However, if the customer is involved in a relevant industrial activity and has a SIC code 1-5 the supply of the water and any connection will be standard rated.

3.9 This section is not a definitive description of the liability to VAT of charges and is subject to changes in VAT legislation.

4 Summary table of main charges

4.1 The figure 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 can be found in section 12.

Figure 2 - Non-domestic charges.

Description of charge.	Full charge	2014-15 charge
<u>Unmeasured water tariff (see section 6)</u>		
Standing charge (£)	51.70	25.85
Variable charge (£/£000 net annual value)	19.86	9.93
Charge cap (standing charge + variable charge) (£)	810	405
<u>Unmeasured sewerage tariff (see section 6)</u>		
Standing charge (£)	72.30	36.15
Variable charge (£/£000 net annual value)	27.22	13.61
Charge cap (standing charge + variable charge) (£)	860	430
<u>Assessed water tariff (see section 5.22)</u>		
Standing Charge (£) – full charge applies as domestic allowance is available	51.70	51.70
Assessed charge – (£) per loading unit per annum	5.49	5.49
<u>Assessed sewerage tariff (see section 5.22)</u>		
Standing charge (£) – full charge applies as domestic allowance is available	72.30	72.30
Assessed charge – (£) per loading unit per annum	8.37	8.37

Figure 2 – Non-domestic charges continued.

Description of charge.	Full charge	2014-15 charge
Measured water tariff (see section 5)		
Standing charge (£):		
Water supply pipe size up to 20mm	66	66
Over 20mm up to 25mm	110	110
Over 25mm up to 40mm	202	202
Over 40mm up to 50mm	316	316
Over 50mm up to 75mm	624	624
Over 75mm up to 100mm	1,130	1,130
Over 100mm	1,605	1,605
Volumetric charge (£/m ³)	1.020	1.020
Large user volumetric charges (£/m ³):		
Annual consumption over 100,000 up to 250,000m ³	0.816	0.816
Annual consumption over 250,000 up to 500,000m ³	0.765	0.765
Annual consumption over 500,000m ³	0.714	0.714
Building water volumetric charge (£/m ³)	1.020	1.020
Measured sewerage tariff (see section 5)		
Standing charge (£):		
Water supply pipe size up to 20mm	76	76
Over 20mm up to 25mm	126	126
Over 25mm up to 40mm	230	230
Over 40mm up to 50mm	362	362
Over 50mm up to 75mm	714	714
Over 75mm up to 100mm	1,291	1,291
Over 100mm	1,837	1,837
Volumetric charge (£/m ³)	1.638	1.638
Trade effluent tariff (see section 7)		
(R) Reception charge (£/m ³)	0.1903	0.1903
(V) Volumetric charge (£/m ³)	0.2146	0.2146
(B) Biological charge (£/m ³)	0.1421	0.1421
(S) Sludge charge (£/m ³)	0.1657	0.1657
Standard strength combined charge (£/m ³)	0.7127	0.7127
Standard strength Chemical Oxygen Demand (mg/l)	285	285
Standard strength suspended solids (mg/l)	225	225

Figure 3 – Domestic charges.

Description of charge.	Full charge	2014-15 discount
<u>Unmeasured water tariff</u>		
Variable charge (£/£000 capital value)	1.6089	100%
Charge cap (standing charge + variable charge) (£)	643.55	100%
Charge for lock-up garages (£)	3.06	100%
<u>Affordability Tariff (water):</u>		
Capital value up to and including £70,000 (£)	49.17	100%
Capital value over £70,000 up to and including £100,000 (£)	73.75	100%
Capital value over £100,000 (£)	98.33	100%
<u>Unmeasured sewerage tariff</u>		
Variable charge (£/£000 capital value)	2.1079	100%
Charge cap (standing charge + variable charge) (£)	843.12	100%
Charge for lock-up garages (£)	3.71	100%
<u>Affordability Tariff (sewerage):</u>		
Capital value up to and including £70,000 (£)	52.02	100%
Capital value over £70,000 up to and including £100,000 (£)	78.03	100%
Capital value over £100,000 (£)	104.04	100%

Note: NIW will not issue bills to domestic customers in 2014-15. The Department for Regional Development will pay for these services on domestic customers' behalf.

4.2 Tankered waste disposal charges

The charges for septic tank de-sludging are only applicable to domestic customers if the service is requested on more than one occasion in a 12 month period. Non-domestic customers will be charged for each empty.

Figure 4 – Tankered Waste Disposal Charges

Option	Service type	Cost per service
1	Septic tank de-sludge (includes removal and treatment of up to 4.5m ³ of sludge)	£74
2	Package plant de-sludge (includes removal and treatment of up to 4.5m ³ of sludge)	£60
3	Difficult to access septic tanks (includes the removal and treatment of up to 4.5m ³ of sludge)	£97
4	Fast response de-sludge for septic tanks and package plants (includes removal and treatment of up to 4.5m ³ of sludge)	£93
5	Full tanker de-sludge for customers with larger tanks (includes removal and treatment of up to 9m ³ of sludge)	£152
6	Aborted visit charge as a result of erroneous customer supplied information.	£26
Privately tankered waste		
7	Charge for reception and treatment of privately tankered domestic type septage (per cubic metre payable in advance for the projected volume during the month)	£9.80/ m ³

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. 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.

5.2 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, less a domestic allowance, where applicable.

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 customer's 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 smaller. The customer will then be charged accordingly. Figure 5 sets out the standing charges for 2014-15.

Figure 5 – Standing charges for measured water

Supply pipe internal diameter	Standing charge (£)
Up to and including 20mm	66
Over 20mm up to and including 25mm	110
Over 25mm up to and including 40mm	202
Over 40mm up to and including 50mm	316
Over 50mm up to and including 75mm	624
Over 75mm up to and including 100mm	1,130
Over 100mm	1,605

- 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 £1.020 per m³ in addition to the standing charge.
- 5.5 Where customers have a specific fire fighting hydrant point on the customer side of the meter, and thereby incur higher standing charges for a larger supply pipe than may be expected for their standard consumption profile, the standing charge for both water and sewerage will be reduced by one charging band. Customers should notify NIW where this affects a measured account. Any adjustment granted will be applied from the date of application and will not be applied retrospectively. Where a supply is solely for the purposes of fire fighting, no standing or volumetric charges are payable.

Domestic allowance for eligible metered water customers.

- 5.6 Where a metered water customer pays rates for their metered property, a domestic allowance of 100m³ per 6 month billing period may be available for each individually rated property. The domestic allowance is subtracted from the volume as recorded by the meter, before calculating the volumetric charge and is worked out for the exact number of days covered by the bill. Any unused portion of the allowance cannot be carried forward into a new bill period. The domestic allowance does not affect the standing charge.
- 5.7 Customers wishing to apply for the domestic allowance should contact NIW; proof of your rateable status may be required to confirm eligibility. The domestic allowance may be backdated to the date you can show that you started paying rates for the property, up to a maximum of 6 years. Existing non-domestic customers who received a domestic allowance for water supplied during 2013-14 will receive the same allowance in 2014-15. In the case of caravan parks where reduced rates are paid for static caravan units, the domestic allowance will be applied at a similarly reduced rate per rateable static unit.

Large user tariff.

- 5.8 Customers using in excess of 100,000m³ of water per annum and who have implemented a range of water efficient practices can apply for the large user tariff.
- 5.9 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 100,000m³ of water per annum.

Figure 6 – Volumetric charges for large water users

Consumption band	Discount	Volumetric charge
Annual consumption up to 100,000m ³	None	£1.020
Annual consumption over 100,000 and up to 250,000m ³	20%	£0.816
Annual consumption over 250,000 and up to 500,000m ³	25%	£0.765
Annual consumption over 500,000m ³	30%	£0.714

- 5.10 A customer on the large user tariff will pay the standard volumetric charge for the first 100,000m³ consumption each year. The 20% discount rate will be applied to further consumption up to 250,000m³. The higher discount rates will apply to further consumption above 250,000m³ and 500,000m³ respectively.
- 5.11 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.
- 5.12 Where a customer in receipt of the large user tariff persistently fails to comply with agreed payment terms NIW reserve the right to withdraw the tariff and revert the customer to the standard tariff.

Measured sewerage charges.

5.13 There are two elements to measured sewerage charges:

- A standing charge based on the diameter of the water supply pipe serving the property, and / or where appropriate the diameter of the pipe from a borewell (see section 5.28) ; and
- A volumetric charge based on the total water consumption within the property, normally this will be the consumption recorded on the water meter less that volume not returned to the sewer less the domestic allowance where applicable. Where the water supply to the property is augmented or substituted by other sources this will be taken into account (see section 5.29).

5.14 There will be an annual sewerage standing charge for each charging water meter 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	76
Over 20mm up to and including 25mm	126
Over 25mm up to and including 40mm	230
Over 40mm up to and including 50mm	362
Over 50mm up to and including 75mm	714
Over 75mm up to and including 100mm	1,291
Over 100mm	1,837

5.15 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 will be charged at a rate of £1.638 per m³.

5.16 The non-return to sewer 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).

5.17 Where more than 5% of the water supplied is not returned to the sewer, the customer may apply for an allowance against the total volumetric charge using the appropriate application form (which can be requested by telephoning Waterline, see section 2 for details). The fee(s) charged for assessing applications for non-return to sewer allowances are as follows:

Figure 8 - Fees for non-return to sewer applications.

Description	Charge
Application claim administration	£60
Site Inspection fee (it may be necessary to arrange a site inspection in order to assess your claim)	£210

5.18 All fees are fully refundable if your application is approved. Any allowance granted will be applied from the date of application and will not be applied retrospectively. Customers must return the annual self-certification in order to maintain the allowance.

5.19 After an allowance has been granted, any changes which affect the percentage of water returned to the sewer must be notified to NIW. Any adjustment to the allowance will be given from the date the change was notified or from the date we become aware of the change. The allowance may be reviewed at any time. The customer must provide accurate records to enable the calculation of the allowance. Failure to provide this information will result in no allowance being given.

5.20 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.

Domestic allowance for eligible measured sewerage customers.

5.21 Where a measured customer pays rates for their metered property a domestic allowance of 95m³ per 6 month billing period may be available for

each individually rated property. The domestic allowance is subtracted from the volume as recorded by the meter, before calculating the volumetric charge and is worked out for the exact number of days covered by the bill. Any unused portion of the allowance cannot be carried forward into a new billing period. The domestic allowance does not affect the standing charge.

- 5.22 Customers wishing to apply for the domestic allowance should contact NIW. Proof of your rateable status may be required to confirm eligibility. The domestic allowance may be backdated to the date you can show that you started paying rates for the property. Sewerage charges were introduced in 2008 so any allowance can only date from then. Existing non-domestic customers who received a domestic allowance during 2013-14 will receive the same allowance in 2014-15. In the case of caravan parks where reduced rates are paid for static caravan units, the domestic allowance will be applied at a similarly reduced rate per rateable static unit.

Combined domestic and trade effluent discharges.

- 5.23 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.

- 5.24 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 Figure 18. If the customer pays rates for their property then a domestic allowance will be available against water and sewerage in accordance with paragraphs 5.6 and 5.21.

Rainwater harvesting systems.

5.25 Customers using rainwater harvesting systems to gather and use rainwater for toilet flushing etc. should note that they are notifiable items under the Water Supply (Water Fittings) Regulations 2009. As such customers must inform NIW by completing the appropriate application form available on our website.

5.26 Rainwater harvesting systems gather and use rainwater for toilet flushing etc. If this is returned to the foul, rather than storm sewerage network, it will require additional processing. In such cases a volume based charge of £1.13 per m³ will be levied. The volume charged will be determined in one of two ways:

- Where a meter can be fitted this charge will be based on the consumption recorded on the water meter less that volume which it can be proved is not returned to the sewer; or
- Where a meter cannot be fitted, the volume will be based on the area of catchment of the system and 80% of the NI long term annual rainfall (1.14m per annum).

Customers with borewells.

5.27 Customers using water from a borewell or other private supply, and who also discharge to the mains sewer, are required to have a meter fitted on the supply to establish the volume of sewage returned so that an appropriate charge can be levied. The charge will consist of two elements:

5.28 The standing charge, will be calculated based on the following criteria:

- If the borewell is to augment a mains supply the sewerage standing charge based on the existing mains supply pipe size will continue to apply based on the standard tariffs.
- If the borewell is to replace a mains supply then the sewerage standing charge will be based on the borewell supply pipe size, based on the standard tariffs.

5.29 The volumetric charge will be calculated using the volume of water recorded by the water meter, less a non-return to sewer allowance for any volume not discharged to the sewer. The volume will be charged at a rate of £1.638 per m³.

Other matters relating to metered customers.

5.30 Customers whose measured bills are issued after 31 March 2014, which include consumption prior to this date will be charged proportionally according to the 2013-14 and 2014-15 tariffs.

5.31 Charges will be calculated by:

- Firstly, applying the 2013-14 tariff to the estimated use for the period up to 31 March 2014; and
- Secondly, applying the 2014-15 tariffs to the remainder of the consumption. Standing charges will be applied on a pro rata basis.

Leakage affecting metered bills.

5.32 If a leak occurs on a customer's pipe-work 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 appropriate domestic allowances. Information on leakage and how to read the meter is available in our Code of Practice 'Billing and metering for non-domestic customers', copies are available free of charge from NIW or on the NIW website (see contact details in section 2).

5.33 Sewerage charges are based on water used and returned to the sewer. 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) subject to the following conditions:

- The leak occurred on underground pipe-work within the customer's property;
- The leak has been repaired within 4 weeks of the date of its discovery;
- There is no evidence that the leak has been caused by a customer's negligence or wilful damage;
- All claims must be made within 6 weeks of the date the leak was repaired or the bill on an actual read issued, whichever is later; and
- Any allowance granted will relate to the period from the date of the last bill (based on an actual read) until the date of its repair.

5.34 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.

5.35 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.

5.36 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 'Billing and metering for non-domestic customers'. Copies of that document will be available on request, free of

charge, from NIW or can be accessed on the NIW website (see contact details in section 2).

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

5.37 Meters are normally read on a 6 monthly frequency and bills are issued accordingly. Bills are based on the actual usage shown on the meter. If a reading is not available, the usage will be estimated based on previous consumption. Where a meter has stopped recording or fails to register the quantity of water consumed correctly, the usage will be estimated for any period when the meter was out of order, based on the most reliable data available (normally either previous or subsequent consumption). Appropriate adjustments will subsequently be made when an actual meter reading is received at a later stage.

5.38 Customers receiving an estimated bill can provide NIW with a meter reading by either returning the bill with their reading written on it, or telephoning or emailing 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.

5.39 A customer who believes the meter supplying their property is faulty may request 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 9 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.

Figure 9 – Charges for the removal and testing of water Meters

Size of Meter	Charge
15mm	£85
20mm	£85
25mm	£95
30mm	£95
40mm	£105
50mm	£115
80mm	£125
100mm	£181
150mm	£201
200mm	£945
250mm	£1,005
300mm	£1,055

5.40 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. In accordance with The Measuring Instruments (Cold-Water Meters) Regulations 2006, a meter which has been in service is considered to be recording with acceptable accuracy if the test is within +/- 2.5% at the nominal flow rate for the meter being tested and the minimum flow-rate is within +/- 6%.

5.41 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.

Change in meter position

5.42 Where it is possible to satisfy a customer's request to reposition a meter, the work will be charged at cost. Meter relocations to facilitate readings by customers with a disability will be free of charge. This work is likely to involve the installation of a new meter chamber and alterations or replacement of the service pipe which will require excavation and reinstatement of surfaces. The estimated cost of the work will be billed to the customer and will be payable in advance. Any adjustment between the estimate and the actual cost will either be billed or returned to the customer following completion of the work.

Automatic consumption monitoring by customers.

5.43 If a customer wishes to install monitoring equipment (automatic meter reading equipment (AMR) or other data logging devices) on the NIW meter serving their property they must obtain prior permission by completing the relevant application form (which is available on request). Installation of such equipment without seeking prior approval may constitute an offence of tampering with the meter. There will be a fee of £76 for processing the application which will cover administration and a site visit to supervise the installation of the equipment. If the customer decides not to proceed NIW will refund £20 for the installation site visit. Additional site visits to supervise equipment installation, maintenance or removal will be chargeable at £20 per occasion payable in advance. If the existing NIW meter needs to be replaced or upgraded to facilitate such monitoring, NIW will pay for the meter but the customer will be liable for all of the costs associated with removal of the existing meter and installation of the replacement meter. This work will be charged at cost.

5.44 In cases where consumption monitoring equipment has been installed by customers and the billed consumption is disputed, the meter dial reading shall provide the basis for billing.

5.45 NIW reserves the right to accept or refuse any request to permit the installation of consumption monitoring equipment or requests to upgrade the existing meter to facilitate such monitoring. Prior to installation of equipment the customer will be required to sign an agreement with NIW.

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 water main and public sewer but do not have a meter.
- 6.2 There are two elements to both the unmeasured 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 0300 200 7801.
- 6.4 As a result of the decision to defer domestic charges in full for 2014-15, 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 £25.85 applied to all chargeable unmeasured non-domestic properties.
- 6.6 The variable charge will be £9.93 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 £405 (i.e. the total charge payable – standing charge plus variable charge – will be limited by the cap).

Unmeasured sewerage charges

- 6.8 The standing charge will be an annual charge of £36.15 per chargeable property for non-domestic properties.
- 6.9 The variable charge will be £13.61 per £1,000 of the chargeable net annual valuation of a non-domestic property.
- 6.10 There will be a cap on unmeasured sewerage charges of £430 (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 public sewer. Failure to obtain permission before discharging trade effluent is a criminal offence.
- 7.3 Any customer who considers that the material which they wish to discharge could be considered to be trade effluent should contact NIW Waterline on 08457 440088.
- 7.4 Trade effluent charges are payable in addition to sewerage charges. Where there is no domestic sewage discharged, trade effluent charges alone will be payable. A new discharger of trade effluent will be liable to pay charges from the date of consent of the discharge.

Calculating trade effluent charges.

- 7.5 Trade effluent charges will be calculated using the Modgen Formula, which takes account of both the volume and strength of the discharge. The trader may be required to incur additional charges for the monitoring and/or treatment of other substances. The customer will be informed of any charges before they are levied. 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.
- 7.6 The Mogden 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 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 pH7.
- 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.

7.7 The standard unit costs in the Mogden Formula for the 2014-15 charging year will be as follows:

Figure 10 – 2014-15 Standard unit charges.

	Charge (£/m³)
R Reception and conveyance	0.1903
V Volumetric treatment	0.2146
B Biological treatment	0.1421
S Treatment and disposal of primary sludge	0.1657
Standard unit charge	0.7127

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

- O_s Settled Chemical Oxygen Demand: 285 mg/l; and
- S_s Suspended solids: 225 mg/l.

Calculation of volumes for billing purposes

7.9 The volume of effluent discharged will be obtained from a flow recorder installed by the trader, or in the absence of such equipment, the volume will be derived from records of total water consumption including metered water supplied by NIW and any private sources of water supply augmentation such

as borewells or rainwater harvesting. In cases where the volume of trade effluent is determined by reference to total water consumption deductions will be made as follows:

- a) 25 litres per working day for each member of the workforce where there is no canteen serving cooked meals;
- b) 50 litres per working day for each member of the workforce where there is canteen serving cooked meals;
- c) An estimate of the volume of water exported from the premises as a part of the product;
- d) Water losses from cooling towers, boilers etc.

7.10 Please refer to para 5.15 – 5.20 when seeking to apply for any non return to sewer allowances.

7.11 Where a discharger has neither a metered water supply nor an outflow meter, an assumed volumetric figure will be agreed between NIW and the discharger. However any such agreement should be regarded as interim arrangement. The condition stipulated in both consents and directions, which requires the provision of an adequate flow measuring device, may be enforced.

Calculation of strengths for billing purposes

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

7.13 From the analyses of samples collected, the average O_t and S_t strength of the effluent shall be determined on a six monthly rolling average.

7.14 Should a discharger make changes to the processes generating trade effluent or install an effluent treatment plant which significantly alters the strength of the discharge, a new rolling 6-monthly average should commence from the date on which the changes were made.

7.15 NIW reserves the right to apply fixed strength values for industries in the same sector. NIW will determine fixed strength through sampling a range of dischargers in a sector.

Capital contribution – abatement of trade effluent charges.

7.16 When a trader 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 trader towards the capital cost.

Agreement to discharge tankered trade effluent to a wastewater treatment works.

7.17 The amount due to NIW for any charging period will be calculated in accordance with the Mogden formula less the conveyance fraction of R. This fraction is usually set at 50%.

7.18 In the case of tankered waste, the average settled O_t and S_t will be determined from samples taken in the billing period. If a trader requests that a “rogue” result is to be considered for removal from the billing calculation, the trader must provide supporting documentary evidence.

Further matters relating to trade effluent consents.

7.19 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.

7.20 Additionally requirements for any of the following conditions may be stipulated in the consent on an individual basis:

- 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;
- Retaining records of the discharge volume, flow rate, nature, temperature and composition of any trade effluent being discharged and, in particular, the keeping of meter readings 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.

7.21 The consent will also include 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.

7.22 Where a customer makes an application for a new trade effluent consent and

subsequently withdraws the application, NIW reserves the right to recover any costs it has incurred (including analysis, sampling and inspection costs) in connection with the original application.

7.23 In accordance with The Water and Sewerage Services (Northern Ireland) Order 2006, a customer may appeal to the Utility Regulator against any condition imposed. The Utility Regulator's contact details are provided below:

Utility Regulator contact details:

Address: Queen's House
Queen Street
Belfast
BT1 6ED
Telephone: 028 9031 1575
Website: www.uregni.gov.uk

8 Disposal of Tankered Waste

8.1 NIW will provide a discretionary service for the de-sludging of septic tanks, domestic treatment plants and cesspools. Each domestic customer will be entitled to one free tank empty in any 12 month period. If the septic tank serves more than one domestic property, one load will be removed free of charge per property served. In the case of caravan parks where reduced rates are paid for static caravan units, one standard de-sludging of up to 4.5m³ will be performed per two static caravan units. Caravan parks without static units will be treated as non-domestic customers. 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 11 – Charges for septic tank de-sludging service.

Option	Service type	Charge
1	Septic tank de-sludge (includes removal and treatment of up to 4.5m ³ of sludge)	£74
2	Package plant de-sludge (includes removal and treatment of up to 4.5m ³ of sludge) – see Note 1 below.	£60
3	Difficult to access septic tanks (includes the removal and treatment of up to 4.5m ³ of sludge) – see Note 2 below	£97
4	Fast response de-sludge for septic tanks and package plants (includes removal and treatment of up to 4.5m ³ of sludge)	£93
5	Full tanker de-sludge for customers with larger tanks (includes removal and treatment of up to 9m ³ of sludge)	£152
6	Aborted visit charge as a result of erroneous customer supplied information.	£26
	Privately tankered waste	
7	Charge for reception and treatment of privately tankered domestic type septage.	£9.80/ m ³

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 £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 2 working days from the date of the request but this service is only available on a charged basis.
- 8.3 NIW is required under the Waste and Contaminated Land (Northern Ireland) Order 1997, the Waste Management Licensing Regulations (Northern Ireland) 2003 and the Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations (Northern Ireland) 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.

Disposal of privately tankered waste

- 8.4 Private licensed waste carriers may dispose of domestic type septage at designated sludge reception centres subject to prior application and approval. The charge to dispose of sludge is £9.80 per cubic metre. This fee is payable in advance for the projected volume during the month.
- 8.5 Sludge deposited must be of domestic septage only. NIW reserves the right to complete random sampling on all vehicles at anytime. Carriers must apply in advance to use this service. Validation of the NIEA Waste Carrier License and DVA Operators License will be undertaken.
- 8.6 Access to any of the sludge reception centres will not be permitted until payment has been received in full. NIW reserves the right to withdraw

permission if the carrier fails to comply with the terms and conditions of the approval.

9 How to Pay Your Bill

9.1 Payments by unmeasured and measured customers can be made in the following ways:

- Direct Debit;
- NIW website self-service;
- 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;
- Debit / credit card payments by phoning the Billing line on 08458 770030. **Credit card transactions will be subject to an additional charge of 1.55%.** Credit card payments are only accepted against water and sewerage bills;
- BACS; or
- Postal payments by cheque.

9.2 NI Water will not accept cash receipts that are equal to or greater than £5,000 for any one transaction or lower amounts from the same person or company in relation to that same transaction that adds up to £5,000 or above. Any payments that are equal to or above £5,000 should be transacted by cheque or other secure payment method. Cash payments should not be sent by post.

Payment of measured water, sewerage and trade effluent charges

9.3 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.

9.4 Metered bills are usually sent every six months, larger metered water customers are billed monthly. 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.

- 9.5 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.
- 9.6 NIW operates a 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.
- 9.7 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.
- 9.8 Fortnightly or weekly plans for paying metered charges are available on request. Monthly, fortnightly and weekly plans are also available for repaying any arrears of metered charges, subject to agreement with NIW, and for the assessed volume charge.
- 9.9 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.

- 9.10 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.
- 9.11 NIW offers a range of payment plans for unmeasured customers:

- Payment by two instalments on 1 May and 1 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.

9.12 For frequent payment plans customers should call the Accounts Helpline on 08458 770050 to discuss their requirements and to agree suitable plans.

9.13 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. 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.

9.14 NIW will ensure that every attempt is made to work with the customer to secure a reasonable payment arrangement. Customers experiencing payment difficulties can contact NIW to discuss alternative arrangements such as smaller more frequent payments.

9.15 Measured charges are billed in arrears and are to be paid on the bill date, while unmeasured charges are billed in advance and are to be paid within 28 days of the bill date. If the bill has not been paid, a reminder notice is sent advising the customer that recovery action will follow. This recovery action, which would be initiated if payment is not made or if the customer has not contacted NIW to agree a payment plan, could either be legal action, disconnection of the supply (including action to separate shared supply pipes or mixed use supplies) or a combination of both.

If accounts are not settled within the agreed payment schedule, NIW reserves the right to claim statutory interest at 8% above the Bank of England reference rate in force on the date the debt becomes overdue and at any

subsequent rate where the reference rate changes and the debt remains unpaid. This interest levied is in addition to a fixed sum, dependent on the level of debt but not less than £40. These charges are in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002.

- 9.16 If a supply is disconnected for non-payment of charges due, then full payment of the arrears and a reconnection fee (see section 12) will have to be made before the supply is reconnected. NIW also reserves the right to require non-domestic customers to provide a security deposit in cash or some other form of secured funds. The security deposit will be equivalent to charges over 1 billing cycle. Average charges will be based on consumption history. If a shared or mixed use supply has been separated to allow a disconnection to be made, the costs of the separation will be added to the arrears. 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.
- 9.17 If a customer fails to honour a reasonable payment arrangement, in accordance with normal commercial practice, NIW will initiate action to disconnect the service to protect the company and other customers from further unrecoverable losses.

Recovery of legal expenses

- 9.18 All costs and fees incurred by NIW or its agents in the collection of outstanding charges, such as solicitor's costs, court fees and warrant costs will be recovered from the customer. Customers will be advised of the fees likely to be added to their arrears before that cost is incurred by NIW. In cases referred to the Small Claims Court, a minimum court fee of £50 will be added to the amount outstanding.

Billing adjustments

- 9.19 Every effort is made to ensure that charges are billed correctly based on the information held on accounts and in accordance with this Scheme of

Charges. Any adjustment to charges will normally be applied from the start of the charging year in which the change in circumstances are notified by the customer to NIW, or otherwise brought to the attention of NIW, except where the change occurs in the charging year when any adjustment will be applied from the date of the change.

9.20 In circumstances where a customer has been charged incorrectly because of an error caused by NIW, we reserve the right to make retrospective adjustment and will always do so where the adjustment is in the customer's favour. In accordance with The Limitations (Northern Ireland) Order 1989, any billing adjustments are limited to a maximum of 6 years from date of notification of the error.

9.21 NIW reserves the right to make retrospective adjustment where a customer intentionally provides incorrect information or withholds information that may affect their charges.

Other payment matters

9.22 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 a customer pays in any other currency, it will be converted into Sterling with any bank charges and currency fluctuation adjustments being made to the customer's account. NIW is unable to facilitate Direct Debits in any currency other than Sterling.

9.23 Where a bill is reissued due to changes on the account this will be at no charge.

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 charges. Where premises are let for periods of less than 12 months, or are in multiple occupation, the owner may be regarded as the occupier.

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. (See also Common Billing Agreement section 10.14).

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 bed-sits, 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 on which 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 15** in section 11.
- 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 the date of the first meter reading taken by NIW.

Other matters regarding liability to pay charges

10.14 Common Billing Agreements - Where a property consisting of separate occupiable units has a single supply pipe, each separate occupier would

normally be liable for billing on a measured or unmeasured basis as appropriate. However, if all the customers agree and appoint a representative, usually the landlord or management agent, this individual may enter into a common billing agreement (CBA) with NIW to accept liability for the water and sewerage charges on behalf of all customers within the property.

- 10.15 In this situation it may be possible to meter the property and charge on the basis of a single meter. NIW will not provide further meters to enable cost allocation within the property as this becomes a third party recovery issue. If we have previously metered a multiple occupancy property on the basis that an individual or managing company would be responsible for the initial costs and future water bills this is considered to be a common billing agreement (CBA). We will expect that representative to pay the bill and recoup from the occupiers as they see fit.
- 10.16 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). This cannot apply if there are two separate supplies.
- 10.17 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.
- 10.18 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.

10.19 Single meter supplying multiple premises or customers – when a metered property is sub-divided, the owner or developer should provide separate water supplies to each new separately occupiable part. If this hasn't happened and no particular person has accepted, in writing, responsibility for the charges, we will bill the person considered to have the principal responsibility.

Liability for water and sewerage charges when the person responsible for payment applies for bankruptcy.

10.20 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 Public Water main 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. The cost of a water connection will include a charge for making the connection to the public water main, a charge for building water used in new build properties and a water infrastructure charge. A water meter will be installed on new connections in accordance with legislative requirements and remains the property of NIW. Where a water meter is installed on a new non-domestic connection the metered tariff will apply. If connecting to the sewerage network, a separate sewerage infrastructure charge will also be payable.
- 11.2 NIW requires customers to provide separate water connections to each new separately occupiable unit or dwelling. This includes redevelopments of sites with an existing single water supply where the development increases the number of dwellings or units. In exceptional cases NIW will approve variants to this requirement. In such cases paragraph 11.28 will apply and a Common Billing Agreement must be put in place.
- 11.3 Where a water connection is provided but the meter chamber is reset, readjusted or interfered with by the developer, such that a meter cannot be installed as per NIW installation guidance, the cost for all works to replace the meter chamber will be charged to the developer. The developer will be deemed responsible where the meter chamber has been reinstated by them, or a third party on their behalf, after connection.
- 11.4 A connection charge is payable in advance. Persons requiring a water connection should decide which of the following options is most suitable:
- (a) A connection only;
 - (b) A full service connection and all associated trench-work, pipe-work and reinstatement; or
 - (c) A mains connection, e.g. large diameter water supply connection or a connection to a trunk sewer.

- 11.5 If you have any questions or require advice on getting connected or if you wish to make an application, please contact NIW using one of the methods highlighted below:

Figure 12 – NIW contact details

Contact Details	
Telephone number	Waterline 08457 440088 (24 hours) Or Developer Services 08458 770002 (9am – 4.30pm)
Text Relay	Through Waterline 08457 440088
Email	waterline@niwater.com
Address	PO Box 1026, Belfast BT1 9DJ

Making a connection to a public water main or sewer.

- 11.6 In line with Roads Authority (DRD Roads Service) legislation, NIW is the approved licenced 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 and sewers. Persons who can obtain a Street Works accreditation from DRD Roads Service may also open the public verge / footpath / carriageway. Where a valid Street Works Licence is presented to NIW, customers can undertake all excavation backfill and reinstatement, and may make the sewer connection in the public area with the written permission of NIW. NIW must make all connections to a public water main. Contact details for DRD Roads Service are provided below:

DRD Roads Service contact details:

Address: Clarence Court
10 - 18 Adelaide Street
Belfast
BT2 8GB
Telephone: 028 9054 0540
Email: roads@drdni.gov.uk

Water connection only.

11.7 Where the Street Works Licence requirements do not apply i.e. on private property or unadopted streets customers can undertake all excavation works, with NIW undertaking 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 £252 as shown in Figure 13. Connection charges are payable in advance. The applicant is responsible for obtaining third party land approval and providing written evidence of this to NIW. A standard connection is one which meets the following criteria:

- The external diameter of the pipe connecting to the water 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 between 9.00am and 4.30pm Monday through to Friday.

11.8 Non-standard connections greater than 32mm external diameter will be charged for the actual cost of carrying out the connection.

11.9 Where NIW attends and is unable to complete the connection because the site is not ready an aborted visit charge of £169 will be charged.

Installation of connections in contaminated lands.

11.10 The potential presence of contamination in brown field sites requires careful selection and evaluation of an appropriate pipe material to provide long term protection to both water quality and structural integrity. NIW recommends customers refer to the United Kingdom Water Industry Research (UKWIR) Guidance 10/WM/03/21 for the selection of water pipes to be used in

brownfield sites. This guidance can be downloaded from the UKWIR website at www.ukwir.org/site/web/content/contact-us. Both plastic and metallic pipes through the presence of petroleum hydrocarbons, solvents and corrosive chemicals can be compromised if an inappropriate pipe material or components have been selected. Polyethylene water pipes can be affected by certain chemicals in contaminated land. Where polyethylene service pipes are to be installed in sites where ‘contamination’ may exist, a polyethylene pipe incorporating an impermeable aluminium layer (a barrier pipe) is available as an alternative means of construction. Connections that require a ‘barrier pipe’ up to and including 32 mm diameter will be charged at a rate of £6.40 per metre run.

Figure 13 – Standard water connection charges

Standard connection	Charge per connection
Includes connections that are up to 25mm nominal diameter (32mm external diameter). NIW will make the tapping to the public water main, provide the communication pipe and boundary box and connection to the customer’s service supply pipe.	£252
Standard Connections to mains that are in Public Realm Improvement areas e.g. under new slab footpaths.	At cost
Standard Connection (Self Certified) Includes connections that are up to 25mm nominal diameter (32mm external diameter). NIW approves the application for a Self-Certified Accredited Plumber to make the tapping to the public water main, the communication pipe and boundary box and connect to the customer’s service supply pipe. NIW will complete the inspection and fit the meter as appropriate.	£73

Full service pipe connection

- 11.11 Where a developer / house-builder requisitions a full service connection, all costs incurred in the laying of the communication pipe necessary to make the connection between the water main and the boundary box shall be recovered. Connection includes tapping, installation of a communication pipe, boundary box and up to 10m of service pipe, complete with excavation backfill and reinstatement.

11.12 Where conditions allow an additional connection / service pipe may be laid through the same duct or trench. Multiple ducts / service pipes that are laid in the same trench or duct will attract a discounted rate as indicated in Figure 14.

Figure 14 –Full service pipe connection charges.

	Verge /Unmade Ground	Up to 2m from site boundary footpaths only	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	£509	£635	£708	£837
An additional service pipe connection through same duct or trench	£329	£380	£466	£545
Band – B Standard connections to mains in public areas that are 101mm and up to 225mm diameter	£524	£632	£732	£868
An additional service pipe connection through same duct or trench	£346	£395	£476	£568
Bands – A&B Additional cost per metre run up to 20m	£18.70	£34.60	£34.60	£34.60
Bands – A&B Additional cost per metre run up to 20m where the communication pipe is installed in a barrier pipe material	£6.40	£6.40	£6.40	£6.40
Band – C Standard connections to mains in public areas that are 250mm diameter or greater	At cost	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	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	£252	£252	£252	£252
Aborted connection charge	£169	£169	£169	£169

Figure 15 – Disconnection and reconnection charges (Water)

Type	Charge
Reconnection at NIW’s stopcock (following temporary disconnection or following non-payment and subsequent disconnection) – payable in advance of reconnection	£120
Where the reconnection cannot be made at NIW’s stopcock all the actual cost involved for the physical reconnection will be payable subject to a deposit of £50 being payable in advance of disconnection / reconnection	At cost
Permanent disconnection	No charge

Building water.

11.13 Where a water connection is provided for a new build property or unit, a fixed charge of £20 is payable for water consumed in the construction process for each individual connection requested for separately occupied properties / units capable of separate occupation. For non-domestic properties / units the charge payable will be calculated by reference to the water using appliances installed in them using the Loading Units in Figure 18 - Table of Nationally Agreed Loadings Units for Water Fittings. The building water 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.

Connection to sewers

11.14 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 of £123 is payable in advance for 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, all costs incurred in making the connection shall be recovered. Any subsequent re-inspections will be charged at the same rate. Note: If a sewer connection does encroach on public verge footpath or carriageway the developer may complete all excavation and reinstatement provided he obtains and presents to NIW a valid Street Works Licence in compliance with Roads Service Legislation.

11.15 Full service pipe connection - Where a developer cannot obtain a valid Street Works Licence, NIW carries out a full service sewer connection, including all associated trench work, pipe work 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 (see Para 11.16 below). Customers will be required to pay an application fee of £123 in advance, which will be deducted from the final bill.

11.16 The actual costs will be calculated on the basis of:

- the diameter of the customer connection;
- the diameter and material of the public sewer;
- the existing surface where the sewer is to be laid;
- the make-up of the ground construction;
- the depth of the public sewer;
- traffic management requirements; and
- distance from boundary to connection.

By way of example a nominal 100 mm diameter drain connection connecting to a public 225mm diameter uPVC sewer at a depth of 1.6 metres in a bitmac road way, involving a 5.0 metre excavation will cost on average £1,875 including an initial survey, all excavation and reinstatement, provision of all pipes and fittings and administration charge.

11.17 Where NIW attends the site to carry out such work and the site is not ready, an aborted visit charge of £61 will be levied.

Figure 16 – Sewer connection charges

Type of connection	Charge per connection
<p>Standard connection Inspection fee 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</p>	£123
<p>Aborted inspection charge</p>	£61
<p>Full Service Pipe Connections NIW will carry out all associated excavation, trench works, pipe work and reinstatement in accordance with Street Works Legislation. (see para. 11.7)</p>	At cost
<p>Application fee payable in advance will be deducted from the final calculated cost of the full service sewer connection.</p>	£123

Infrastructure charges.

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

11.19 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; and
- For sewerage only, where no water supply is taken from a statutory water undertaker, the point at which the property is physically connected to a sewer owned by NIW.

Figure 17 – Infrastructure charges

	Charges
Water infrastructure charge	£305 per connection
Sewerage infrastructure charge	£305 per connection

Application of the charges

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

11.21 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.

11.22 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.

11.23 Except for non-standard cases (see section 11.28), the standard amounts of the charges will be payable for each unit connecting to NIW’s water mains and/or sewers.

Liability to pay the charge.

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

- 11.25 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

- 11.26 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.
- 11.27 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.

Non-standard cases.

- 11.28 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.
- 11.29 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.

11.30 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. Figure 18 details the “Loading Units” for various water using appliances.

11.31 The infrastructure charge will be calculated by:

- (a) adding together all the loading units for all the appliances in the building;
- (b) dividing this figure by 24; and
- (c) 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.

11.32 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 Figure 18. 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. The relevant multiplier figure will then be multiplied by the standard infrastructure amount to determine the charges due.

Caravans.

11.33 In the case of additional caravans on a site, infrastructure charges will be based on the net increase in the numbers of caravans / bays on the site, and the use of the relevant multiplier based on loading units as set out in Figure 18.

Figure 18 –Nationally agreed loading units for water fittings.

Water fitting (See Note 1)	Loading units (LUs)
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.

11.34 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 the time of application, identifying the total number of connections applied for and which sites are requested to be off-set.

11.35 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).

- 11.36 NIW 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.
- 11.37 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.
- 11.38 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.
- 11.39 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.

- 11.40 Extensions to the public water main or sewer networks to the boundary of the property or development (the off-site water main or sewer) may be provided by NIW on receipt of a Requisition Notice from the owner or occupier of any premises in the locality provided the NIW's conditions are met. An application fee of £325 is payable at the time of application. This is non-returnable if NIW issued the decision letter having initially undertaken the technical and economic appraisal study and the applicant subsequently decides not to

proceed. In the event a resubmission application is made, a resubmission fee of £80 is applicable.

- 11.41 Extensions to the public water main within the boundary of a development (the on-site water main) may be provided by NIW on receipt of a Requisition Notice from the owner or occupier of any premises within the development, provided the NIW's conditions are met. An application fee of £259 is payable at the time of application, for the first 30 properties within the development and £17 for each additional 30 properties or part thereof. This is non-returnable if NIW issued the decision letter having initially undertaken the technical and economic appraisal study and the applicant subsequently decides not to proceed.
- 11.42 In responding to a request, NIW will provide a costing for the work. The costs of the work will include 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. Figure 19 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.
- 11.43 Owners of rural residential properties which do not have a connection to a public water supply main, may make application under the requisition procedures for an economic assessment which can be used to support an application to the Department of Agriculture and Rural Development relating to the bore well requisition scheme.

11.44 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 19 – Reasonable cost allowance.

Requisition	New properties (Post 1 January 2000)	Existing properties (Pre 1 January 2000)
Water main	£2,025	£12,000
Sewer	£2,537	£4,000

Disputes

11.45 Any dispute about the decision of NIW in response to a requisition notice may be referred to the Consumer Council, contact details as follows:

Address: Consumer Council for Northern Ireland,
Elizabeth House,
116 Hollywood Road,
Belfast,
BT4 1NY.

Telephone: 0800 121 6022

Email: complaints@consumercouncil.org.uk

Web: www.consumercouncil.org.uk

12 Other Developer related 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 fire hydrant by any other means could lead to prosecution and a maximum financial penalty of £1,000 per occasion. Those who have a legitimate need may obtain a portable standpipe for drawing water on a temporary basis from a fire hydrant on a public water main system. A portable standpipe 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 the NIW website www.niwater.com

Rental charges – Standard 25mm diameter standpipes.

- 12.2 The charge, including delivery by NIW, for a minimum period of one month and a maximum period of 12 months is shown in Figure 20. Where the customer agrees to collect and return the standpipe a lower charge will apply. In addition to the charges shown, a refundable deposit of £100 must also be paid for each stand pipe. The deposit will be returned when the stand pipe is returned to NIW without damage. All charges are payable in advance.

Figure 20 - Rental charges 25mm diameter standpipe.

Hire period	Charge (Standpipe delivered & collected by NIW)	Charge (Standpipe collected & returned by the customer)
1 month	£128	£68
2 months	£161	£101
3 months	£195	£135
4 months	£228	£168
5 months	£262	£202
6 months	£295	£235
7 months	£329	£269
8 months	£362	£302
9 months	£396	£336
10 months	£429	£369
11 months	£463	£403
12 months	£496	£436

Rental Charges – 65mm Diameter standpipes.

- 12.3 The charge, including delivery by NIW, for a minimum period of one week and a maximum period of 12 months is shown in Figure 21. Where the customer agrees to collect and return the standpipe a lower charge will apply. In addition to the charges shown, a refundable deposit of £100 must also be paid. The deposit will be returned when the stand pipe is returned to NIW without damage. All charges will be payable in advance.

Figure 21 Standpipe rental charges 65mm diameter.

Hire period	Charge (Standpipe delivered & Collected by NIW)	Charge (Standpipe collected & Returned by the Customer)
1 week	£129	£69
2 weeks	£146	£86
3 weeks	£163	£103
4 weeks / 1 month	£180	£120
5 weeks	£197	£137
6 weeks	£214	£154
7 weeks	£231	£171
8 weeks / 2 months	£247	£187
9 weeks	£264	£204
10 weeks	£281	£221
11 weeks	£298	£238
12 weeks / 3 months	£315	£255
16 weeks	£383	£323
20 weeks	£451	£391
24 weeks	£518	£458
28 weeks	£586	£526
32 weeks	£654	£594
36 weeks	£721	£661
40 weeks	£789	£729
44 weeks	£857	£797
48 weeks	£924	£864
52 weeks	£992	£932

12.4 Charges include the issue of a stand pipe licence and delivery of the Stand Pipe to a designated address. At the discretion of NIW stand pipes may be collected from a central store and will attract a reduction in the cost of rental as indicated.

12.5 Where water consumption is required for a specified use which can be detailed, calculated and verified, an assessed rental charge may be applied at the discretion of NIW. This will be based on administration / delivery charges and the estimated cost of water consumed using the current rate per volumetric charge. All charges will be payable in advance. Where a water connection is provided for a new build property or unit, a fixed charge of £20 is payable for water used in the construction process.

Provision of Information Including Maps

12.6 Records may be inspected free of charge at Developer Services by prior appointment, see Figure 23 for contact details. Written requests for map information will be charged as follows:

- £15.00 per A4 printed copy for water and sewer details;
- £17.00 per A3 printed copy for water/sewers individually; and
- £4.50 each additional printed copy.

Requests for electronic copies will be based on the number of A3 equivalent sheets to cover the area requested.

12.7 Where a site visit is required to determine actual on site water supply, foul and surface water connections, a charge of £140 per visit will be payable in advance. Where NIW attends a site at a prearranged time but is unable to undertake the inspection because the site is not ready or inaccessible, an aborted visit fee of £57 will be charged.

12.8 NIW provides a routine response to requests from Planning Service and conveyancing solicitors where additional information is directly requested from NIW over and above the basic information previously provided. This service will be charged as follows:

- Standard response 10 days £35.
- Same day response (if received before noon) £70.
- Next day response £60.
- 48 hour response £50.

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 £20 for each routine enquiry plus a charge of £6.00 for each copy document provided. Actual costs will be charged for any non-routine enquiries. Time will also be charged at £31 per hour or part hour with a minimum charge of £10. Postage will be charged at cost. Details of routine enquiries can be obtained from NIW prior to making a request. Copies of Article 161 agreements relating to development queries will be

provided where available, at a cost of £37 for each agreement, and are subject to data protection regulations.

- 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 the information needed to the customer. 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 22 – Photocopying charges

Colour	Size	Price
black & white	A4	£0.25/ sheet
	A3	£0.50/ sheet
colour	A3 or A4	£1.00/ 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 where actual cost vary significantly from the estimate. NIW reserves the right to charge or refund this difference.
- 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) and Environmental Information Regulations (EIR) 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”. The “appropriate limit” does not apply to EIR legislation. NI Water will charge (or

if deemed 'manifestly unreasonable' exempt) requests above £450 but only after you have been offered advice and assistance to make the request smaller so that it could be processed free of charge.

12.15 The appropriate limit for NIW under FOI 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;
- Decline the request on the basis that it exceeds the appropriate limit; or
- Ask the requestor to refine their request to a more manageable level.

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 £5 will be waived. Certain items of NIW's records are open for inspection free of charge during normal office hours. Details can be obtained by contacting NIW.

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 and existing development;
- Building over or near public sewers;
- Diversion of water mains;
- Self-lay mains;
- Pressure testing water mains; and
- Fire hydrant installation.

More detailed information on how to apply for these services is contained within the NIW – Developers & House-builders Guidance Notes. Copies can be obtained by contacting NIW using one of the methods highlighted below, or by downloading from the NIW website www.niwater.com.

Figure 23 – Contact details

Telephone number	Developers Services Team 08458 770002 (9.00 am – 4.30 pm)
Email	developerservices@niwater.com
Address	Developers Services, NI Water, Ballykeel Office, 188 Larne Road, Ballymena, Co Antrim, BT42 3HA

Future development enquiries

12.18 Applications can be made to NIW to provide information about the availability and capacity of water and sewer infrastructure to service future development. NIW will advise if the existing sewer network, and / or wastewater treatment works can accommodate the proposed future development, 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. Where a proposed development is in proximity to a wastewater treatment works, an odour model study may be required to determine the development boundary limits.

12.19 Charges for pre-development enquiries are as follows:

- Pre-development enquiry application fee (includes any service mark ups provided to the applicant) £113.
- Network Capacity Check (water network) application fee £1,395.
On receipt of the fixed fee, the hydraulic model will be updated to reflect the potential additional loading from the proposed development. The applicant will be advised of the point of connection to the water supply network, and the cost of providing the off-site infrastructure or upgrading the network to accommodate the proposed development.

- Network Capacity Check (sewer network) application fee at full cost, less a **£500 deposit** payable in advance.

On receipt of the deposit, an initial assessment will be undertaken and a quotation provided for producing a hydraulic model of the sewer network to reflect the potential additional loading on the sewers due to the proposed development. NIW will write to the applicant advising the actual cost of preparing the report. If the applicant then wishes to proceed the balance of the payment less the deposit should be paid. The final report if commissioned will identify the point of connection to the sewer network, and the cost of providing the off-site infrastructure or upgrading the network to accommodate the proposed development.

- Development Encroachment (development limits assessment) application Fee £230. Where a full Odour Model Appraisal (OMA) is necessary to determine the development limits, a letter of quotation will be issued which will advise on the limit of development and the cost of any related capital works. If the applicant decides to proceed, the fee will be payable in advance at cost.

Sewers for adoption – new development.

12.20 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 are as follows:

Application fee:

- Application Fee (non-returnable) £278.
- If an application has to be resubmitted a fee of £82 will be charged.
- Replacement Article 161 Agreements will be provided for a fee of £82.

Inspection / Adoption Fee:

- Sewer inspection / adoption requests will be charged at 2.5% of the estimated cost of sewer construction (£500 minimum) using a schedule of rates prepared by NIW. The application fee is deducted from the calculated total fee.

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:

Covering the provision of agreement and transfer of lands:

- Adoption of gravity drainage system only £225.
- Adoption of gravity sewers with associated pumped drainage system £308.

Sewers for adoption – existing drainage systems.

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

Figure 24 – Sewer adoption charges for existing sewers only

	Charge
Application / Assessment Fee (non-returnable)	£278
Inspection / Adoption Fee <ul style="list-style-type: none"> • Single sewer leg up to 300m. • Multiple sewers within a development (cost of construction calculated using a schedule of rates prepared by NIW based on current sewer contract rates) 	£550 2.5% of construction cost. (£550 min)
Legal fee for the provision of agreement and transfer of land	£105 minimum

12.22 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 £550 where inspection / adoption fees have not previously been charged by DRD Roads Service prior to 1st April 2007.

12.23 Preliminary / Final Certificate of Completion Adoption applications for mature Article 17 / 19 development sites that pre-existed 1st April 2007 has a one off fee of £278.

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 from NIW. Proposals should be forwarded to NIW for assessment. This assessment process is in two stages, with each stage having separate charges:

- Stage one appraisal considers if a build-over is necessary or is there an alternative. The size, depth, material, gradient and condition of the sewer and position and construction / location of the proposed building is taken into account. If there is an alternative the build-over application may be refused. If a building over application is refused NIW will advise if there is potential for the realignment of the public sewer. (See 12.26).
- In Stage two the build over application is approved and may have conditions attached about the construction, inspection and approval / sign-off of the on-site construction.

12.25 The stage one application / assessment fee is £229 payable at the time of application and includes a technical assessment of the condition of the existing public sewer. Multiple applications in the same location and on the same sewer leg will attract a discount for third and subsequent applications as shown in Figure 25. The stage two fees involve checking that the building over works has not affected the integrity of the public sewer and that any conditions attached to the approval have been met. Charges are shown in Figure 26.

Figure 25 – Application / assessment fee

Number of properties	Fee per property	Discount
1 – 2	£229	0%
3 – 5	£206	10%
6 – 10	£183	20%
11 or more	£172	25%

Figure 26 – Building over or near a sewer – Inspection and sign-off (Including CCTV survey)

	Charge
Inspection and sign-off	£303
Inspection and sign-off - (non-routine e.g. large diameter sewers, pumping mains, large single curtilage development)	At cost (Minimum £303)

Sewer realignment

12.26 NIW will appraise submitted proposals for the realignment of public sewers and advise of the initial recommendations for realignment of the public sewer, which may have conditions attached, such as route, level and material. It should be noted that realignment of public sewers may be expensive and NIW may not agree to the realignment of critical sewers. Assessment, inspection and approval charges in connection with the realignment of the sewer by the applicant are as follows:

Figure 27 – Sewer Realignment

	Charge
Assessment and Appraisal - All sewer diameters (including pumped sewers)	£243
Inspection and sign-off	£243
Inspection and sign-off - (non-routine e.g. large diameter sewers, pumping mains, large single curtilage development)	At cost (Minimum £243)

Diversion of water main

- 12.27 Building over a public water main is not permitted. If an existing water main crosses a new development / redevelopment site, it is preferable for the layout to be designed to avoid the main 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 £170 will be payable.
- 12.28 Where a large or multi-element project has multi interfaces that will affect our water and sewer infrastructure, and requires additional support or site visits from our technical assessors this can be provided at an hourly rate of £35.
- 12.29 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, subject to compliance with the Street Works (Northern Ireland) Order 2005. NIW will complete the works associated with the mains diversion 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. A 100% security bond may be required to cover the cost of the works in the event the applicant defaults.
- 12.30 Where the applicant is unable to obtain a valid Street Works Licence NIW will undertake all works associated with the diversion on an At Cost rechargeable basis.

Figure 28 – Diversion of a water main

	Charge
Application / Assessment	£170
Design of diverted main, supply pipes and fittings, lay joint test, disinfect and commission, including all associated stakeholder liaison etc.	At cost (Minimum £2,000)

Self-lay water mains

12.31 NIW is developing 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, 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 e.g. connection to a laid main, which NIW will undertake in all circumstances. Indicative charges for self-lay are as follows:

Figure 29 – Self-lay water mains

NIW design		Charge
Preparation by NIW of on-site water mains design layout	First 30 properties / units within development	£250
	For each additional 30 properties / units or part thereof	£16
Developers design		
Review / approve water main design layout submitted by approved contractor	First 50 m of water main	£122
	For each additional 50m of water main or part thereof	£20
Re-submitted design		
Review / approve water main design Layout re-submitted by approved contractor	First 50m of water main	£76
	For each additional 50m of water main or part thereof	£18
Approve design, inspect sign-off and adopt		
Review / approve water main design layout submitted by approved contractor, inspect, sign off and adopt	First 50m of water main	£484
	For each additional 50m of water main or part thereof	£63
Inspect sign-off and adopt		
Inspect, sign off and adopt	For first 50m of water main	£367
	For each additional 50m of water main or part thereof	£80
Disinfect self-laid mains		
Disinfection of self-lay water mains	For first 300m or part thereof	£164
	For each additional 300m on same job	£40
Swabbing of self-lay mains		
Swabbing new water main to cleanse main before commissioning	For first 300m or part thereof	£133
	For each additional 300m on same job	£40

12.32 Bond Security (Cash or Guarantee Bond)

- Bonding arrangements shall be provided by way of security to the value of 40% of the total estimated cost of installation of the self-lay water main based on a schedule of rates prepared by NIW to cover the discharge of any obligation on the part of the applicant (minimum of £500).
- Legal / Administration Fee for provision of a self-lay water main agreement - £104.

Pressure testing water mains.

12.33 For pressure testing mains up to and including 300 metres in length the fee payable in advance is £458. Each additional 300m or part thereof per single application is £35.

Fire hydrant installation.

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

Figure 30 – Fire hydrant installation

	Charge
Unmade ground	£1,028
Footpaths or paved areas	£1,071
Minor roads	£1,084
Major carriageways	£1,117
Decommissioning fire hydrant	£578

13 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 has 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 5.6 and 5.21.

At cost - where the price of requested work is being calculated, this will include company costs for administration, technical assessment, on site surveys, pipes fittings and materials as appropriate, capital costs for work under taken by our contractors, charges levied by statutory agencies and other bodies, land costs and company on-costs.

Catchment area – The surface area in square metres from which rainfall will be gathered to a central storage container for the purpose of non-potable water use within the premises.

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 (m³) - This is a standard metric unit of measurement for liquids, 1 cubic metre is equivalent to 1,000 litres.

Curtilage - the enclosed area of land adjacent to a dwelling house.

Domestic allowance – Where a metered water customer pays business rates for their metered property, a domestic allowance of 100m³ for water and 95m³ for sewerage per 6 month billing period is available for each individually rated property. The domestic allowance is subtracted from the volume as recorded by the meter, before calculating the volumetric charge and is worked out for the exact number of days covered by the bill. Any unused portion of the allowance cannot be carried forward into a new bill period. The domestic allowance does not affect the standing charge.

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 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 - 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.

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 a 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.

Lateral drains – Pipes under public land which go from the boundary of the street to the existing public or private sewer.

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 - 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.

Septage - waste material contained in or removed from a septic tank.

Sewer adoption - A process where a private sewer that meets specified construction standards is offered to NIW and once vested becomes an NIW asset. The adopted asset is then operated and maintained by NIW from an agreed date.

Sewer connection - Making a connection to the public sewer. The cost of the connection includes, the provision of the lateral drain, fittings to make the connection and provision of the connection to the curtilage of the property on the public area.

Standing charges - This covers the cost of installing, maintaining and 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 which uses a table of nationally agreed weightings for water using appliances within the development, to calculate the water usage and then convert it into infrastructure charging units.