



Charges scheme 2024/2025

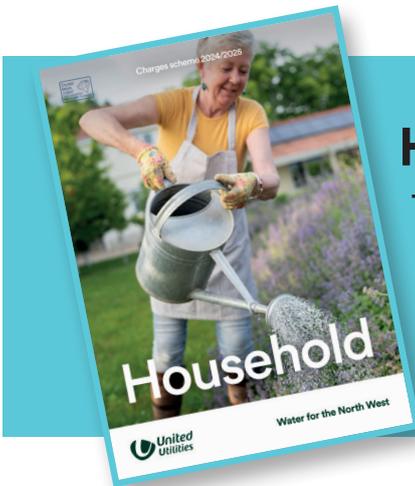
# Household



Water for the North West

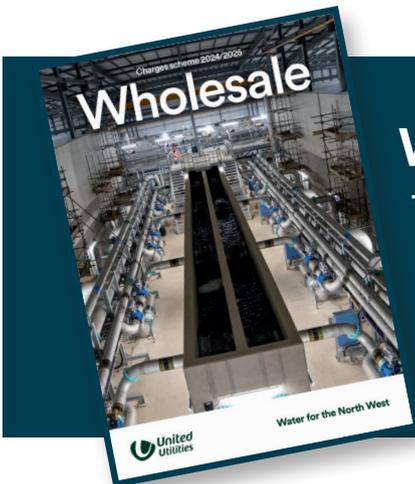
# Our charges schemes

We have published the following three charges schemes to show our charges for the year beginning 1 April 2024.



## Household charges scheme (this document)

This charges scheme sets out our charging policies and the charges our household customers must pay for our services.



## Wholesale charges scheme

This charges scheme sets out our charging policies and charges for the wholesale water and sewerage services we provide.



## New connections and developer services charges scheme

This charges scheme sets out our charging policies and charges for the water supply and sewerage connections and developer services we provide.

All of the charges schemes shown above, and our **Charges statement for new appointments & variations**, are available to download from our website at [unitedutilities.com](https://www.unitedutilities.com)

# Frequently asked questions

Here are the answers to some questions we are often asked.

If your question is not answered here, please check our website for the latest information.

Visit [unitedutilities.com/your-questions-answered](http://unitedutilities.com/your-questions-answered)

## What should I do if I am struggling to pay my bill?

See section 3

Give us a call as soon as possible on **0800 072 6765** so we're aware of your circumstances and can give you the right support. Some of the ways we can help are listed in section 3 of this charges scheme.



## Do I have to pay water service charges if my premises are empty?

See section 12

You will need to pay for any water supply and sewerage services that are provided while your premises are empty (for example, while you are renovating, cleaning or heating your home). There are more details about charges for empty premises on our website.



## Would having a water meter installed save me money?

See section 3, 4 & 8

Most of our customers who switch to a meter save money on their water bills. If you decide to have a water meter installed, the good news is that you have up to two years to try it. If, during that time, you find that you're not saving any money, you can go back to rateable value bills if you want to. We also offer a lowest bill guarantee during this two-year trial period. This means we will compare your water meter charges against what you would have paid if your bills were based on the rateable value of your premises, and charge you the lower amount. Then, after the two-year trial period, you can switch back to your rateable value bills if you haven't made a saving. You've really got nothing to lose by applying for a water meter.



## I have moved into a house with a water meter. Can I receive my bills with unmeasured charges instead?

See section 8.15

Since 1990, all new homes must be fitted with a water meter. If the home you have moved into was built before 1990, a previous occupier may have asked us to fit a water meter.

When you move into a home which already has a water meter fitted, you cannot ask for it to be removed. The Water Industry Act does not allow us to remove a meter in these circumstances.



## Can I change my rateable value?

See section 5

The Valuation Office no longer changes rateable values. Water companies can't change them, and neither can customers. This means that any home improvements that have been made to premises since 1990 aren't considered in the rateable value. You will need to have a water meter installed if the rateable value of your home is no longer valid.



## What are the benefits of paying by direct debit?

See section 3.3

Paying by direct debit means you can spread the cost of your bill across the year. We'll also give you a £5 discount off your bill each year for paying in this way.

If you register for our **My Account** service, you can set up a direct debit online at a time that suits you. **My Account** also allows you to sign up for paperless billing so that you can access your bills online.

Or, you can call us on one of the numbers below and we'll set up a direct debit over the phone. (Please have your bank details to hand when you call us.)

**0345 672 2999** if you have a water meter

**0345 672 2888** if you don't have a water meter



## Saving water, save energy, save money

Did you know there are many ways to save water and money? With the increasing cost of energy, it's worth knowing that, according to the Energy Saving Trust, an average of 16% of a household's energy bill is from heating water for activities such as baths, showers, washing up and electrical appliances that use water. Small changes to the way you use water at home can make a big difference in reducing your energy bill. You'll also save on your water bill if you're on a meter.

Visit our website at [unitedutilities.com/help-and-support/save-water](http://unitedutilities.com/help-and-support/save-water) for more useful tips on how to save water.



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# 1 Introduction to our charges scheme

Please see the definitions section on page [62](#) for an explanation of some of the terms used in this scheme.

## Period of this charges scheme

We have developed this charges scheme for household customers, under section 143 of the Water Industry Act 1991 (as amended) (the act), for the period from 1 April 2024 to 31 March 2025. The scheme sets the charges household customers pay for the water and wastewater services we provide for domestic purposes.

## Instrument of appointment

This charges scheme and the charges in section [18](#) of this scheme are in line with our instrument of appointment. The instrument of appointment states that our charges must not be higher than the price limit set by Ofwat (the regulator for the water industry) and must not show preference to, or discriminate against, any type of customer or potential customer.

## Water supply and sewerage area

Under our instrument of appointment (as updated), our water supply and sewerage area does not include areas that other water and wastewater companies are now responsible for under their instruments of appointment.

## Miscellaneous charges

We have included certain miscellaneous charges throughout this scheme and in section [18](#) for information.

## Other charges

We will set an appropriate charge for any service we provide that is not mentioned in this scheme.



Water for the North West

## 2 Your charges explained

**Water services charges** is the overall term we use to describe charges for the water or sewerage services (or both) that we provide to you.

### Types of charges

There are three ways that we may charge for our services.

- [Measured supply charges](#) – We will charge you in this way if you have a water meter. The ‘volumetric charge’ part of these charges is based on your meter readings.  
You are charged a fixed amount for every cubic metre (m<sup>3</sup>) of water used. A cubic metre is 1000 litres.
- [Unmeasured supply charges](#) – We will charge you based on the rateable value of your premises. Most customers who do not have a water meter will be charged in this way.
- [Assessed volume charges](#) – In many cases, we will install a meter at your premises free of charge, if there has not been a meter at the premises before. If it is not reasonably possible to do this, we may charge you based on the average use for a similar type of premises.

### Services provided

Whichever type of charges you pay, your water services charges will be made up of the following.

Water supply charges	Charges for collecting, treating and supplying water to your premises.
Sewerage services charges	Charges for removing, treating and disposing of the used water from your premises.
Surface water drainage charges	Charges for removing rainwater from your premises. If your premises are not connected to the public sewer that takes away rainwater, you will not need to pay this charge.
Highway drainage charges	Charges for removing rainwater from roads and highways. You will need to pay this charge if your premises are connected to the public sewer.
Standing charges	Charges for customer services such as reading and maintaining your meter (if you have one), sending bills and answering customer enquiries.

Please note: We show fixed charges for surface water, highway drainage and the wastewater standing charge on your bill as a single charge under the heading ‘standing charge’.

## 3 How we can help

In this section we outline some of the ways we can help our customers.

### 3.1 Priority Services

#### Priority Services

Our **Priority Services** scheme can help you if you need extra help and support, or if we may need to respond differently to meet your needs. The help and support is free and you do not need to be the named bill payer to benefit.

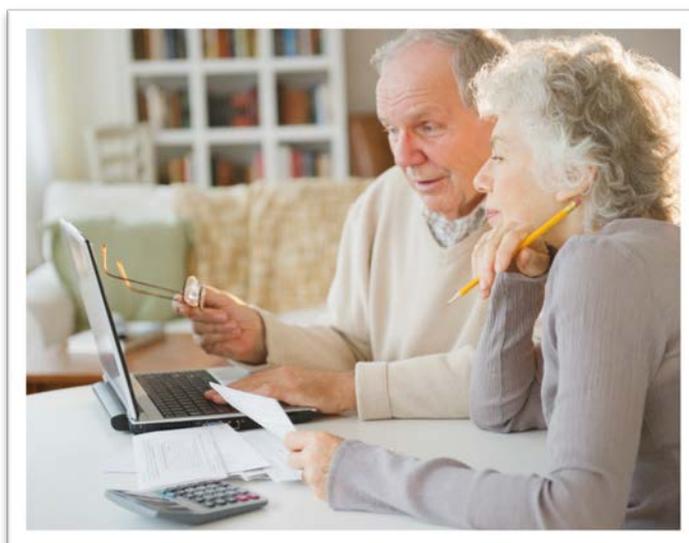
There are many services available, including nominee schemes where you can register other people to act on your behalf, discounted tariffs, bills in Braille and large print, language facilities (including telephone call translation services available in over 100 languages), and 'knock and wait' schemes which give you more time to answer the door if you have limited mobility, through to delivering bottled water in extreme incidents. We can also tailor our website for you if you have dyslexia or eyesight difficulties, or if English isn't your first language.

Visit: [unitedutilities.com/Priorityservices](https://unitedutilities.com/Priorityservices)

#### Moving your water meter

If you have a physical disability and are registered for our Priority Services, we will not charge you for moving your water meter from outside your premises to inside, if you ask us to.

You can find out more about the service and register at: [unitedutilities.com/Priorityservices](https://unitedutilities.com/Priorityservices)



### 3.2 Help with reducing your bill

We have three schemes to help our customers who are having difficulty paying their water services charges.

- WaterSure
- Help to Pay
- Support tariff (Back on Track)

If you or someone living with you meet the conditions set out on our website, you may be able to get help with your charges.

We tell you more about the schemes below, but for full details, including how to find out if you are eligible, visit:

[unitedutilities.com/difficulty-paying-bill](https://unitedutilities.com/difficulty-paying-bill)

#### How to apply

To apply for any of our schemes to help reduce your bills, you need to fill in our 'struggling to pay' form, which is available on our website. You can fill in the form online or, if you prefer, you can call us and ask us to send you a form or help you to fill it in over the phone.

Call us on Freephone **0800 072 6765**.

You can also ask a debt advice agency, such as Citizens Advice, to help you fill in our struggling to pay form.

If you are receiving help from one of our schemes, we will keep reading your water meter (if you have one). If your charges under the scheme are higher than you would have paid based on your meter readings, we will charge you the lower amount.



**Direct debit** If you are eligible for any of our schemes, you will still be able to get a discount if you pay by direct debit.

**Right to assess eligibility** We may contact you to ask for evidence that you meet (or continue to meet) the eligibility requirements. If you do not provide evidence when we ask for it, we may need to remove you from the scheme.

**Change of circumstances** You must tell us if there is a change in circumstances that could mean you are no longer eligible for the scheme.

**Renewing your application** We will let you know if you need to renew your application.

### 3.2.1 WaterSure

**WaterSure** is a scheme to help customers with low incomes who need to use more than the average amount of water because of certain medical conditions, or because they have a large family.

WaterSure caps water charges at the level of our average yearly household charges, and is available to eligible customers who have a water meter or pay an assessed charge because we have not been able to fit a water meter.

**Eligibility** To qualify for WaterSure you need to:

- be on a **water meter** (or have applied for one and be waiting for it to be installed), or be paying an assessed charge because it's not possible to fit a meter at your premises;
- be on certain benefits; and
- have a 'high essential use of water'. (You have a high essential use of water if someone in your household has a medical condition which means they need to use a lot of water, or if you have three or more children, aged under 19 and in full-time education, living in your home.)

For more information visit:

[www.citizensadvice.org.uk/consumer/water/problems-with-paying-your-water-bill/](http://www.citizensadvice.org.uk/consumer/water/problems-with-paying-your-water-bill/) or [unitedutilities.com/difficulty-paying-bill](http://unitedutilities.com/difficulty-paying-bill)

If you are eligible for the scheme, your charges will be based on the average yearly charge for household customers as shown in the table below.

	Water per year	Sewerage per year	Total per year
Average household charge	£225.83	£255.16	£480.99

If your premises are not connected to the public sewer system for taking away rainwater, either directly or indirectly, the sewerage charge will be **£172.79**.

If you qualify, your charges will be based on the **WaterSure** tariff from the day after the date of your last meter reading. If you stop being eligible for the scheme, we will stop charging you using the **WaterSure** tariff from the day after your most recent meter reading.

### 3.2.2 Help to Pay scheme

#### Help to Pay

The **Help to Pay** scheme can help you with your water services charges if you meet our eligibility criteria and are entitled to receive Pension Credit. Full details are on our website at: [unitedutilities.com/difficulty-paying-bill](https://unitedutilities.com/difficulty-paying-bill)

We may need to manage the overall number of people on the scheme at any time during the year, so we may change the eligibility criteria at any time.

If you are the only adult living in your premises and you qualify for the scheme, the tier-one **Help to Pay** charge will apply. If there are also other adults in your household, the tier-two **Help to Pay** charge will apply.

We will charge you the **Help to Pay** charges (see below) from the date of your last meter reading, or from the date you applied if you do not have a water meter.

	Water per year	Sewerage per year	Total per year
Tier one	£135.36	£146.64	£282.00
Tier two	£192.96	£209.04	£402.00

### 3.2.3 Support tariff (also known as Back on Track)

#### Support tariff

The **support tariff** helps customers on low incomes who are struggling to pay their water services charges.

It can help you if you receive certain benefits and have fallen behind with your payments to us, as long as you meet the criteria set out on our website.

#### Income assessment

We will need you to fill in our income assessment with details for everyone living in your home so that we can assess the level of help we can offer. We may check this information with third-party agencies such as your registered Jobcentre Plus.

For full details of the scheme and details of who is eligible, visit:  
[unitedutilities.com/difficulty-paying-bill](https://unitedutilities.com/difficulty-paying-bill)

If your application is successful, your charges will be based on the **support tariff** band that is relevant to your ability to pay. We will begin to charge you based on this tariff no later than the date you applied. For details of how we decide which band applies to you, visit:  
[unitedutilities.com/difficulty-paying-bill](https://unitedutilities.com/difficulty-paying-bill)

	Water per year	Sewerage per year	Total per year
Band 0	£48.96	£53.04	£102.00
Band 1	£63.36	£68.64	£132.00
Band 2	£109.44	£118.56	£228.00
Band 3	£138.24	£149.76	£288.00
Band 4	£187.20	£202.80	£390.00
Band 5	£216.00	£234.00	£450.00
Band 6	£259.20	£280.80	£540.00

### 3.3 Discount for paying by direct debit

If you pay by direct debit you will receive a discount of **£5** each year. We do not offer this discount if you have a group billing arrangement with us (section [10.2](#)) or receive an owner's discount (section [9.7](#)). If you qualify for this discount, we will reduce your first instalment of each charging year by £5.

#### When we will apply or remove the discount

If you have a water meter and a payment plan, we will apply the discount each year when we review your payment plan. We will remove the discount if you do not keep up with your direct debit payments.

### 3.4 Lowest bill guarantee

Our lowest bill guarantee is designed to help you to find out if you could save money by having a water meter.

If you apply for a free water meter, we guarantee that if your charges based on your new meter are higher than your charges would have been without a water meter, we will charge you the lower amount (as long as this is in line with our fair use policy).

The guarantee lasts for two years from the date we install the meter. Every bill we send you will show the amount you have saved or the amount we have capped your charges at. We will contact you when you are approaching the end of the two-year guarantee period so that you can decide if you want to go back to unmeasured charges.

You can choose to change back to unmeasured charges at any time during the two-year guarantee period, unless your charges must be based on water-meter readings because your household is likely to use a lot of water, as defined by Regulation 2(b) of the Water Industry (Prescribed Conditions) Regulations 1999 (section [8.7](#)). If you go back to unmeasured charges, we will not remove the water meter.

You can find more details on our website at:  
[unitedutilities.com/lowest-bill-guarantee](https://unitedutilities.com/lowest-bill-guarantee)

## 4 Charges if you have a water meter

### Measured supply charges

If you have a water meter at your premises, you have what is known as a measured supply, and the following charges will usually apply.

- [A fixed standing charge](#)
- [Water supply charges](#), based on readings from your meter
- [Sewerage services charges](#), based on readings from your meter
- [A fixed charge for surface water drainage](#)
- [A fixed charge for highway drainage](#)

The volumetric part of these charges is based on your meter readings, for the amount of water used or sewerage removed. These are charged per cubic metre (m<sup>3</sup>). A cubic metre is 1000 litres.



### Responsibility for water registered on the water meter

The meter reading is evidence of the amount of water used at your premises.

You are responsible for paying charges for all water measured by the water meter.

In certain circumstances, you may be able to apply for an allowance if water is lost due to a leak. You can find details in section [9.2](#) and in our Leakage code of practice at: [unitedutilities.com/leaflets](https://unitedutilities.com/leaflets)

### Water-meter reading

We will read your water meter at specific intervals throughout the year. We normally decide when this will be. If you can read your own meter, you can enter your meter reading on the [MyAccount](#) section of our website or on the United Utilities app. Or you can give us your meter reading on our website or by calling our automated line. We will then produce a bill based on your actual water use. If you cannot read your own meter, we will arrange to read it, and we may try to read your meter more frequently than usual if we think this is necessary.

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Household charges scheme 2024/25

We may need to limit the number of bills we produce each year, so we may not always send you a bill when you give us a meter reading.

**Estimated bills**

If we do not have a meter reading for your premises, we will estimate how much water you have used based on your previous usage (or how much water we think you have used for any period before we installed the meter, if there is no record of your previous usage). If your water meter stops recording or does not register correctly, we will estimate your water use based on the most reliable details we have available. We may adjust our estimates later if necessary.

**Bills for more than one charging year**

If your billing period covers more than one charging year, your charges will be calculated using the correct tariff for the current and previous charging year, based on the first meter reading taken after 1 April in each charging year.

**4.1 Water supply charges if you have a water meter**

**Measured water charges**

If you have a water meter, your charges for the water we supply for domestic purposes will be based on our standard measured tariff.

**Standard measured tariff**

The charges are made up of two parts:

- a charge per cubic metre of water used; and
- a standing charge for the water meter.

We consider that a 15mm water meter is adequate for household premises, unless a shared water meter (also known as a common water meter) is installed (section [8.17](#)), and our standing charge assumes that a 15mm meter is installed.

Standing charge per meter per year	Volumetric charge per m3
£23.99	£2.164

## 4.2 Sewerage services charges if you have a water meter

### Structure of measured sewerage charges

If you have a water meter, your sewerage services charges are made up of the following charges.

- A foul drainage charge (for taking away used water from things like your shower, toilet and washing machine), which is a charge per cubic metre based upon the volume of water measured by the water meter (a volumetric charge)
- A standing charge
- Either fixed charges for both surface water drainage and highway drainage, or a fixed charge for highway drainage only.

	Standing charge per meter per year	Foul drainage (volumetric charge per m3)	Surface water drainage (fixed charge each year)	Highway drainage (fixed charge each year)
All services	£5.15	£1.485	£82.37	£38.21
No surface water drainage service	£5.15	£1.485	Does not apply	£38.21

### Highway drainage charge

You must pay the highway drainage part of the sewerage charge if your premises are connected to the public sewer network for either foul drainage or surface water, or both.

### Surface water charges

If none of the surface water from your premises enters the public sewer, or you pay someone else to take away the surface water, you may be entitled to a reduction in this part of the charge (section [9.3](#)).

## 4.3 Several households sharing a water meter

### Surface water drainage and highway drainage

If several individual households (for example, in an apartment block) share a water meter, the charge for surface water drainage and highway drainage services is a fixed charge of **£120.58** for each household premises ([18](#) A.1.b).

## 4.4 Premises not connected to the sewer for foul drainage

### Not connected for foul drainage

If your premises are not connected to the sewer network for foul drainage, you will not pay the foul sewerage part of the charge.

### Surface water and highway drainage

If you have measured water charges and your premises are connected to the public sewer for surface water drainage but not foul drainage, we will charge you a fixed charge of **£120.58** for surface water drainage and highway drainage.

**Private water supplies**

**4.5 Premises with a private water supply**

If your premises have a private supply of water which is metered, the sewerage charges you will have to pay are set out in section [4.2](#). If your premises have a metered supply from us, as well as a private supply, the measured charges you have to pay under section [4.2](#) will be based on the total volume of water you receive (or an estimated volume of water if this applies).

## 5 Charges if you do not have a water meter

### Unmeasured charges

If you do not have a water meter at your premises, you have what is known as an unmeasured supply. We will usually calculate your charges based on the rateable value of your premises.

The following charges will usually apply.

- [A fixed standing charge](#)
- [Water supply charges based on your rateable value](#)
- [Sewerage services charges based on your rateable value for foul drainage, surface water drainage and highway drainage](#)

### Rateable value

The rateable value of the premises is the value shown in the official valuation list (for the purposes of the General Rate Act 1967) on 31 March 1990. If there is no rateable value, or we decide that the rateable value is no longer appropriate, we may use a 'notional' rateable value for calculating your charges. This may apply, for example, if your premises have been substantially altered.

If you ask us to fit a meter but we can't do this, we may charge you based on an assessed charge instead of unmeasured charges (section [7](#)). If this is the case, we may review the assessed charge from time to time and check if it is now possible to fit a meter.



## 5.1 Water supply charges for an unmeasured supply

### Structure of unmeasured water charges

Charges for an unmeasured water supply for domestic purposes are made up of two parts:

- a standing charge; and
- a fixed charge per £ of the rateable value (RV) of the premises.

Standing charge per year	Charge per £RV
£80.22	£1.329

If there is no rateable value or we decide that the rateable value is no longer relevant, you must have a water meter installed or, if we can't install a water meter for the reasons listed in section [8.3](#) we will use a notional rateable value or assessed charge.

## 5.2 Sewerage services charges for an unmeasured supply

### Unmeasured sewerage charges

If your premises does not have a water meter, sewerage charges will be based on the rateable value of your premises as shown in the table below.

	Foul drainage charge per £RV	Surface water drainage charge per £RV	Highway drainage charge per £RV	Total charge per £RV
All services	£1.271	£0.550	£0.249	£2.070
No surface water drainage	£1.271	Does not apply	£0.249	£1.520
Surface water drainage and highway drainage only	Does not apply	£0.550	£0.249	£0.799

We will also base the charges on the rateable value as shown in the table above if two or more premises share the same metered water supply, but the person who has agreed to pay our measured water charges has not agreed to pay the measured sewerage charges.

### Highway drainage charge

You must pay the highway drainage part of the sewerage charge if your premises are connected to the public sewer network for either foul drainage or surface water, or both.

### Surface water charges

If none of the surface water from your premises enters the public sewer, or you pay someone else to take away the surface water, you may be entitled to a reduction in this part of the charge (section [9.3](#)).

#### 5.2.1 Premises not connected to the sewer for foul drainage

### Not connected for foul drainage

If your premises are not connected to the sewer network for foul drainage, you will not pay the foul sewerage part of the charge.

## Surface water drainage and highway drainage

If you have an unmeasured supply, and your premises (with or without a water supply) are connected to the public sewer for surface water drainage but not foul drainage, the charges for surface water drainage and highway drainage will be based on a charge per £ of the rateable value (see the table above).

## Private water supplies

### 5.3 Premises with a private water supply

If your premises have a private supply of water and you do not have a metered supply, the sewerage charges will be based on a charge per £ of the rateable value for unmeasured premises (section [5.2](#)).

## When you must have a water meter installed or assessed charge

### 5.4 Circumstances where you must have a water meter installed

If there is no rateable value for your premises, or we decide that the rateable value is no longer appropriate (for example, because the premises have been substantially altered), we may tell you that you must have a water meter fitted. If we can't fit a water meter, we may use a notional rateable value or an assessed charge.

If we use an assessed charge instead of the rateable value for any charging year, we will use that value to calculate your sewerage charge for that year and following years until we become aware of the correct rateable value and agree to use that.

Any change to the rateable value will be effective as set out in section [9.1](#).

## Charges for animal troughs

### 5.5 Animal troughs

If you have animal troughs at your premises, we will charge **£213.55** for each trough if the water you use is not measured. If there is a meter measuring the supply to the trough, your charges will be based on our standard measured tariff (section [4.1](#)).

## Charges for swimming pools when you do not have a water meter installed

### 5.6 Swimming pools

Our preferred method of charging customers who have a swimming pool is to install a meter.

If your premises have a swimming pool that automatically refills and holds more than 10,000 litres of water, we will fit a water meter. If we cannot fit a meter, we will charge our assessed charge for larger premises (section [7](#)).

If you do not have a water meter, because your pool does not automatically refill or holds less than 10,000 litres of water, we will make an additional charge each year to cover the extra water used in refilling the pool.

Unmeasured swimming pool charge (per year)	<b>£129.84</b>
--------------------------------------------	----------------

## 6 Trials

During the charging year we will carry out a number of trials to help us understand how we can encourage customers to save water by installing and using certain water-efficient devices.

We will select up to 2,000 customers for each trial. These customers will be given the opportunity to enter a free prize draw to win a credit to their water services bill of **£225.83** (the average cost of a year's water charges for our household customers).

The services that we may test within these trials are as follows. (Some trials may involve trying more than one of these services at the same time.)

- Having a free water meter installed
- Buying and installing a water butt (you can buy your own or order one on our website at [unitedutilities.com](http://unitedutilities.com))
- Installing pipe lagging and tap covers (for videos showing how to do this, see our website at [unitedutilities.com/winterwise](http://unitedutilities.com/winterwise))
- Agreeing to us carrying out a free water-efficiency assessment in your home and carrying out at least one of our recommendations, which must include repairing any leaks
- Agreeing to us installing flow regulators at your home. (A flow regulator is a device that controls the flow of water entering your premises. Flow regulators smooth out the variations in flow caused by pressure changes in the water system, allowing you to save water.)

We will decide which customers are eligible to take part in each of the trials, and any prize draws, based on various criteria (for example, how likely they are to benefit from taking part in the trials, their location, the type of customer they are, or how they pay their bills).

Up to 20% of those entered into the prize draw for each trial will win a prize.

We will carry out all trials in line with the relevant legislation and regulations.

The following terms and conditions apply to all trials. We will provide any additional terms and conditions for individual trials before the relevant trial starts.

1. If we select you to take part in a trial, once we have checked that you meet the qualifying criteria, we will enter you into the prize draw (unless you are not eligible to enter or you tell us that you do not want to enter).
2. Our employees or their relatives are not eligible to take part in the prize draw.
3. You will not be entered into the prize draw if you are more than two months behind with payments due on your water services account.
4. You must be the named account holder to be entered into the prize draw.
5. By entering the prize draw, you are accepting these terms and conditions and agreeing to be bound by them. You are also accepting our privacy policy, which explains how we use, store and process your personal information.
6. We will offer each trial to a stated maximum number of customers (up to 2,000). The number of winners per trial will be up to 20% of those taking part. This may vary for each trial to allow us to test how effective the prize draw is in encouraging customers to save water.

7. If you win a prize, we will credit the prize money to your water services account. If this means that your account is in credit, we will use the money towards future charges and will not pay it to you. If you move home, we will transfer any credit to the account for your new address.
8. Winners will be drawn at random. We will tell you how often winners will be drawn, and the expected number of winners, as part of each trial's specific terms and conditions.
9. Our decision is final and binding on all entrants and we will not enter into any further correspondence about it.
10. We will not publish details of individual winners but, if necessary, we will provide these details if you ask for them to show that winners have been chosen.
11. We can suspend, cancel or amend this prize draw if, in our reasonable opinion, we consider this necessary.
12. We have the right to disqualify any customer, including a winner, who breaks any of these terms and conditions or commits fraud in any way.
13. As far as is allowed by law, our liability under this agreement will not be more than the value of the prize, as stated above.

## 7 Assessed charges if we cannot install a water meter

### Assessed charges

If your premises have never had a water meter, we will usually install one free of charge if you ask us to. Unfortunately, there are some circumstances when we can't do this. Reasons for this include if:

- one or more of the reasons listed in section [8.3](#) apply (except for plumbing not meeting the Fittings Regulations); and
- we can't fit a shared meter.

If we can't install a water meter, we may charge you based on an assessed charge.

The assessed charge is a fixed yearly charge and is based on the typical use for different types of premises or category of customer.

If charges based on the rateable value of your premises are less than the assessed charge for water services, we will continue to base our charges on the rateable value of the premises.

For all premises where we have used an assessed charge, we will review this whenever there is a change of tenancy.

### 7.1 Assessed charges

	Water	Sewerage	Total
Single-person household (does not apply to any premises which have a swimming pool that automatically refills and can hold more than 10,000 litres)	<b>£113.91</b>	<b>£197.18</b>	<b>£311.09</b>
Detached premises (includes link-detached and detached houses and bungalows, but does not include premises that meet the criteria for larger premises) (see note below)	<b>£284.90</b>	<b>£314.54</b>	<b>£599.44</b>
Semi-detached premises (includes houses and semi-detached bungalows, but does not include premises that meet the criteria for larger premises)	<b>£254.79</b>	<b>£293.93</b>	<b>£548.72</b>
Other household premises (includes flats and terraced houses, but does not include premises that meet the criteria for larger premises)	<b>£187.84</b>	<b>£247.95</b>	<b>£435.79</b>
Larger premises – premises that either: <ul style="list-style-type: none"> <li>• have a swimming pool that automatically refills and can hold more than 10,000 litres of water; or</li> <li>• cover a surface area bigger than 250m<sup>2</sup> (including any separate residential buildings on the site) and has six or more bedrooms</li> </ul>	<b>£552.85</b>	<b>£498.42</b>	<b>£1051.27</b>

Assessed charge for pensioners. (This does not apply if the premises meet the criteria for larger premises). Everyone living in the premises must be of State Pension age or older.	Water	Sewerage	Total
Single pensioner household	£105.71	£191.18	£296.89
Two pensioner occupiers	£174.69	£238.66	£413.35

Note: Link-detached premises are premises which don't share a wall with other premises but are linked in another way (for example, with a garage).

Note: If your premises have a swimming pool that automatically refills and holds more than 10,000 litres of water, you must have a water meter fitted. If it is not possible to fit a meter at your premises, we will charge the assessed charge for larger premises. If you have a swimming pool that does not automatically refill or that holds less than 10,000 litres of water, we will make an additional charge each year to cover the extra water used in refilling the pool (section [5.6](#)).

Whatever type of premises you live in, if your premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge will be reduced by **£82.37**.

Charges based on an assessed charge will apply from the date we decide that we cannot fit a water meter.

**Assessed charge for water and sewerage services for a single-person household**

If your assessed charge is based on your premises being a single-person household, you must tell us immediately if this is no longer the case. We may ask you for reasonable evidence to show that you are eligible for the single-person household charge. If an occupier moves out of premises which were on the single-person household charge, we will go back to basing our charges on the rateable value of the premises (if there is one) or we will change to the assessed charge for the relevant type of premises shown in the table above until we are told it is being used as a single-person household again.

**Assessed charge for water and sewerage services for households lived in only by pensioners**

As long as there are no more than two people living in your premises and they are all of State Pension age, if we can't fit a water meter we will base your charge on our relevant pensioner assessed charge. You must tell us immediately if there are any changes to the occupiers. If someone moves into the premises and this means that not all the occupiers are of State Pension age, we will go back to basing our charges on the rateable value of the premises (if there is one) or change to the assessed charge for the relevant type of premises shown in the table above. If the change means there are now more than two people living in the premises, we will charge the relevant assessed charge based on the type of premises shown in the table above.

**Change of occupier** If an occupier moves out of premises where we are using an assessed charge for water and sewerage services, we will go back to basing our charges on the rateable value of the premises (if there is one).  
The new occupier can apply for a free water meter if they want to (section [8.1](#)).

## 8 Our metering policy



### 8.1 Applying to have a free water meter installed

#### Apply for a free water meter

If you receive an unmeasured water supply from us you can ask us to fit a free water meter. You can apply on our website, by phoning us or by filling in and returning our application form, which you can get from [unitedutilities.com/leaflets](https://unitedutilities.com/leaflets)

#### Lowest bill guarantee

**Lowest bill guarantee** is a scheme to help you find out if you could save money by having a water meter fitted.

You can find more details in section [3.4](#) and on our website at: [unitedutilities.com/lowest-bill-guarantee](https://unitedutilities.com/lowest-bill-guarantee)

### 8.2 Installing a water meter

#### Position of the water meter

We will install your water meter and any associated equipment in line with the Meters Regulations, and it must record all of the water used at your premises. The water meter will usually be inside your premises but may be outside if we need it to be. You can ask us to fit your meter in a different place to where we tell you we will fit it. If we agree to this, you will need to pay an installation charge of **£243.52** plus VAT.

#### Measuring water for shared facilities with a water meter

If you have the right to use shared facilities that use water, for example, a shared laundry room in an apartment block or a shared toilet or kitchen facilities in a retirement village or assisted living

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facility, we may need to charge you separately for these facilities in order for you to have your own water meter installed.

We may decide not to measure the water used from an outside tap or similar installation if it is clear that you are likely to use very little water from this, and it is not reasonably possible to install a meter on the supply.

### **8.3 Circumstances where we will not be able to fit a meter**

#### **Circumstances where we cannot fit a water meter**

Unless we decide the circumstances are exceptional, we will not install a water meter if you ask us to in line with section [8.1](#) if:

- more than one metre of pipework needs altering;
- more than one water meter is needed;
- the plumbing does not meet the Fittings Regulations or the occupier of the premises does not give us access to the premises;
- alterations have been carried out without our agreement (section [8.9](#)), and this means it is not reasonably possible to fit a meter;
- we cannot reach an agreement with you or any landlord or agent as to who is responsible for paying the water services charges for the water used by shared facilities at the property that we say need to be measured with a separate meter (section [8.17](#)); or
- we feel the expense of fitting a meter would be unreasonable (section [8.18](#)).

### **8.4 Allowance if we do not install a water meter on time**

#### **Timescales for installing a water meter**

We will install a water meter, and start charging you based on the amount of water you have used, within eight weeks of your application.

If we do not install a meter within this time we will normally allow you **£6.00** for each further week's delay until we fit the meter or tell you we can't fit one.

We will not make an allowance if the delay is caused (either partly or fully) by you failing to carry out any necessary plumbing alterations or to provide access to the premises. In these circumstances, your charges will continue to be unmeasured until we install the water meter.

The allowance will be shown on your first measured bill after we fit the meter.

### **8.5 Changing your mind after we have installed a water meter**

If you want to go back to unmeasured charges after asking us to install a water meter, you can do this within two years of us fitting the meter.

**Asking to go back to unmeasured charges**

This is known as revocation. There are some circumstances when you can't go back to unmeasured charges, and these are listed in section 8.5.1 below.

You can either call or write to us to ask to go back to unmeasured charges.

**8.5.1 Circumstances when you can't go back to unmeasured charges**

**When you can't go back to unmeasured charges**

You cannot go back to unmeasured charges if:

- there has been a previous application to return to unmeasured charges for the premises;
- there is nobody living in the premises who lived there when the original application for a water meter was made; or
- the high-water-use conditions of the compulsory metering categories apply (section [8.7](#)).

**8.5.2 Procedure if you ask to go back to unmeasured charges**

**When the unmeasured charges will start**

If you ask to go back to unmeasured charges, the water meter will remain in place. Your charges will go back to being unmeasured from the date of your last meter reading (if this was within the last 28 days) or from the date you give us a satisfactory reading if we ask you to do this. We may also choose to take our own meter reading for this purpose.

**8.6 Enhanced metering programme**

**Enhanced metering programme**

In some areas, we are trialling an enhanced metering programme. We are carrying out this trial to monitor our water network and find out if our customers could save money by having a water meter.

We will contact you if your premises are in one of the trial areas. If they are, we will usually fit a meter outside your premises, and you won't need to apply for one.

If you move to measured charges as part of the enhanced metering programme, we guarantee that if your charges based on your new meter are higher than your unmeasured charges would have been, we will charge you the lower amount (cap your charges).

The enhanced metering programme will last for up to two years from the date we fitted the meter.

Every time we send you a bill it will tell you how much you have saved by having a meter or how much higher they would have been if we have capped your charges. We will contact you when you are approaching the end of the enhanced metering programme to ask if you want to continue with measured charges. If you choose to, you can take advantage of our lowest bill guarantee (section [3.4](#)). This would allow you to take a further two years to decide whether to go back to unmeasured charges.

If, at the end of the enhanced metering programme, you do not tell us whether you want to go back to unmeasured charges or continue with measured charges, we will put you back on unmeasured charges when the metering programme period ends.

You may choose to change back to unmeasured charges at any time during the enhanced metering trial period, unless the high water use conditions of the compulsory metering categories apply (section [8.7](#)). We will leave the water meter in place to help us monitor our water network, and for charging future occupiers of the premises.

## 8.7 Compulsory water metering

In some circumstances you must have a water meter installed.

### 8.7.1 Categories of premises

#### Which premises must have a water meter

The following types of premises must have a water meter.

- Premises that were built on or after 1 April 1990, including flats (there should normally be a separate meter for each flat)
- Premises which were non-household premises but which were converted to a household premises on or after 1 April 1990
- Premises which have been split into a larger number of individual premises or substantially altered (unless the occupiers of the premises have received a bill showing unmeasured charges)
- Premises which have been merged into a smaller number of premises or substantially altered (unless the occupiers of the premises have received a bill showing unmeasured charges)
- Premises which do not have a rateable value (unless the occupier receives a bill showing unmeasured charges)
- Premises where there is likely to be high water use (as defined by Regulation 2(b) of the Water Industry (Prescribed Conditions) Regulations 1999), because a household customer:
  - uses an automatic watering device (such as a garden sprinkler);
  - automatically fills a swimming pool or pond which can hold more than 10,000 litres of water;
  - has a bath which can hold more than 230 litres of water (measured to the centre line of the overflow);
  - has a shower unit which uses a lot of water, as specified in paragraph 4 (c) of the Table in regulation 5 of the Fittings Regulations; or
  - has a water-purifying unit which uses reverse osmosis (where a membrane is used to separate, unwanted molecules and larger particles from drinking water)
- Premises where there is a new occupier, as long as we have not already sent an unmeasured bill to that occupier

- Household premises where water is used for business purposes (for example, to fill storage tankers for cleaning drains and washing wheelie bins)
- Properties which contain both household and non-household premises - we will install a separate meter for each part of the property that is individually listed for council tax (or business rates) on the Valuation Office Agency (VOA) website
- Premises with animal troughs
- Premises or parts of properties which contain shared facilities that use water (for example, a shared laundry in a block of flats)

**Making it difficult for us to install a meter**

If your premises are included in the list above and you prevent us from or delay us in installing, replacing or maintaining a meter, we have the right to use the assessed charge for larger premises (section [7.1](#)) until we can carry out the work.

**Who is responsible for paying to have a meter installed**

When we install a water meter to a new water supply connection, the person who asked us to do this will be responsible for paying the costs involved (section 148 of the act). In all other cases, if we tell you that you must have a water meter, we will fit one free of charge and you will not be allowed to go back to unmeasured charges.

**Transferring to our water supply network**

If you transfer from a private water supply to a water supply which we provide, if we can't fit a meter, we may base your charges on the rateable value of the premises if there is one.

**8.7.2 New premises**

**Water meters at new premises**

Unless section [8.8](#) applies, all new premises must be capable of having a separate water meter. We may need you to meet the conditions set out in sections 47(2) and 64(3) of the act before we connect the premises to our supply network, and we may recover the costs of connecting the supply or installing a meter under section 45(6) of the act.

**8.8 Shared water metering arrangement for household premises**

**Shared metering arrangements**

All new or redeveloped premises must have a separate water meter, and section 64 of the Water Industry Act 1991 will apply. We will not usually allow a meter to supply two or more premises.

If an agreement for a shared metered supply is already in place, the following conditions apply.

- The building must be used only for household purposes. If any part of it is used for a business, we will review the charging arrangements and find a different way of charging.
- If the owner, landlord or management company is having difficulty making a payment or fails to make a payment that is due, we have the right to end the agreement and charge

separately for the premises. If we do this, you will become liable for charges for your premises from the date we tell you the agreement with the owner, landlord or management company will end.

- If the agreement ends and it is not reasonably possible to install individual water meters (or until it is possible to install individual water meters), each occupier must pay a yearly assessed charge (section [7](#)).

There may be some limited circumstances when we will agree to install a shared meter, but we will only agree to this if the whole building is used only for household purposes.

## 8.9 Alterations to premises

### Rules relating to alterations to premises

Unless you agree otherwise with us beforehand, if any alterations to existing premises create additional premises (individual homes or non-household premises) or result in fewer individual premises, all premises must have a separate meter. We may say that all premises must have a separate connection to our water network. If this applies, you must pay the costs of appropriate alterations to the pipework to make sure this is possible. You may need to meet certain conditions (as set out in sections 47(2) and 64(3) of the act) before we allow you to connect to our supply network, and we may recover our costs (as set out in section 45(6) of the act). We may use a notional rateable value or assessed charge (section [7](#)) if it is not reasonably possible to install a water meter (or until we can install a meter).

### Illegal connections

If premises have been connected to our supply network illegally, we will take appropriate action, which may include legal action.

## 8.10 Testing your water meter

### Accuracy of meters

You can ask us to test your water meter in line with regulation 6 of the Meters Regulations by filling in the application form on our website. We will remove the water meter from the premises to test that it is giving accurate readings. This test is carried out by an independent company of our choice. If the test shows that the meter is providing readings that are within the allowed limits of accuracy, you must pay the **£70** (plus VAT) charge for the test. We will not charge you if the meter accuracy is outside the allowed limits of accuracy.

If the test shows the water meter is registering incorrect readings, we will adjust your charges in line with regulations 8 and 9 of the Meters Regulations. If the water meter has measured less water than we have supplied to the premises, we will adjust your charges from the date of the reading before the reading that brought the matter to our attention and led to the test.

## 8.11 Moving a water meter

### Moving a water meter

We will allow you to move a water meter from one place inside the premises to another place inside the premises, as long as the work meets our requirements and you allow us to inspect it to make sure that it does. You must pay a charge for the inspection.

If you have a physical disability and are registered for our Priority Services, we will not charge you for moving a water meter from outside your premises to inside your premises. All other meter location requests will be charged as set out in the following table.

Move the meter from	Move the meter to	Survey fee	Relocation fee	Inspection fee
Inside the premises	New position inside the premises (moved by your plumber)	Does not apply	Does not apply	£89.59
Inside or outside the premises	New position inside the premises (moved by us)	£89.59	£217.75	Does not apply
Outside the premises	New position, decided by us, in a meter box outside the premises (must be moved by us)	£89.59	£621.57	Does not apply
Inside the premises	New position, decided by us, in a meter box outside the premises boundary (must be moved by us)	£89.59	£500.16	Does not apply
Inside the premises	New position, decided by us, outside the premises in an existing meter box (must be moved by us)	£89.59	£164.51	Does not apply

## 8.12 Tampering with water meters

It is an offence to tamper with or remove a water meter without our permission (section 175 and 176 of the act). We may give you permission to move your water meter if you meet certain conditions (section [8.11](#)).

## 8.13 Access to the water meter

### Access to the water meter

You must give us access to the water meter at all reasonable times. If you do not give us reasonable access to read or maintain a water meter we may take legal action (sections 162, 172 and part 2 schedule 6 of the act) and you may be responsible for our costs, including legal costs.

### **8.14 Continuing with measured charges under a previous meter option**

#### **When you have to continue paying measured charges**

If the water charges for your premises are measured as a result of a water meter option under a charges scheme from before 1 April 2000, you must continue to pay measured charges based on the amount of water used.

### **8.15 Continuing with measured charges after a change of occupier**

#### **When you have to pay measured charges after a change of occupier**

If you are the new occupier at premises where we have installed a water meter, you will have to pay measured charges unless we have sent you an unmeasured bill for the premises. This also applies if you apply to go back to unmeasured charges (section [8.5](#)).

### **8.16 Premises with a water meter where not all water used is measured**

#### **Premises where not all water used is measured**

If we find that a water meter has been installed as a result of:

- an application made under a meter option scheme before 1 April 2000; or
- an application made after 31 March 2000;

but the water meter does not measure the total amount of water used at the premises, including by any shared facilities (section [8.2](#)), we may decide:

- that the water meter must be moved so that it measures the total amount of water used at the premises;
- to install a water meter that measures the total amount of water used at the premises (for buildings that are split into different premises with different occupiers, if the conditions in section [7.17](#) are met); or
- that you must have a water meter installed so that it measures the total amount of water used by any shared facilities.

If none of these options are reasonably possible, or we can't reach an agreement about who is responsible for paying the water services charges for any shared facilities, we will say that you must change back to unmeasured charges and you will be able to choose whether to have your charges based on an assessed charge (section [7](#)) or a rateable value (if there is one).

## **8.17 Shared water meter serving a number of household premises**

### **Charging requirements for a shared meter**

If a shared water meter serves a number of household premises and there is no agreement setting out who is responsible for paying the water services charges, we will install separate meters for premises or, if we can't do that, each occupier will pay either an assessed charge (section [7](#)) or a charge based on the rateable value of their individual premises, if there is one.

If we can't install individual meters, we will normally apply an assessed charge for individual premises, unless an occupier of a premises with a rateable value asks us to base their charges on that.

## **8.18 Disputes relating to installing a water meter**

### **Right of appeal**

If there is a dispute relating to us refusing to install a water meter, you can refer this to the Water Services Regulation Authority (Ofwat) for a decision (section 144A(4) of the act). The address is:

**Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham  
B5 4UA.**

## 9 Adjustments and allowances

### 9.1 Billing adjustments

#### Adjustments to charges

If we need to adjust your charges because of a change in your circumstances, any adjustment will normally apply from the start of the charging year in which we are told about the change in your circumstances. If the change of circumstances happens within the current charging year, we will apply the adjustment from the date of the change.

#### Backdating adjustments

We make every effort to make sure that all bills for charges are correct, but if we make a mistake we have the right to backdate any adjustments that are necessary to correct this. We will always backdate any adjustments that are in your favour. We will not backdate adjustments that are in our favour if there is clear evidence that we have undercharged you due to our failure or mistake.

#### Right to backdate adjustments

We have the right to backdate adjustments that are needed because you prevented or refused us access to install, exchange or read your water meter, or you gave us incorrect information or withheld information that affected your charges.

### 9.2 Leakage allowances

#### Leakage allowance if you have a water meter

Under our leakage code of practice, if you have a water meter you can claim an allowance for water that is lost due to a leak on the plumbing inside your premises or your outside supply pipe, as long as certain conditions are met. These conditions are explained in our leakage code of practice, which you can read at:

[unitedutilities.com/leaflets](https://unitedutilities.com/leaflets)

If your claim is successful and we agree to adjust your water charges, we will also adjust your sewerage charges. We will only adjust your water charges once for a leak on the plumbing inside your premises and once for a leak on your outside supply pipe (regardless of how many leaks you have).

#### Sewerage allowances for further leaks

For further leaks, you may be able to claim an allowance for the extra sewerage charges if the leaked water did not return to the public sewer (as long as you meet the conditions in our leakage code of practice).

## 9.3 Reduction in surface water drainage charges

### Reduction in surface water drainage charges

You can apply for a reduction in the surface water drainage (not highway drainage) part of your sewerage charges in the following circumstances.

- (i) If none of the surface water from your premises enters the public sewer network (other than as trade effluent), we will not charge for surface water drainage.
- (ii) If some of the surface water from your premises goes directly into a watercourse and you pay someone else to take it away, we will reduce the charge for surface water by the amount you pay the other organisation to take it away (up to the amount we charge you for that part of the service).

### Partial drainage

When deciding the surface water drainage charge for household customers, we recognise that the full area of the premises will not drain to a sewer.

We do not consider it appropriate to measure the full area of individual household premises due to the level of administration involved.

### Reduction in charges

If your claim is successful, we will reduce your charges for up to six years, depending on the circumstances.

If there is a change to a surface water connection during a charging year and you make a successful claim, we will reduce your charges from the date of the change.

### Claim form

To claim a reduction, you must fill in our claim form, which you can find on our website at:

[unitedutilities.com/leaflets](https://unitedutilities.com/leaflets)

#### 9.3.1 Highway drainage charges

### Highway drainage

You have to pay the highway drainage part of the sewerage charge if your premises are connected to the public sewer network (section [12](#)).

We will not reduce highway drainage charges for the circumstances set out in section [9.3](#) above.

## 9.4 Charging for water used for firefighting purposes

### Water used for firefighting purposes – measured customers

In line with section 147 of the act, if we receive a valid application, we will not charge for water used for firefighting purposes, for testing apparatus installed or equipment used for putting out fires, or for firefighting training purposes.

## 9.5 Non-return to sewer allowance

### Non-return to sewer allowance

When we set the volumetric charge for household sewerage we assume that, on average, 5% of the metered water we supply to customers is not returned to the sewer. If more than 5% of the water we supply to your premises is not returned to the sewer, you can claim an allowance against the total volume of sewage that we charge you for. We will assess any allowance based on the evidence available, and if we agree you are entitled to an allowance it will apply from the date we receive your claim form.

You must tell us of any change that may affect the percentage of water that is returned to the sewer. Any adjustment we need to make to the charge will apply from the date you tell us about, or we become aware of, the change.

We may decide to review allowances at any time. You must provide accurate records in order for us to calculate any allowances. We may need you to install submeters to help us do this, and you will have to pay for this work. If you install a submeter, we will calculate the allowance as a proportion of the total volume of sewage that we charge you for. If you do not give us accurate information, we will not give you an allowance.

### Claim form

A non-return to sewer claim form is available on our website. Please fill it in and post it to us at:

**United Utilities**  
**PO box 459**  
**Warrington**  
**WA55 1WB.**

Or, you can send your application to us using the contact form at:

[myaccount.unitedutilities.com/ContactUs](https://myaccount.unitedutilities.com/ContactUs)

## 9.6 Discount for paying water services charges through a registered social housing landlord or local authority

### Social housing and local authority landlords

You will receive a discount of **£10** a year if you pay your water services charges through your registered social housing landlord or local authority.

You will receive the discount for each year that you pay in this way.

If you pay the charges to your landlord or local authority by direct debit, you will also be entitled to receive a direct debit discount from us each year.

## 9.7 Owner's discount

### Owner's discount

A discount of 3.5% a year is available to owners who have entered into an agreement with us to pay water services charges for one or more household unmeasured premises that they let to tenants. To qualify for the discount, you must make the payment shown on your bill by the due date.

## 10 Other charging information

### 10.1 Value Added Tax (VAT)

#### VAT liability

Measured and unmeasured water supply charges for household premises are zero-rated for VAT. (This means that you do not currently have to pay VAT on the charges but we still have to record them in our VAT accounts and report them on our VAT return.)

Measured and unmeasured sewerage and sewage disposal charges are also zero-rated for VAT.

Charges for mixed-use properties and our other services will have VAT added at the appropriate rate.

This is not a full description of VAT rules, and may change in line with changes to the Value Added Tax Act 1994 and HM Revenue & Customs' policy.

### 10.2 Group billing arrangements

#### Group billing

We may agree to group billing arrangements if you own several premises.

### 10.3 Concessionary supplies

#### Concessionary supplies

If you have a concessionary supply of water (a piped supply that we provide, but not through our mains network) which becomes connected to our mains network for domestic purposes, we will charge you in line with this charges scheme.

### 10.4 Return-to-sewer assumption

#### Return-to-sewer assumption

When we set the volumetric charge for sewage we assume that, on average, 5% of the metered water we supply to customers is not returned to the sewer. We do not need to adjust your bill because we include the 5% non-return allowance in the charge.

### 10.5 Premises served by a septic tank that drains into a public sewer

#### Premises served by a septic tank

If no foul drainage from your premises enters a public sewer, other than from a properly maintained septic tank, you must pay surface water drainage and highway drainage charges as explained in sections [4.4](#) or [5.2.1](#).

## 10.6 Dealing with the contents of cesspools or septic tanks

### Contents of cesspools or septic tanks

As set out in section 6.17 of our Wholesale charges scheme, we will charge for receiving the contents of cesspools or septic tanks directly at one of our wastewater treatment works. The person making the delivery must pay the charge. For more details, visit: [unitedutilities.com/wholesale-charges](https://unitedutilities.com/wholesale-charges)

# 11 Other services

## Replacing service pipes

### 11.1 Replacing service pipes

We have a scheme to replace lead service pipes. Not all premises are suitable for this scheme, and we will decide whether to accept your application. If we do, you will need to replace your lead supply pipe within the boundary of your premises, and we will replace the lead pipes that we are responsible for and connect your new supply pipe to our water main, free of charge. For more details and an application form visit:

[unitedutilities.com/lead-pipes](https://unitedutilities.com/lead-pipes)

### 11.2 Change to the connection point

If we accept you onto the scheme, we will let you know where to lay your new supply pipe so we can connect it to our communication pipe. You can ask us to connect the pipes in a different place to where we tell you they will be connected. If we agree to this and it involves more pipework than our original connection point would, we will charge you for each additional metre of pipework that is needed.

#### Charge for each additional metre of pipework

Additional pipework, cost per metre	<b>£153.00</b>
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### 11.3 Lead replacement failed visit

If we come to your premises to replace lead pipes but we cannot carry out the work because of something that is outside our control, we may charge you the following failed visit charge. This charge will not apply if you cancelled your appointment no less than 24 hours beforehand.

Failed visit charge	<b>£900.00</b>
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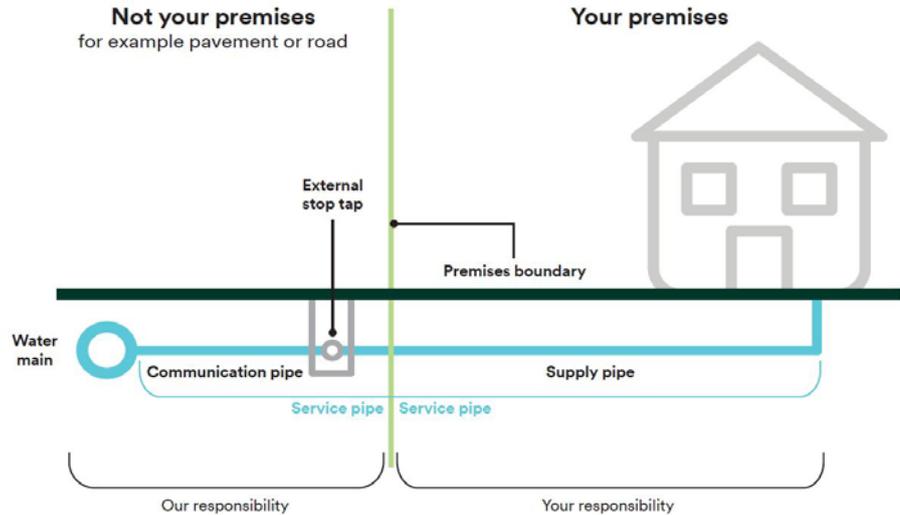
### 11.4 Return visit to disconnect lead pipes

If we need to return to your premises because we couldn't disconnect the original lead supply pipes at the time we called to carry out the lead replacement, because of something that is outside of our control, the following charge may apply.

Disconnect lead pipes re-visit	<b>£1,158.00</b>
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## 11.5 Rejoining a non-lead pipe

If you ask us to rejoin your supply pipe (up to 32mm) to our communication pipe, and neither pipe was lead, there we will charge for this service (section [18](#) B.9).



Your service pipe is made up of two parts:

- a communication pipe outside the boundary of your premises; and
- a supply pipe within the boundary of your premises.

## 11.6 Permanent disconnection

### Permanent disconnection

If you ask us to permanently disconnect your water supply, we will not charge for doing this.

## 11.7 Temporary disconnection

### Temporary disconnection of a water supply

If you ask us to temporarily disconnect a water supply, we will do this as long as the premises have a separate service pipe and we can disconnect your supply without affecting other customers. We have the right to charge you for disconnecting (and reconnecting) your supply (section [18](#) B.4).

## 11.8 New water or sewerage connections

### New water or sewerage connections

If you need a new water or sewerage connection to your premises, full details of our services are in the United Utilities New Connections and Developer Services charges scheme at:

[unitedutilities.com/wholesale-charges](https://unitedutilities.com/wholesale-charges)

Or you can call our developer services team direct on **0345 072 6067**.

## **Fittings Regulations inspections**

### **11.9 Fittings Regulations inspections**

If we need to carry out an inspection at your premises to confirm that a plumbing installation meets the Fittings Regulations, there is no charge for the initial inspection. If the work does not meet the Fittings Regulations, we may charge for further visits if we need to inspect the work again (section [18](#) B.11).

#### **11.9.1 Defective fittings and work that does not meet the Fittings Regulations**

## **Defective fittings notice**

Under sections 73 to 75 of the act, we have a duty to enforce the Fittings Regulations. We have the power to take steps to prevent contamination, waste and misuse of water, and may charge you any costs associated with this work. We will serve a defective fittings notice on your premises if you need to repair or disconnect any fittings (including underground supply pipes) that are not working properly or are not in line with the Fittings Regulations.

The notice will set out the work that is necessary to make sure a plumbing installation meets the Fittings Regulations.

If the work stated in the notice is not carried out within the timescales we set, we may carry out the work and charge you for it.

If necessary, we may disconnect your water supply under section 75 of the act and may charge you any costs associated with this work.

#### **11.9.2 Reconnecting your supply after we have disconnected it because it did not meet the Fittings Regulations**

If we have disconnected your water supply because it did not meet the Fittings Regulations and you ask us to reconnect it, we may charge you for this work (section [18](#) B.4.1).

### **11.10 Inspecting plumbing work**

## **Charges for inspecting plumbing work**

We may charge you if you ask us to visit to:

- locate a stop tap or stop valve for work on private pipework;
- give you advice on, or help with, private pipework; or
- carry out a pressure and flow test.

## 12 Legal liability for charges

**Liability for charges** We charge for the services we provide to your premises. All occupiers of your premises are 'jointly and severally liable' for charges. This means that you are responsible for the charges together and separately, so we can demand unpaid charges from all or any one of you.

Occupiers are usually liable for charges at the premises unless someone else, other than a billing agent, has agreed with us to accept responsibility for paying them. In some cases, if a property is used as temporary accommodation, the landlord will be responsible for paying the charges.

**Customer responsibility** You must tell us about any changes that may affect your charges.

**Landlord responsibility** Under section 144C of the act (when it is brought into force and depending on any conditions that apply at that time), if we supply services to a household property and the owner lets the property (and does not live there), they must give us information about the occupiers. If the owner does not give us the necessary information, they will become jointly and severally liable, with the tenants, for water and sewerage charges.

To prepare for the above legislation coming into force, landlords should use the water industry's tenant-address portal ([www.landlordtap.com](http://www.landlordtap.com)) to register details of new tenancies and who is liable for water and sewerage charges at their properties.

**Third-party billing agent** If someone else is acting as your billing agent, you must give us written permission to deal with them instead of you. You can send your written permission to us yourself, or through the billing agent. You will need to update the permission every 12 months. Having a billing agent does not affect your liability for charges.

### 12.1 Liability for water supply services and sewerage services charges

**Liability for water supply charges** You are responsible for paying water services charges if your premises are occupied, there is evidence that water is being used, or we supply water to you.

**Liability for sewerage charges** You are responsible for paying sewerage charges if your premises are physically connected to or drained by a sewer or drain that is connected, either directly or indirectly, to a public sewer provided for foul or surface water or both, or if you use facilities that drain to a public sewer (section 144(1)(b) of the act).

<b>Charges for access to other premises or receiving the benefit of facilities</b>	<p>You must pay sewerage charges for surface water drainage and highway drainage services if your premises are not occupied but continues to receive the benefit of drainage services, there is evidence that water is being used at the premises (section <a href="#">12</a>), or the water supply has been temporarily disconnected (section <a href="#">11.6</a>).</p> <p>If you have access to other premises or you have the right to use shared facilities that drain to a public sewer, you must pay sewerage charges for surface water drainage and highway drainage services (sections <a href="#">4</a> and <a href="#">5</a>).</p>
<b>If you don't have a water meter</b>	<p>If we supply water to your premises and you do not have a water meter, you are liable for water services charges until you ask us to disconnect the supply.</p>
<b>If you have a water meter</b>	<p>If we supply water to your premises and you have a water meter, you are liable for water services charges until either:</p> <ul style="list-style-type: none"> <li>• you leave the premises and give us an up-to-date meter reading; or</li> <li>• you ask us to disconnect your water supply.</li> </ul> <p>If the water meter serves two or more premises, the person who accepted responsibility for paying the charges will remain liable for the charges until they give us at least three months' notice to end the agreement (they must also meet all other conditions that apply).</p>

## 12.2 Billing period

<b>Billing period</b>	<p>A billing period is the period covered by a bill. For customers with a water meter, it is the period between meter readings (or estimated meter readings). A billing period may cross two or more charging years (for example, the current charging year and the previous charging year).</p>
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## 12.3 Vacant premises

<b>Charges for vacant premises</b>	<p>If premises without a water meter are vacant and no water is being used, no charges will be due as long as the owner of the premises asks us to temporarily disconnect the water supply. If a water supply is needed for any purpose (for example, for renovations or to heat the premises) or if the owner does not agree to the temporary disconnection of the supply, charges will apply, as the premises will be receiving the benefit of a water supply. If you do not need a water supply, we can arrange for the supply to be temporarily disconnected. Or you can apply to have a water meter fitted.</p> <p>If premises with a water meter are vacant and no water is being used, we will not charge for water services. If the water meter</p>
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records that water has been used, the owner is liable for the charges.

**Water leak at a vacant premises**

If the water meter at vacant premises shows that water has been used and this is due to a leak, you may be able to claim a reduction in your charges under our leakage code of practice, as long as you meet the conditions set out in the code. You can also ask us to temporarily disconnect the water supply until the premises are occupied again.

**Death of the only occupier**

If we are told that the only occupier of premises has died, and no water has been used at the premises, no charges will be due:

- from the date of death, if the death happened in the charging year that we are told about it; or
- for a period of up to two years before the date we are told about the death, if the occupier died in a previous charging year.

If we are told within a reasonable time frame that the only occupier of premises has died and a supply of water is still needed, providing the premises remains unoccupied, no charges will be due for 12 weeks from the date of the death. At the end of the 12 weeks, the executor or administrator can decide to keep the supply and take responsibility for the charges, or to have the supply temporarily disconnected, in which case no charges will be due (section [11.7](#)). If they decide to have the supply disconnected they must tell us this at the end of the 12 weeks, otherwise we will start to charge for the supply.

**If the only occupier is in hospital or residential care**

If we are told that the only occupier is in hospital or residential care for three months or more, and no water is used at the premises during this period, we will not charge for water services:

- during the period they are away from home, if they left the premises in the same charging year as we are told about the absence; or
- for up to two years before the date we are told about the occupier leaving their home, if that was in a previous charging year.

**If the only occupier is in prison**

If we are told that the only occupier is in prison for three months or more, and no water is used at the premises during this period, we will not charge for water services:

- during the period they are away from home, if they went into prison in the same charging year as we are told about the absence; or
- for up to two years before the date we are told about the occupier going into prison, if they went to prison in a previous charging year.

## **12.4 Charges for water used for improvements to existing premises**

**Improvements to existing premises**

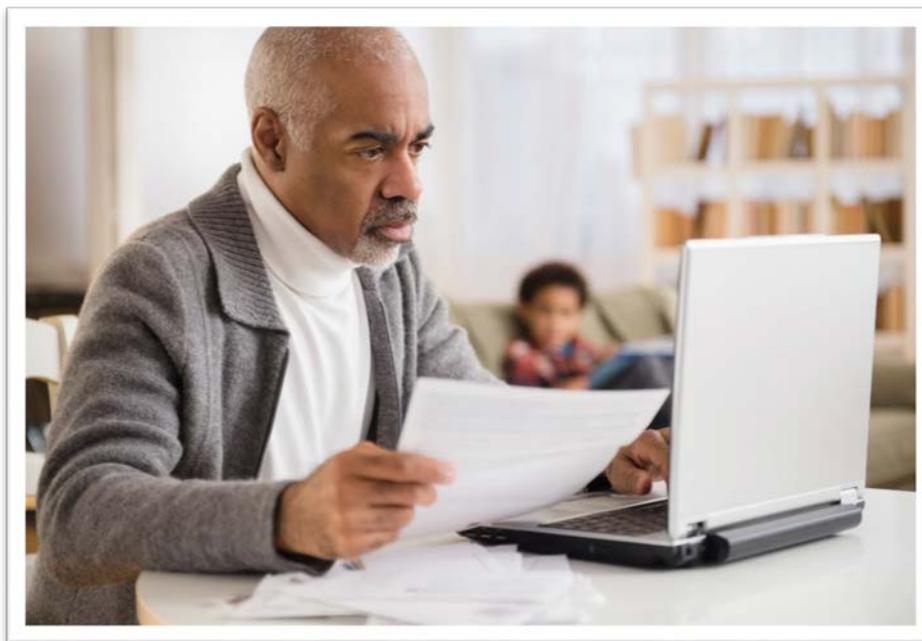
If your premises are unoccupied and water is needed while improvement work is carried out, full charges continue to be due at the appropriate standard measured or unmeasured rate while we are providing a water supply and sewerage service to the premises.

## **12.5 Two or more premises**

**Metered supply to two or more premises**

If a metered water supply serves two or more premises, and we think that the volume of water used at all but one of those premises is insignificant compared against the total amount of water measured, we may consider the occupier of the home that uses the largest volume of water to be the occupier of all the homes the supply serves.

## 13 Paying your bill



### 13.1 Timing of payment

**Payment date** All charges must be paid by the date shown on your bill. If you do not pay on time, we will take action to recover the debt from you. You may need to pay extra costs because of this.

Please contact us as soon as possible if you are having difficulty paying your bill.

**Payment options** Charges for unmeasured supplies are due in advance, unless we agree otherwise with you. You can pay yearly or in instalments (every month, every three months or every six months). If you fall behind with your payments, all overdue charges will become due immediately.

Charges for measured supplies are due in line with the frequency of your meter readings, unless we agree otherwise with you (section [4](#)). We may agree a payment plan for you to pay your charges every month, every three months or every six months.

We may agree to you paying weekly or fortnightly if this is more affordable for you.

**Charges when a formal insolvency procedure occurs** If you enter into any formal insolvency procedure (either with a licensed insolvency practitioner or direct with the court), we will apply charges daily. Each day's charge will be due on the following day. The daily charges will not be covered by the insolvency procedure.

We will calculate the daily charges in the same way as we calculated your charges before you entered into the insolvency procedure. For example, if your charges were measured or based on the rateable value of your premises or an assessed charge, this will continue.

**Charges paid to other water companies** If your sewerage charges are collected by another water company on our behalf, the charges will be due on the date the other company tells you.

## **13.2 Payment methods**

**How to pay** You can pay our charges using any of the methods below, in line with section [13.1](#) of this scheme.

There is no extra charge for any of the payment methods, unless we tell you otherwise.

We regularly review our payment methods to make sure we are offering the most up-to-date and convenient methods for our customers. We may change any of these payment methods during the charging year. For the most up-to-date list of payment methods we offer, please visit our website [unitedutilities.com](https://unitedutilities.com).

## **13.3 Direct debit**

You can arrange to pay by direct debit either through our website at [unitedutilities.com/DirectDebit](https://unitedutilities.com/DirectDebit) or by phoning 0345 672 2888 (if you do not have a water meter) or 0345 672 2999 (if you have a meter). You will need to give us your bank details on our website or over the phone, or you can fill in and return a direct debit instruction. Your direct debit arrangement will continue unless you cancel it, which you can do at any time. A choice of payment dates is available. We give a discount each year if you pay by direct debit (section [3.3](#)).

## **13.4 Mobile app**

You can pay your bill using our app for Apple and Android phones. Search 'United Utilities' in the App Store or Google Play to download the app.

## **13.5 Online or telephone banking**

If you want to pay by online or telephone banking, you will need to give your bank our bank account number (58933956) and sort code (010917), and your account number from your bill.

## **13.6 Debit card or credit card**

You can pay by debit card or credit card online at [unitedutilities.com/my-bill](https://unitedutilities.com/my-bill), by phoning our automated payments line on 0800 980 6050, or by phoning 0345 672 2888 (if you do not have a water meter) or 0345 672 2999 (if you have a meter).

## **13.7 Standing order**

You can arrange to pay by standing order by filling in a standing order form, which you can get by phoning us on 0345 672 2888 (if you do not have a water meter) or 0345 672 2999 (if you have a meter). Or by using our bank details, which are available on our website at:

<https://www.unitedutilities.com/pay-your-bill/>

### **13.8 By post**

Make your cheques payable to United Utilities Water Limited and write your United Utilities' account number (shown on your bill) on the back. Send your cheque to **United Utilities, PO Box 11249, Harlow, Essex, CM20 9NN**. Do not send cash or cheques with a future date on them.

We only accept cheques from a bank licensed by the Financial Conduct Authority (FCA).

### **13.9 BACS or CHAPS**

You can pay by bank transfer through BACS Payment Schemes Limited (BACS) or the Clearing House Automated Payments System (CHAPS). You will need our sort code (010917) and bank account number (58933956) and your account number from your bill.

### **13.10 At a bank**

You can pay at your own bank or building society. Just take your bill with you. You can pay by cash or with a cheque made payable to United Utilities Water Limited. Remember to get a receipt.

Please be aware that some banks and building societies will charge for this service.

### **13.11 United Utilities payment card**

You can arrange with us to pay with a United Utilities payment card at a Payzone or PayPoint outlet or at a post office. There is no extra charge for paying by cash. Remember to get a receipt.

### **13.12 Payzone**

You can pay by cash using the payment slip attached to your bill or by using your United Utilities payment card at any Payzone outlet which accepts utility bill payments. There is no extra charge for paying by cash. You can find your nearest Payzone outlet at:

[payzone.co.uk/Store-Locator](https://payzone.co.uk/Store-Locator)

Remember to get a receipt.

### **13.13 PayPoint**

You can pay by cash using the payment slip attached to your bill or by using your United Utilities payment card at any Paypoint outlet, which accepts utility bill payments. There is no extra charge for paying by cash. You can find your nearest Paypoint outlet at:

[consumer.paypoint.com](https://consumer.paypoint.com)

Remember to get a receipt.

### 13.14 Post offices

You can pay by cash or debit card at any post office using the payment slip attached to your bill or a United Utilities payment card. Remember to get a receipt.

### 13.15 Registered social housing landlord's arrangements

A number of registered social housing landlords collect water services charges from their tenants on our behalf. If your landlord has arrangements in place to do this, you should contact them for details of your payment options.

We may introduce collection agreements with other housing providers during the year.

### 13.16 Water Direct

If you or someone living in the premises with you receives Universal Credit, Income Support, income-based Jobseeker's Allowance, Pension Credit or income-related Employment and Support Allowance, you can apply to the Department for Work and Pensions (DWP) to have your water charges deducted from that benefit under the Water Direct scheme. Jobcentre Plus has to agree with this arrangement. We can also apply for this service on your behalf if necessary.

### 13.17 Water saving stamps

Water saving stamps have not been available since 1 April 2004. We will accept savings stamps as payment of or towards your bill until 31 March 2025. From 1 April 2025, we will no longer accept saving stamps as payment.

Until 31 March 2025, you can use any stamps that you have by sending them to United Utilities Payments, PO Box 347, Lowton Way, Sheffield, S98 1EN. We recommend that you send any stamps by recorded delivery. Remember to include details of your name, address and United Utilities account number (shown on your bill).

### 13.18 Failed payments

We have the right to recover bank charges and administrative costs resulting from failed payments (for example, a dishonoured cheque or an unpaid direct debit).

Charges resulting from failed payments are as follows.

Unpaid cheque	£5.00
Unpaid direct debit	£5.00

## 14 If you need to contact us

You can find more information about our services, and details of easy ways to contact us, at:

[unitedutilities.com](https://unitedutilities.com)

### 14.1 Telephone enquiries

**Emergencies** We operate an emergency service out of business hours. To report an emergency with your water or wastewater supply, please call us on **0345 672 3723** (24 hours a day). You can also find out about emergency incidents affecting your area by visiting our website.

The local council may be responsible for land and highway drains.

**Operational enquiries** If you have a question about your water and wastewater services, call us on **0345 672 3723**.

If you have hearing or speech difficulties and use a textphone, please dial 18001 followed by the phone number.

**Billing enquiries** If you have a question about your bill, call us on one of the following numbers.

If you have a water meter 0345 672 2999

If you do not have a water meter 0345 672 2888

#### Opening times:

Monday to Friday 8am to 8pm

Saturday 8am to 4pm

### 14.2 Written enquiries

**Written enquiries** If you want to contact us in writing about this booklet or about your water services bills, write to:

**United Utilities Water Limited, PO Box 50, Warrington, WA55 1AQ**

### 14.3 Website

**Website** Our website has lots of information about your water and wastewater services. Visit:

[unitedutilities.com](https://unitedutilities.com)

You can contact us using our webform at:

[unitedutilities.com/help-and-support/contact-us](https://unitedutilities.com/help-and-support/contact-us)

We also have a Q&A section that answers the most common queries we receive.

Our webchat service is also available on many sections of our website to offer online support.

## 14.4 My Account

**My Account** 'My Account' is a facility that allows you to manage some parts of your account online. Once you have set up a password for 'My Account', you will be able to:

- see your bill and account status (for example, whether a payment is due);
- pay your bill;
- set up a direct debit or change the frequency or payment date of your direct debit;
- give us a meter reading; and
- apply for a free water meter if you don't have one.

If you are a new customer, or moving to a new address, we will send you a link to register for My Account so you can receive your bill electronically rather than through the post. We will always email you when your new bill is available for you to download in My Account, so you can log in and see your account details or pay your bill. You can go back to receiving paper bills at any time if you want to.

You can register for this service at:

[unitedutilities.com/myaccount](https://unitedutilities.com/myaccount)

You can also download our app from Google Play or the App Store to allow you to easily pay your bill or give us a meter reading from your smartphone. You can find more details about our app at:

[unitedutilities.com/app](https://unitedutilities.com/app)

Or, you can make payments without registering for 'My Account' by visiting:

[unitedutilities.com/my-account/your-bill](https://unitedutilities.com/my-account/your-bill)

## 14.5 Complaints procedure

**Guaranteed Standards Scheme** We aim to deliver a high standard of service. If you need to make a complaint, we aim to deal with it quickly and to your satisfaction. We should reply to any written complaint within 10 working days. If we fail to do this, we will make an automatic payment under the Guaranteed Standards Scheme. This scheme applies to all customers and is part of the minimum standards set by the government. It forms part of our standards of service that are agreed with our regulator, Ofwat.

Full details are in the Our standards of service leaflet at:

[unitedutilities.com/leaflets](https://unitedutilities.com/leaflets)

**How we will deal with your complaint** You should send your complaint to us by visiting our website or writing to us at United Utilities, PO Box 453, Warrington, WA55 1SE. Remember to include your name, address, account number, phone number and email address (if you have one).

- Stage 1** When we receive your complaint, we will reply within 10 working days. We will give you the name of the person dealing with your complaint, and their team's phone number in case you want to contact them to discuss any aspect of our response.
- Stage 2** If you tell us you are not happy with our response, we will pass your complaint to one of our agents who has not already been involved in your complaint, for an independent review.
- Contact details for the Consumer Council for Water (CCW)** If you are still not happy with our response following stage 2, you can refer your complaint to CCW, the independent voice for water consumers in England and Wales. Call 0300 034 2222, fill in the online form at [www.ccwater.org.uk/contact-us](http://www.ccwater.org.uk/contact-us), or write to CCW, 23 Stephenson Street, Birmingham, B2 4BH.
- If necessary, CCW can manage the complaint on your behalf, through mediation. They can also arrange for a final decision to settle disputes, with independent support from the Dispute Resolution Ombudsman (DRO).
- You can find more information about our complaints procedure in our leaflet, which is available on our website at: [unitedutilities.com/leaflets](http://unitedutilities.com/leaflets)

## 15 Data protection

### Data protection

We are committed to protecting your information and keeping to data protection laws. Any personal information you give us (whether this is spoken, in writing or provided through our website) will be dealt with in line with our privacy notice, which you can read at:

[unitedutilities.com/privacy-notice](https://unitedutilities.com/privacy-notice)

You can ask us for a copy of the personal information we hold about you. You may have to prove your identity before we will give you the information. If you would like a copy of your information, please contact our Data Protection and Fraud team at the address below.

We may record phone calls for training, monitoring, quality and security purposes. If you have any questions about how we use and protect your information, or to ask for a copy of the personal information we hold about you, write to:

**Data Protection and Fraud Team, United Utilities Water Limited,  
Haweswater House, Lingley Mere Business Park, Lingley Green Avenue,  
Great Sankey, Warrington, WA5 3LP.**

### 15.1 Sharing information

### Sharing information

We want to make the best and fairest decisions we can about our customers by understanding their credit history and payment behaviour, and receiving accurate and up-to-date information which will help us to make informed, fair and reliable decisions about our customers' ability to pay, and their liability for charges. This will help us to identify customers who may need help paying our charges, if we receive information that suggests they may be struggling to pay. It will also help us to check the identity of our customers and trace customers who have not paid their charges.

In order to do this, we will share information about you and how you manage your payments with credit reference agencies (CRAs) and, where appropriate, fraud prevention agencies. CRAs collect and maintain information on customers' credit behaviour, on behalf of organisations in the United Kingdom. We will use information we receive from CRAs to make sure the information we hold about you is accurate, fill in your details on our computer system, confirm your identity, and trace you if you do not pay your charges. When we make a search with a CRA, this will leave a 'footprint' on your credit file which lenders will also be able to see. We also use information we receive from CRAs to make decisions about your account and your ability to pay, and to make our collection processes more effective.

We will share information with CRAs about the way in which you manage your account with us, such as whether you pay us on time and whether you keep up to date with a payment arrangement you have agreed with us. If you miss a payment or you are late making a payment, we will share this information, and details of how much you owe us, with the CRAs. If

you do not pay us or keep up to date with your payment arrangement, you will be considered to be 'in default'. We will send you a notice telling you that we intend to give you a deadline to make the payment. If you do not make this payment by the deadline, we will let the CRAs know and they will make a note of this on your credit file. If we apply to the courts for a county court judgement (CCJ), this will also show on your credit file. Sharing information with CRAs about missed or late payments, or information about a CCJ, may affect your credit rating which may make it difficult for you to get credit in the future. Records stay on CRA files for six years after they are closed, even if you have brought your payments up to date.

Our billing leaflet, which we produce each year, explains when we may share information about you, and you can also find details on our website at: [unitedutilities.com/privacy-notice](https://unitedutilities.com/privacy-notice)

We will also share information about you if a court of law instructs us to, if we have to share it by law or to meet other legal obligations placed on us, or if this is necessary to help detect or prevent crime. To help us manage your account, we may also buy information from reputable organisations.

## 16 Useful documents

### Available leaflets

You can download all of the customer leaflets shown below from our website at:

[unitedutilities.com/leaflets](https://unitedutilities.com/leaflets)

You can also ask for a paper version of any leaflet by writing to us at:

**United Utilities, PO Box 459, Warrington WA55 1WB.**

Or you can call us on 0345 672 2888.

The following customer leaflets are available.

- Water meter application pack – includes details and an application form to request a free water meter
- A guide to our Priority Services – our services for household customers who would benefit from additional support
- Surface water drainage – household 2024/2025 – application form to apply for a reduction in sewerage charges
- Support if you're struggling to pay (Support with your water bill booklet 2024/2025 – application form to claim assistance with your charges)
- A guide to using water wisely
- Our leakage code of practice
- Debt recovery: our code of practice
- Our standards of service – includes compensation payments made under the statutory Guaranteed Standards Scheme
- Our complaints procedure
- Household charges 2024/2025 – at a glance
- A guide to paying your water bill
- A simple guide to pipes, drains and sewers
- Replacing lead and common supply pipes
- Testing your household water meter 2024/2025

## 17 Other water companies' charges

**Other water companies' charges** Your charges will be different if you live near the borders of our area and receive a water supply or sewerage services from another water company. These charges will still appear on the bill you receive from us.

The table below shows the contact details for the water companies that border our area.

Company	Billing and account enquiries	Phone	Website
Yorkshire Water	Yorkshire Water PO Box 52 Bradford BD3 7YD	03451 242424	<a href="http://www.yorkshirewater.com">www.yorkshirewater.com</a>
Northumbrian Water	Northumbrian Water Customer Centre PO Box 300 Durham DH1 9WQ	03457 335566	<a href="http://www.nwl.co.uk">www.nwl.co.uk</a>
Severn Trent Water	Severn Trent PO Box 407 Darlington DL1 9WD	03457 500500	<a href="http://www.stwater.co.uk">www.stwater.co.uk</a>
Welsh Water (Dŵr Cymru)	Dŵr Cymru Welsh Water PO Box 690 Cardiff CF3 5WL	08000 520145	<a href="http://www.dwrcymru.com">www.dwrcymru.com</a>

### 17.1 Enquiries about what we base our charges on

If you are moving into premises within our area, you can ask us for details of what we base our charges on for those premises (for example, whether we use the rateable value or there is a water meter) by phoning us on 0345 672 2888.

# 18 Schedule of charges 2024/2025

This schedule lists our household charges and forms part of our charges scheme for 2024/2025. All charges apply from 1 April 2024.

Charges are yearly unless we tell you otherwise.

The charges shown in this schedule do not include VAT.

## Schedule A – Water and sewerage charges

### 1 Measured charges

#### a Water charges

Standing charge per meter	Volumetric charge per m3
<b>£23.99</b>	<b>£2.164</b>

This charge applies to a 15mm meter which would normally be fitted in household premises. There may be extra charges if a larger meter is fitted.

#### B Sewerage charges

	Standing charge per meter	Foul drainage (volumetric charge per m3)	Surface water drainage (fixed charge)	Highway drainage (fixed charge)
All services	<b>£5.15</b>	<b>£1.485</b>	<b>£82.37</b>	<b>£38.21</b>
No surface water drainage service	<b>£5.15</b>	<b>£1.485</b>	<b>Does not apply</b>	<b>£38.21</b>

Fixed charges for surface water drainage and highway drainage services (shown in the table above) will be charged for all household premises that are served by a shared water meter (section [4.3](#)).

### 2 Unmeasured charges

#### a Water charges

Standing charge	Fixed charge per £RV
<b>£80.22</b>	<b>£1.329</b>

## b Sewerage charges

	Foul drainage charge per £RV	Surface water drainage charge per £RV	Highway drainage charge per £RV	Total charge per £RV
All services	<b>£1.271</b>	<b>£0.550</b>	<b>£0.249</b>	<b>£2.070</b>
No surface water drainage service	<b>£1.271</b>	<b>Does not apply</b>	<b>£0.249</b>	<b>£1.520</b>
Surface water drainage and highway drainage services only	<b>Does not apply</b>	<b>£0.550</b>	<b>£0.249</b>	<b>£0.799</b>

### 3 Assessed charges for water and sewerage services – if a water meter cannot be installed

The assessed charges for water and sewerage services if a water meter cannot be installed will include a fixed yearly charge which will depend on the type of premises, or the category of customer as shown in the following table.

	Water	Sewerage	Total
Single-person household (does not apply to any premises which have a swimming pool that automatically refills and can hold more than 10,000 litres)	<b>£113.91</b>	<b>£197.18</b>	<b>£311.09</b>
Detached premises (includes link-detached and detached houses and bungalows, but does not include premises that meet the criteria for larger properties) (see note below)	<b>£284.90</b>	<b>£314.54</b>	<b>£599.44</b>
Semi-detached premises (includes houses and semi-detached bungalows, but does not include premises that meet the criteria for larger properties)	<b>£254.79</b>	<b>£293.93</b>	<b>£548.72</b>
Other household premises (includes flats and terraced houses, but does not include premises that meet the criteria for larger properties)	<b>£187.84</b>	<b>£247.95</b>	<b>£435.79</b>
Larger premises– premises which either: <ul style="list-style-type: none"> <li>• have a swimming pool that automatically refills and can hold more than 10,000 litres of water; or</li> <li>• covers a surface area bigger than 250m<sup>2</sup> (including any separate residential building on the site), and has six or more bedrooms</li> </ul>	<b>£552.85</b>	<b>£498.42</b>	<b>£1,051.27</b>

**Assessed charge for pensioners. (This does not apply if the premises meet the criteria for larger premises.) Everyone living in the premises must be of State Pension age or older.**

Single pensioner household	<b>£105.71</b>	<b>£191.18</b>	<b>£296.89</b>
Two pensioner occupiers	<b>£174.69</b>	<b>£238.66</b>	<b>£413.35</b>

**Note:** Link-detached premises are premises which don't share a wall with other premises but is linked in another way (for example, with a garage).

Whatever type of premises you live in, if your premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the assessed charge for sewerage services will be reduced by **£82.37**.

#### 4 Assessed charges for water and sewerage services – altered premises

The assessed charges for water and sewerage services for altered premises will include a fixed yearly charge which will depend on the type of premises or category of customer, as shown in the table above.

#### 5 WaterSure – a charge for vulnerable groups

The yearly charge for water and sewerage services is based on the average household charge as set out below.

	<b>Water</b>	<b>Sewerage</b>	<b>Total</b>
Average household charge	<b>£225.83</b>	<b>£255.16</b>	<b>£480.99</b>

If your premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge will be **£172.79**.

#### 6 Help to Pay scheme

The yearly charge for water and sewerage services is set out below.

	<b>Water</b>	<b>Sewerage</b>	<b>Total</b>
Tier one	<b>£135.36</b>	<b>£146.64</b>	<b>£282.00</b>
Tier two	<b>£192.96</b>	<b>£209.04</b>	<b>£402.00</b>

## 7 Support tariff

The yearly charge for water and sewerage services is set out below.

	Water	Sewerage	Total
Band 0	£48.96	£53.04	£102.00
Band 1	£63.36	£68.64	£132.00
Band 2	£109.44	£118.56	£228.00
Band 3	£138.24	£149.76	£288.00
Band 4	£187.20	£202.80	£390.00
Band 5	£216.00	£234.00	£450.00
Band 6	£259.20	£280.80	£540.00

## 8 Discount for paying by direct debit

If you pay by direct debit, we will give you a discount of **£5** per year (section [3.3](#)). You will not receive this discount if you own two or more household premises and have either agreed a group billing arrangement with us (section [10.2](#)) or qualify for an owner's discount (section [9.7](#)).

## 9 Discount for paying water services charges through a registered social housing landlord or local authority

If you pay your water services through a registered social landlord or local authority that has agreed to receive your water charges and pass them on to us (section [9.6](#)), you will receive a discount of **£10** per year. You will still be entitled to a discount for paying by direct debit if you choose to pay in that way (section [3.3](#)).

## 10 Owner's discount

We will give you a discount of **3.5%** per year if you enter into an agreement with us to pay water services charges for one or more unmeasured household premises that you own and let to tenants (section [9.7](#)). To qualify for the discount, you must make the payments as shown on your bill. If you do not make the payments as shown on your bill, by the due date, we will remove the discount from your account.

## Schedule B – Other charges

### 1 Testing your water meter

Where the water meter accuracy is <b>outside</b> the prescribed limits of the Meter Regulations	<b>No charge</b>
Where the water meter accuracy is <b>within</b> the prescribed limits of the Meter Regulations	<b>£70.00</b>

### 2 Installing a water meter you have asked for in a location other than that shown in our meter location policy

Installation charge	<b>£243.52</b>
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### 3 Relocating a water meter

Move the meter from	Move the meter to	Survey fee	Relocation fee	Inspection fee
Inside the premises	New position inside the premises (moved by your plumber)	<b>Does not apply</b>	<b>Does not apply</b>	<b>£89.59</b>
Inside or outside the premises	New position inside the premises (moved by us)	<b>£89.59</b>	<b>£217.75</b>	<b>Does not apply</b>
Outside the premises	New position outside the premises at the boundary of the premises (must be moved by us)	<b>£89.59</b>	<b>£621.57</b>	<b>Does not apply</b>
Inside the premises	New position outside the premises in a meter box at the boundary of the premises (must be moved by us)	<b>£89.59</b>	<b>£500.16</b>	<b>Does not apply</b>
Inside the premises	New position outside the premises in an existing meter box at the boundary of the premises (must be moved by us)	<b>£89.59</b>	<b>£164.51</b>	<b>Does not apply</b>

## 4 Disconnecting your water supply

Permanent disconnection	No charge
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We have the right to charge you for temporarily disconnecting (and then reconnecting) your water supply, if you ask us to do this.

### 4.1 Reconnecting apparatus that we have disconnected because it did not meet the Fittings Regulations

We have the right to charge for reconnecting any apparatus we have disconnected because it did not meet the Fittings Regulations.

We will recover all direct and indirect costs associated with investigating and putting right the problem (including the cost of materials and administration).

## 5 Charges resulting from failed payments

Unpaid cheque	£5.00
Unpaid direct debit	£5.00

## 6 Charges for inspections

We have the right to charge for carrying out inspections needed to find a stop tap or stop valve for work on private pipework or for providing advice on or help with private pipework.

## 7 Pressure and flow tests

We have the right to charge you for carrying out a pressure and flow test.

## 8 Replacing lead service pipes

We have a scheme to replace lead service pipes. Not all properties are suitable for this scheme, and we will decide whether to accept your application ([11.1](#)). For more details and an application form, visit:

[unitedutilities.com/lead-pipes](https://unitedutilities.com/lead-pipes)

Charges for additional work or materials (section [11.1](#))

Additional pipework, cost per metre	£153.00
Failed visit charge	£900.00
Return visit to disconnect lead pipes	£1,158.00

## 9 Rejoining a non-lead service pipe

Rejoin a non-lead service pipe (up to 32mm) - unsurfaced	<b>£459.00</b>
Rejoin a non-lead service pipe (up to 32mm) - surfaced	<b>£809.00</b>

## 10 Animal troughs without a water meter

Charge per trough for water	<b>£213.55</b>
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## 11 Charge for reinspecting plumbing work

We have the right to charge for reinspecting plumbing work to confirm that it meets the Fittings Regulations.

## 12 Cesspool and septic tank waste

As set out in section 6.17 of our Wholesale charges scheme, we will charge for receiving the contents of cesspools or septic tanks directly at one of our wastewater treatment works. The person making the delivery must pay the charge. For more details, visit:

[unitedutilities.com/wholesale-charges](https://unitedutilities.com/wholesale-charges)

(For the purpose of these charges, our normal working hours are Monday to Friday, 8am to 6pm, not including bank holidays.)

## 13 VAT

The charges do not include VAT. Where it applies, VAT will be added at the appropriate rate (section [10.1](#)).

## 19 Definitions

**The act** – the Water Industry Act 1991 (as amended).

**Bedroom** – for the purposes of assessing the larger premises criteria for assessed charges, we will count the number of bedrooms at the premises using the best available information. This may include, but is not limited to, marketing information (for example, house details marketed by an estate agent or from a Home Information Pack (HIP)) and land registry documents.

**Billing agent** – a person (or people) or company with valid written authority from a customer to act on their behalf in relation to our water services charges. The customer remains liable for the charges even if a billing agent is acting on their behalf.

**Change of occupier** – a change in the occupier of the premises or, if the owner pays our charges, a change in the ownership of the premises.

**Charging year** – the period of one year starting on 1 April.

**Concessionary supply** – a piped supply of water that we provide, but not through our mains network.

**The Company** – United Utilities Water Limited – registered number 2366678.

**Connection** – a connection to our network from which you receive one of our services. Connections are regulated by the act and other relevant legislation.

**Customer** – a person we provide services to or who applies for services from us, and who is liable to pay charges for those services (see sections 150B and 219 of the act).

**Defective fitting** – a water fitting which is installed, connected and used to carry water from our water main to a premises, and which breaks or is likely to break the Fittings Regulations.

**Defective fittings notice** – a notice we serve where there is, or is likely to be, damage, contamination, waste, misuse or an unnecessarily high amount of water used as a result of any equipment or apparatus at the premises (including underground supply pipes) not meeting the Fittings Regulations.

**Discount** – a reduction in your charges, which you may be given for a number of reasons. For example, you may get a discount if you pay your water services charges through your registered social landlord or local authority, or if you pay by direct debit (sections [3.1](#), [3.3](#), [9.6](#) & [9.7](#)).

**Domestic purposes** – this refers to water used for drinking, washing, cooking, central heating and sanitary purposes (for example, flushing the toilet), as explained in section 218 of the act.

**Domestic sewage** – the contents of toilets, water which has been used for cooking or washing, and surface water. It does not include water used for a laundry business or a business preparing food or drink which will be eaten or drunk somewhere other than on the premises (see section 117 of the act).

**Fittings Regulations** – the Water Supply (Water Fittings) Regulations 1999.

**Foul drainage** – water taken away from the premises as domestic sewage, but not including surface water.

**Group billing arrangement** – an agreement between us and any person (or people) or company who has agreed to pay our water services charges for two or more household premises.

**Help to Pay scheme** – a scheme to help qualifying household customers with their water services charges. To qualify for the scheme, you must meet the eligibility criteria we have set in line with section 44 of the Flood and Water Management Act 2010 and the Water Industry (Charges) (Vulnerable Groups) (Consolidation) Regulations 2015 ([unitedutilities.com/help-to-pay](https://unitedutilities.com/help-to-pay)).

**Highway drainage (also known as rainwater removal)** – water which drains from streets and roads into a public sewer.

**Household customer** – the occupier of a household premises or the person we have identified as being responsible for paying the charges for services we provide to the occupier.

**Household premises** – any premises that are mainly used as a home and which a person lives in.

**Instrument of appointment** – the document which appointed us to carry out water and sewerage duties under the act. (Our instrument of appointment was issued on 24 August 1989, when we were known as North West Water Limited.)

**Meter reading** – a reading from a water meter to show how much water has been used at your premises or, if there is no actual reading, our estimate of how much water you have used.

**Meters Regulations** – the Water (Meters) Regulations 1988.

**Occupier** – any person who lives in the relevant premises , or any person who:

- owns the premises;
- has enough control over the premises to have a duty of care towards visitors to the premises;
- maintains the premises which are used or intended to be used as a home;
- maintains a property that has shared facilities (including houses in multiple occupation, such as blocks of flats and houses that have been converted into flats) or is used as short-term accommodation and is usually let for less than 12 months; or
- develops or owns any new premises that are empty or unfurnished.

See also the definition of customer.

**Pensioner** – anyone who has reached an age where they could claim their State Pension, regardless of whether they are actually receiving it.

**Premises** – a property or part of a property that is occupied (or intended to be occupied) separately, including land or an interest in land. Premises are usually listed individually on the Valuation Office Agency's website for council tax or business rates. Appropriate charges apply to individual premises.

**Property** – a building that may contain several premises which may be household, non-household or a mixture of both (for example, a block of apartments or offices). The premises within the property are usually listed individually on the Valuation Office Agency’s website for council tax or business rates.

**Priority Services** – our free service for customers who may need extra help and support, or may need us to respond differently in order to meet their needs.

**Private supply** – a supply of water that is not from a water supply that we currently own or operate or from a licensed water supplier.

**Rateable value (RV)** – the value of premises as shown in the official valuation list (for the purposes of the General Rate Act 1967) on 31 March 1990. This includes a ‘notional’ (or estimated) rateable value if we have used one to calculate the charges for the premises.

**Services** – any services we provide that are related to your water supply and sewerage services.

**Sewerage services** – any services we provide that are related to providing, altering or disconnecting sewerage pipes and receiving, carrying and treating sewage.

**Shared supply pipe** – a water supply pipe that serves two or more premises.

**Shared water meter** – a water meter that serves two or more premises.

**Single-person household** – premises with one occupier.

**Social housing landlord** – registered providers of social housing as set out in the Housing and Regeneration Act 2008.

**Substantially altered** – a property which has had major physical alterations. This may include, for example, changing the way the property is used, splitting it into separate homes or non-household premises, merging it with other premises, demolishing part of it, or otherwise altering it in such a way that we decide the rateable value is no longer appropriate.

**Surface water drainage (also known as rainwater removal)** – collection of rainwater that falls on premises and then drains directly or otherwise to public sewers.

**Swimming Pool** – any kind of pool that can be used as a swimming pool.

**United Utilities payment card** – a plastic payment card which we issue to allow you to make payments at a post office, PayPoint or Payzone outlet without needing to have your bill or payment slip with you.

**Vacant premises** – household premises are considered to be vacant if nobody is occupying them. Premises that are being renovated or where water is used are not considered to be vacant.

**Water and sewerage undertaker** – the company appointed to carry out water and sewerage duties under the act.

**Water services charges** – charges for water supply services, sewerage services, or both.

**Water supply** – the water we supply to a customer.

**Water supply services** – any services we provide that are related to providing, altering or disconnecting a water supply.

**WaterSure scheme** – a scheme to help qualifying customers with a water meter or who pay an assessed charge because they cannot have a water meter installed. To qualify for the scheme, you must meet the eligibility criteria set by The Water Industry (Charges) (Vulnerable Groups) (Consolidation) Regulations 2015 ([unitedutilities.com/watersure](https://www.unitedutilities.com/watersure)).

**We, us or our** – United Utilities Water Limited or our representatives.

**You, your** – our customer.