



This document contains details of The Dartington Hall Trust (**Dartington**) Private Water Supply

Customer Enquiries

You can contact us by email at waterservices@dartington.org

For general enquiries, please call our Estate Team on **01803 847036** or write to us at:

Estate Office
The Dartington Hall Trust
The Elmhirst Centre
Dartington Hall
Totnes
TQ9 6EL

Enquiries about charges payable for a property

If a meter has been installed at a property, we shall require a new occupier to pay measured charges, even if the current occupier is not paying measured charges.

If you wish to check whether you will pay measured or unmeasured charges for a property you are thinking of buying, please contact us as above.

More information can also be found on our website: www.dartington.org/water

CHARGES 2016/17

Charges Scheme for 2016/17. The charges in the Scheme come into effect on 1st April 2016.

TABLE OF CONTENTS

		Page Number
Section 1	Summary Table of Water Charges	3
Section 2	Value Added Tax	4
Section 3	Types of Charges & Special Tariffs	5
Section 4	Liability to Pay Charges	8
Section 5	How Charges are Applied	11
Section 6	Charges and Tariffs 2016/17	13
Section 7	The WaterSure Tariff	16
Section 8	Water Meter Installation	19
Section 9	Compulsory Metering	24
Section 10	Other Matters for Customers with Meters	26
Section 11	Large User Tariffs	27
Section 12	Infrastructure Charges	29
Section 13	Payment of Water Charges	33
Appendix I	Charges for Connecting to Water	35

SECTION 1 – SUMMARY TABLE OF WATER CHARGES

TABLE OF WATER CHARGES FOR 2016/17	
Description of Charge	Charge 2016/17 £ (excluding VAT)
Unmeasured Water Tariff	
(i) Standing charge:	166.40
(ii) Variable charge (per £ RV)	1.4873
(iii) Assessed Charge	
One Person Assessed Charge	147.70
Two Person Assessed Charge	223.70
Multi-occupancy Assessed Charge	309.20
Measured Water Tariff	
(i) Standing charge	53.40
(ii) Volume charge (per cubic metre)	1.9484
(iii) Building water (per cubic metre)	2.5472
(iv) Large User Tariff (per cubic metre)	
Standard volume charge up to 50,00 cubic metres	1.9579
HW1 volume charge above 50,000 cubic metres	1.5894
HW2 volume charge above 100,000 cubic metres	1.1511
HW3 volume charge above 150,000 cubic metres	0.9417

SECTION 2 - VALUE ADDED TAX

2.1 Measured and unmeasured water supply charges to businesses whose predominant activity falls within categories 1 to 5 of the Standard Industrial Classification (1980 Edition), i.e.:

- 1 Energy and water supply industries;
- 2 Extraction of minerals and ores other than fuels: manufacture of metals, mineral products and chemicals;
- 3 Metal goods, engineering and vehicles industries;
- 4 Other manufacturing industries;
- 5 Construction

are subject to VAT at the standard rate. Water supply charges to all other customers are zero rated.

2.2 Charges for engineering and construction services, excluding infrastructure charges, are subject to VAT at the standard rate, unless they relate to new construction of dwellings (in which case they are zero rated). Infrastructure charges are outside the scope of VAT. Charges in respect of construction services/civil engineering services supplied in the course of certain residential conversions, or in the course of renovating certain buildings that have been empty for two or more years, may be taxed at a reduced rate, but only where the work is done wholly within the immediate site of the development.

2.3 All charges in the Scheme are shown exclusive of VAT. Charges which are always subject to VAT at the standard rate are indicated with an *. Charges which are subject to VAT at the standard rate only in certain circumstances are indicated with an †.

2.4 This section is a summary description of the VAT liability of charges and is subject to changes in VAT legislation and rates of VAT.

SECTION 3 - MAIN TYPES OF CHARGES AND SPECIAL TARIFFS

Unmeasured charges

- 3.1 Unmeasured charges for water services are paid by customers occupying properties which do not have water meters installed or who are not paying Assessed Charges.
- 3.2 There are two elements to the charges: a standing charge and a variable charge. The standing charge will be an annual charge per chargeable property. The variable charge will be per £ of the chargeable rateable value of the property. This is based on the rateable value which was formerly assigned to the property by the Valuation Office for the purposes of calculating Local Authority Rates.
- 3.3 The rateable values used for properties are those set out in the Valuation List at 31 March 1990. Council Tax Bandings are not used for calculating charges and therefore any change to a property's Council Tax Band will not affect the unmeasured charges a customer has to pay.
- 3.4 For commercial properties which are still unmetered, changes to the Rating List assessment since 1990 will not affect water charges as the charges are based on the value of the property in the Valuation List at 31 March 1990.
- 3.5 Rateable values cannot now be altered but customers who believe they are paying too much for their use of services for their homes can have a meter installed and pay charges based on usage. Occupiers of commercial properties can also have a meter installed.
- 3.6 Water charges are set to recover the costs of collecting, treating and transporting drinking water to premises. The income recovered from all unmeasured customers reflects the costs of supplying water to the group as a whole.
- 3.7 Generally standing charges for water services act as a balancing mechanism to the fact that rateable value based charging does not necessarily reflect completely accurately water usage in a property. The standing charges act to increase the charges paid by occupiers of low rated properties while reducing the charges paid by occupiers of highly rated properties to more fairly share the burden of payment across all rateable value customers.

Measured charges

- 3.8 Measured charges are paid by occupiers of properties where a water meter provided by Dartington has been installed. In this Charges Scheme, reference to a "meter", a "water meter", or a "chargeable meter" shall mean a water meter installed for the purposes of determining charges except those meters installed or charged under Paragraph 6.6 or where specifically excluded.
- 3.9 There are two elements to the charges: a standing charge and a volume charge per cubic metre.
- 3.10 The standing charge – for each main charging meter there will be an annual fixed charge. The volume charge will be calculated on the volume as recorded by the meter.
- 3.11 The standing charges are set to recover the costs of reading meters and billing; meter maintenance; and replacement.
- 3.12 The water charge per cubic metre is set to recover the costs of collecting, treating and transporting drinking water to premises. The income recovered from all measured customers reflects the costs of supplying water to the group as a whole.

Assessed Charges for domestic customers

- 3.13 Assessed Charges for water services will be offered where a domestic customer has applied for a meter but the cost of installing a meter would be unreasonable or it would not be

practical to install a meter and where no agreement has been made for a single meter to serve more than one property (see 6.11).

- 3.14 The Assessed Charges are:
- Single Person Assessed Charge
 - Two person Assessed Charge
 - Multi-occupancy Assessed Charge

Assessed charges for business customers

- 3.15 If you occupy a business premises with no water supply to the premises but you have access to a supply (for example a communal toilet facility) you will be liable to pay water charges. Where the supply to which you have access is not metered, charges will be based on the Rateable Value of your property.
- 3.16 If you are in this position and consider the charges are too high you could have a meter installed on the water supply. However if others also have access to the facilities to be metered, you will all have to agree that a meter is installed and one of you will have to accept responsibility to pay the bill. You will also have to get your landlord's permission where you do not own the property.
- 3.17 If it proves impossible to install a meter we will offer you an assessed charge. This will be based on the maximum number of people working on the premises multiplied by what we consider to be the average per person annual water use in the premises.

The WaterSure Tariff

- 3.18 In line with Regulations made by the Secretary of State for the Environment, Dartington offers the WaterSure Tariff (formerly known as the Social Tariff) to the following groups of **metered** customers, or customers paying the multi-occupancy Assessed Charge, in receipt of one of a range of specified benefits (as set out in paragraph 7.1) **and** who either:
- a) have three or more children under the age of 19 for whom they receive child benefit normally living with them; or
 - b) suffer from, or have someone living with them who suffers from, a medical condition which causes a significant additional volume of water to be used.
- 3.19 In both cases a customer qualifying for the WaterSure Tariff will pay either their actual household measured or assessed charge or the average Dartington household charge if this is lower (see Section 7).

The Large User Tariffs

- 3.20 Customers using in excess of 50,000 cubic metres of water a year may choose to pay a Large User Tariff (see Section 11).

Connection charges

- 3.21 Details of charges to connect to Dartington's water mains are set out in Appendix I.

Disconnection Charges

- 3.22 Disconnection at a customer's request is free.
- 3.23 Should a reconnection be required in future, connection charges will be payable.

Infrastructure Charges

- 3.24 Generally, when a property is connected to Dartington's mains for the first time a Water Infrastructure Charge will be payable.
- 3.25 The levels of the charges are set by the Director General of Water Services and are common across the water industry in England and Wales. The charges have been set to recover certain off-site costs of servicing new development from those making the demand on the water system rather than from existing customers of the water companies.
- 3.26 Details about the charges are contained in Section 12.

Other charges and tariffs

- 3.27 Details of other charges and tariffs are contained in Section 6.
- 3.28 The charges for 2016/17 can be found in Section 1

SECTION 4 - LIABILITY TO PAY CHARGES

Water charges

- 4.1 Water charges are payable for a property if a supply of water is available for use in connection with that property. It is not necessary for the property itself to be connected to the water supply.

For example: A building is split up into shops which individually do not have water supplies. An unmeasured supply is provided in a separate part of the building for the occupiers of the shops to use. The occupiers of the shops are liable individually to pay water charges based on the rateable values of their shops (however if the supply to which the shops had access was metered, the only charges which would be payable would be those based on the amount of water recorded by the meter and any applicable standing charge).

Water charges are payable by the occupier of premises

- 4.2 Unless there is an agreement between Dartington and somebody else to pay charges for a property, legally the occupier of the property is liable to pay the charges. In the case of a tenanted property it is not sufficient for there to be a clause in the tenancy agreement that the landlord will pay the charges: the landlord must have agreed in writing to Dartington that she or he will pay the due charges. Tenants are advised to check that their landlord has agreed in writing to pay the charges.
- 4.3 For a dwelling, since 1 April 2000 Dartington has had no legal right to recover charges from anybody other than the occupier of a property. It is still possible for a person to make a new agreement to pay water charges for a dwelling which she or he does not occupy but Dartington will not be able to recover charges from them if they do not pay (see 4.6).

What will happen if the third party does not pay as they have agreed?

Agreements made before 1 April 2000 and agreements for properties other than dwellings

- 4.4 Where there is an agreement between Dartington and a person other than the occupier of a property to pay any charges contained in this Scheme which was made:

a) for a dwelling before 1 April 2000 and

b) for any other property, at any time

and payment is not made within 28 days of the due date, or by any other time which might have been agreed, Dartington will pursue payment from the person who has made the agreement through the Court.

- 4.5 Dartington reserves the right to cancel the agreement and charge the occupier of the property in accordance with this Scheme without prejudicing its right to pursue the person who made the agreement for any outstanding charges at the time of the cancellation.

Agreements made after 1 April 2000 for paying water charges for dwellings

- 4.6 Where there is an agreement which was made after 1 April 2000 between Dartington and a person other than the occupier of a dwelling to pay water charges for that dwelling and payment is not made within 28 days of the due date, or by any other time which might have been agreed, Dartington will pursue payment from the occupier of the property in accordance with the provisions of this Charges Scheme (if this results in Court Action the occupier may be able to apply to the Court to have the person the occupier considers should have paid the charges added to the legal action and that Court may make an Order for payment against that person).

Who is the “occupier of a property”?

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

Liability for charges for unoccupied properties

- 4.8 Where a customer is liable to pay unmeasured water charges, the charges are payable where a property is connected to water services regardless of whether or not services are actually used.
- 4.9 Where a property for which unmeasured charges are payable is both unoccupied and unfurnished and no refurbishment work is being undertaken on the property, Dartington will not charge water charges on the property. A small amount of furnishings may be left in the property for security purposes but furnishings which make the property habitable will lead to the property being deemed to be furnished and full charges will be payable.
- 4.10 Where an unmetered property is undergoing renovation or refurbishment, while full unmetered charges are payable in law, Dartington may charge 50% only of the due unmeasured charges pro-rata for the period of refurbishment. A person redeveloping a property will need to advise Dartington of this fact and apply for the reduced charges.
- 4.11 A person wishing to leave an unoccupied property for which unmeasured charges are payable furnished, or the owner of such a property under-going refurbishment, may opt to have a meter installed free of charge (see Section 8) to reduce the charges to which she or he will be liable. In the event that a meter cannot be installed or the cost of installing a meter is unreasonable, charges will be levied in accordance with 4.10 above.
- 4.12 Measured water charges are based on the volume of water recorded by the meter. Therefore where a metered property is unoccupied and unfurnished or furnished and no water is being recorded by the meter, only the measured water standing charges will be payable.

Hospitalisation and death

- 4.13 Where the sole occupier of a property paying either rateable value charges or the single person Assessed Charge is hospitalised, or enters a nursing or residential home, for between 1 and 12 months, Dartington may charge fixed annual charges of £84.20 for water pro-rata for the period the occupier is in hospital (a customer paying metered charges will only pay metered standing charges when water is not being used). Similar arrangements may apply at our discretion for up to 12 months after a sole occupier has died.
- 4.14 Customers must apply to Dartington for a reduction in charges under section 4.13 above: they will not be applied to an account unless a relevant application form has been completed. Application forms for a “hospital allowance” or “deceased allowance” can be obtained by telephoning our Estate Team). The “hospital allowance” form will require a signature from someone in authority at the relevant hospital, nursing or residential home.
- 4.15 After 12 months full charges will be payable unless a meter is installed (see Section 8).

Liability for charges on change of occupancy

- 4.16 If a customer paying **measured charges** fails to provide at least two working days' notice that she or he is vacating the property, that customer will continue to be liable for charges until the date of whichever of the following occurs first:
- (a) where the customer informs Dartington of her or his vacation of the property less than two working days before, or at any time after she or he ceases to occupy it, the 28th day after Dartington is informed of the vacation; or
 - (b) the day on which the meter would normally have been read in order for the amount of the charges to be determined; or
 - (c) the day on which any other person informs Dartington that she or he has become the new occupier of the property.
- 4.17 Where a customer telephones Dartington to notify of their vacation on the day that they vacate the a property, Dartington will, at our discretion, close a meter account on the basis of a meter reading provided by the customer. If the customer is unable to provide a reading and the meter is inaccessible to be read by Dartington, and the customer is agreeable to closing and settling their account on the basis of an estimated closing bill provided by Dartington (based on previous usage), the account will be closed using that estimate.
- 4.18 Where an occupier of a property who is liable to pay measured charges vacates the property without notifying Dartington and a new occupier takes up residence, also without notifying Dartington, once Dartington becomes aware of the new occupier it will take meter readings to establish average daily use. This average daily use will then be used to calculate charges due from the new occupier between the date they occupied the property and date of the first meter reading taken by Dartington.
- 4.19 The liability of customers to pay **unmeasured charges** for a property will stop on the day that the property is vacated and left unfurnished.

Liability for charges when the person responsible for payment applies for bankruptcy or for a Debt Relief Order

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

SECTION 5 - HOW CHARGES ARE APPLIED

- 5.1 The previous section explained legal liability to pay charges. This section sets out how Dartington will apply the charges contained in this Charges Scheme.
- 5.2 Under the Water Industry Act 1999, Dartington must charge occupiers of dwellings in accordance with this Charges Scheme. The Act removed the right of Dartington to charge water charges by agreement on dwellings but any agreements made prior to 1 April 2000 are not affected by the legislation.
- 5.3 Dartington continues to have a legal right to charge commercial customers by agreement rather than in accordance with this Charges Scheme (subject to a legal requirement that charges do not discriminate unduly in favour or against any class of customer).

The Measured Charges

- 5.4 Where the occupier of a property at which a meter has been installed is liable to pay water charges the basic measured charges in Section 7 will apply unless there is an agreement between Dartington and a customer to pay a different tariff; or Dartington has confirmed to a customer that unmeasured charges will apply; or a domestic customer who served a Measured Charges Notice on Dartington within 12 months of so doing serves another notice that she or he wishes to revert to unmeasured charges (see 8.22).
- 5.5 The standard measured charges will also apply where a customer moves into a property at which a meter has been installed previously even if the out-going occupier of the property was not paying measured charges.

The Unmeasured Charges

- 5.6 Where the occupier of a property is liable to pay water charges and a meter has not been installed at the property, the standard unmeasured charges, or the relevant Assessed Charge, or any special unmeasured tariff set out in this Scheme will apply.
- 5.7 The standard unmeasured tariff will apply also where a domestic household customer who has served a Measured Charges Notice on Dartington has within 12 months of so doing served another notice that she or he wishes to revert to unmeasured charges (see 8.22).
- 5.8 Where a property is wholly or partly its occupier's home, unmeasured charges will continue to apply until such time as either:
- a) the occupier serves a Measured Charges Notice (see 8.3 to 8.5) on Dartington requiring it to install a meter and bill her or him on the measured basis. Unmeasured charges will continue to apply and be payable up to the date the meter is installed; or
 - b) Dartington determines that water is being used, or is to be used, for one or more of the non-domestic purposes which would entitle Dartington to require the water supply to be metered under Regulations made by the Secretary of State for the Environment (see 9.5 to 9.10). Again unmeasured charges will continue to apply and be payable up to the date the meter is installed.
- 5.9 Where the occupier of a property for which unmeasured charges are being paid because a meter has not been installed vacates the property, the new occupier will be charged unmeasured charges also (NB but if a meter has been installed at the property, regardless of whether the out-going occupier paid unmeasured or measured charges, the new occupier will be charged measured charges).
- 5.10 If a person occupies more than one separately rated building or part of a building and has access between them other than by a highway, Dartington will agree to add (if requested to do so) the relevant rateable values together and bill the property on a single rateable value basis (so that the occupier pays only one set of standing charges). However where unmeasured properties are combined to form a single property occupied entirely by a single

occupier and therefore no longer exist as the properties originally rated and assessed, a Notional Rateable Value will be set for the new property (see 6.10).

Water charges

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

Assessed Charges for domestic customers

- 5.12 Where the circumstances described in paragraph 3.13 apply Assessed Charges will be granted of right for properties which are a person's primary place of residence. A single person Assessed Charge will be granted only where a customer provides evidence of entitlement to a single person discount for Council Tax purposes.
- 5.13 Assessed Charges will be granted where a property is a person's second home and is occupied by that person.
- 5.14 Where a second home is occupied for only part of the year as someone's home and is let commercially at other times of the year, the owner will have no entitlement to an Assessed Charge where the installation of a water meter is impractical or the cost of installation is unreasonable.

SECTION 6 - CHARGES AND TARIFFS 2016/17

Water Charges

The Measured Charges

- 6.1 The measured charges set out in this section are the basic measured charges. These will be paid by all customers taking water through a meter except for those who have registered with Dartington to pay the Large User Tariff (see Section 11) or the WaterSure Tariff (see Section 7).
- 6.2 Measured charges consist of a standing charge plus a volume charge.
- 6.3 *The Standing Charge* - For each main charging meter there will be an annual standing charge based on its size as follows:

Meter Size	Annual Standing Charge†
Up to and incl. 22mm	£53.40

- 6.4 Where no meter size is indicated on the meter a notional meter size will be assessed by Dartington by reference to the maximum potential flow through the meter.
- 6.5 *The Volume Charge* - The volume charge† will be calculated on the volume as recorded by the meter at a rate of £1.9484† per cubic metre.
- 6.6 *Multiple meters* - Where a customer is charged on a measured basis for water supplied to a single private residence and either:
- more than one meter has been installed to measure all water use at the property; or
 - there is installed an additional meter of an approved type on the same service pipe so as to measure water being supplied to an external tap, and for any property where there is installed an additional meter or meters of an approved type on the same service pipe for the purposes of measuring use of water services where water is recycled or rainwater is used, there will be an additional annual standing charge of £6.50† per meter to cover additional reading and billing costs.

The Unmeasured Charges

- 6.7 The unmeasured charge consists of a standing charge plus a variable charge.
- 6.8 *The Standing Charge* will be an annual charge of £166.40† per chargeable property (except for lock-up garages - see 6.17).
- 6.9 *The Variable Charge* will be 147.38p† in the £ of the chargeable rateable value of the property.
- 6.10 The chargeable rateable value of the property is:
- Rated properties – the Rateable Value of the property.
 - Unrated properties – where a property does not have a rateable value specifically assigned to it, and Dartington has not installed a water meter, Dartington will charge the occupier of that property:
 - unmeasured charges equivalent to the charges for a property with a Rateable Value of £150 in the case of a flat;
 - unmeasured charges equivalent to the charges for a property with a Rateable Value of £200 in the case of a house;
 - unmeasured charges equivalent to the charges for a property with a Rateable Value of £280 in the case of a commercial property where water is not used in any commercial processes or food is not prepared on the premises; and

- unmeasured charges equivalent to the charges for a property with a Rateable Value of £500 in the case of a commercial property where water is used in commercial processes or food is prepared on the premises.

Assessed Charges for domestic customers

6.11 Where Dartington has not been able to install a meter at reasonable cost, or where it has not been practical to install one and it has not been agreed that a single meter can supply more than one property, an annual Assessed Charge for water will be made as follows:

Single Person Assessed Charge	£147.70
Two person Assessed Charge	£223.70
Multi-occupancy Assessed Charge	£309.20

6.12 Customers may continue to pay the due unmeasured charges for the property they are occupying rather than the Assessed Charge if they so wish.

6.13 The appropriate Assessed Charge, at the discretion of Dartington, will be applied to each of the residents where a single property is sub-divided or let as residential accommodation units which are not discrete self-contained dwelling units but have shared or communal facilities.

Assessed Charges for business premises without a supply of water to the premises

6.14 Where it has been agreed with a customer that it is not possible to install a meter on a supply to which the occupier of a shop or office which does not have its own supply has access, Dartington will offer an alternative Assessed Charge.

6.15 The Assessed Charge will be £72.96†per annum for each person working on the premises.

Additional charges for the supply of water (where no meter is installed)

6.16 *Animal drinking troughs* – The annual charge for an existing outside unmeasured animal drinking trough system will be £448.02† (irrespective of consumption and the number of troughs served). The charge will be payable by each customer benefiting from a connection, subject to Dartington retaining the right to charge on a measured basis.

6.17 *Lock-up Garages* - Where a lock up garage has available an unmeasured supply, and was separately assessed for general rates on 31 March 1990, the occupier will be charged a standing charge of £31.36† plus a variable charge of 148.40p† in the £ of Rateable Value.

6.18 *Other Supplies* - For supplies made under the supervision of Dartington's staff (or its agents) and not made through a permanently sited meter, the charge shall be £1.9165† per cubic metre (tonne) subject to a minimum charge of £221† per supply.

6.19 Other supplies including those required outside normal working hours or where delivery is made, other than through the water mains, shall, at the discretion of Dartington be based on the cost of supply, subject to a minimum charge of £221†.

6.20 *Hydrant Standpipes* - Portable hydrant standpipes for use on specified hydrants are available for hire from Dartington's nominated contractor. The standard size will be 25mm and the hire will be subject to the nominated contractor's terms and hire rates.

6.21 Water used through a portable standpipe will be charged on a measured basis at the rate of £1.9165* per cubic metre. Charges will be billed by, and be payable to, the nominated contractor.

6.22 *Building Water* - All water for such purposes will be supplied through a meter and charged at the rate of £2.5472* per cubic metre.

6.23 *Non Domestic Supplies* - The charges for water supplied for any non-domestic purposes authorised by Dartington shall be the same as for water supplied for domestic purposes except that no charges are payable for water used for extinguishing fires, testing fire-fighting equipment or training people for fire-fighting.

Charges for other Services connected with Water Supply

Disconnection and Reconnection Charges

6.24	(a) Reconnection at Dartington's stopcock (following non-payment and subsequent disconnection of a wholly commercial property) – payable in advance of reconnection	£74.00
	(b) Where the disconnection/reconnection cannot be made at the Dartington's stopcock the actual cost will be payable subject to the first £74.00 being payable in advance of reconnection.	
	(c) Reconnection following a temporary disconnection made before 31 March 2007	£35.00
	(d) Disconnection at a customer's request (NB should a reconnection be required in future, connection charges will be payable - see Appendix I for a guide to what these will be)	Free

SECTION 7 - THE WATERSURE TARIFF

Who qualifies for the WaterSure Tariff?

- 7.1 Under Regulations made by the Secretary of State for the Environment (which are referred to in this section as the Regulations) Dartington operates the WaterSure Tariff for the following groups of **metered** customers and customers paying the multi-occupancy Assessed Charge (see 6.11):

Customers who are in receipt of one or more of the following benefits (or who have someone else resident in their household in receipt of the benefit):

- **Housing Benefit**
- **Income Support**
- **Income-based Job-seeker's Allowance**
- **Working Tax Credit**
- **the Child Tax Credit (except for families in receipt of the family element only)**
- **Income-related Employment and Support Allowance (or Income Support if still being paid)**
- **Pension Credit**
- **Universal Credit** (from 1 October 2013, subject to Government implementation)

and either:

(i) the qualifying person has three or more children under the age of 19 for whom they receive child benefit normally living with them in the property **or**

(ii) has, or has someone else living with them who has, one of the following medical conditions:

- desquamation (flaky skin loss)
- weeping skin disease (eczema, psoriasis, varicose ulceration)
- incontinence
- abdominal stomas
- Crohn's disease
- ulcerative colitis
- kidney failure requiring home dialysis (unless a contribution towards the cost of water used in dialysis is made by the health authority)

and as a result of that condition, the person affected is obliged to use a significant additional volume of water.

- 7.2 In addition to the prescribed illnesses set out above, customers in receipt of a qualifying benefit or Tax Credit benefit and who have, or who have living with them someone who has, another medical condition or illness which involves significant extra use of water may qualify for assistance on production of a certificate given by a registered medical practitioner which confirms their condition or illness.

- 7.3 The WaterSure Tariff will not be available:

a) where the premises for which water charges are payable is not the only or principal home of the consumer and any other qualifying person; or

b) where premises are not used solely as a person's home, the other use is the principal use of the premises; or

c) where water supplied to the premises is used to water a garden by means other than a hand-held hosepipe or for automatically replenishing a swimming pool or pond with a capacity greater than 10,000 litres.

How much is the WaterSure Tariff?

- 7.4 A customer registered to pay the WaterSure Tariff will pay an annual charge which is the **lower** of either:
- (a) the standing and volume charges for water services due on the actual volume of water recorded by the meter installed at the property, or the multi-occupancy Assessed Charge where this is being paid; or
 - (b) the average household bill for water services in Dartington's area as set by the Water Services Regulation Authority (Ofwat).
- 7.5 For water, the average household bill charge will be £230.00
- 7.6 In practice a customer registered for the WaterSure Tariff will be asked to pay the average household bill charge. At the end of the year Dartington will review the level of use at the property during the year. If the amount of water used means that the customer would have paid a lower annual amount by paying the basic measured water tariffs rather than the average household bill charge, any overpayment will be refunded.
- 7.7 Where a customer is only eligible for the WaterSure Tariff for part of the year, the amount payable will be worked out on a daily basis (see paragraphs 7.12 to 7.17 for details of the qualifying times for the Tariff).

For example, a customer is eligible to pay the WaterSure Tariff for water services for 90 days. The amount payable will be $£230 \div 365 \times 90 = £56.71$.

Payment of the WaterSure Tariff

- 7.8 Charges may be paid 6 monthly or by monthly instalments by Direct Debit.

Registering to pay the WaterSure Tariff

- 7.9 A form to register for the WaterSure Tariff can be obtained from;
- our website (www.dartington.org/water);
 - by telephoning our Estate Team on **01803 847036**; or
 - by writing to Dartington Water, Estate Office, The Dartington Hall Trust, The Elmhirst Centre, Dartington Hall, Totnes, TQ9 6EL
- 7.10 A customer will not qualify for the WaterSure Tariff until Dartington has received a completed form together with the required evidence of entitlement. Evidence will be as set out in the Regulations and will be:

For customers with three or more children: photocopies of the latest notice of entitlement or order book showing that child benefit is payable to a resident of the property in respect of three or more children under the age of 19 who reside in the premises in question **and** a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance.).

For customers with a qualifying medical condition: Where the illness concerned is one of those listed under paragraph 7.1, details of the medical condition which makes them eligible; how the condition causes them to use more water than they would use if they did not have the condition; the name and address of their medical practitioner; **and** a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance.).

Where the illness is not one of those listed under paragraph 7.1, a certificate signed by a registered medical practitioner which confirms the illness, the name of the person who has the illness, the date on which the certificate is given and the name and address of the registered

medical practitioner; how the condition causes them to use more water than they would use if they did not have the condition; **and** a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance).

- 7.11 The registration form will include a section authorising Dartington to contact Jobcentre Plus or the customer's doctor to verify the information on the form. Dartington will verify claims where it has any doubts as to whether the required criteria are met and, to meet the requirements of the Regulations and the Office of Water Services, it will also carry out random audits of an appropriate percentage of applications annually by verifying applications with Jobcentre Plus or doctors to deter fraudulent applications.

Qualifying time

- 7.12 Customers may register for the WaterSure Tariff at any time in the charging year and provided they are eligible for the Tariff at the time of applying, the Tariff will be applied from the date of the last meter reading held by Dartington
- 7.13 A registration will last only for 12 months and will end at the date of the first scheduled meter reading taken by Dartington after 12 months.
- 7.14 Customers will be required to re-register for the WaterSure Tariff if they remain eligible for the Tariff after 12 months. Dartington will automatically send out a new registration form to all customers registered on its records to pay the Tariff two months before their eligibility expires.
- 7.15 If customers do not re-register, or no longer qualify, their accounts will be transferred automatically to the basic measured tariffs with effect from the date of the first scheduled meter reading taken by Dartington after eligibility for the Tariff has expired.
- 7.16 Where Dartington is notified part way through the charging year that a customer no longer qualifies for the WaterSure Tariff, that customer's account will revert to the basic measured tariffs with effect from the date of the next scheduled meter reading to be taken by Dartington.
- 7.17 There is no limit to the number of years a customer may pay the WaterSure Tariff subject to the required criteria set out in this section being met annually.

SECTION 8 - HAVING A WATER METER INSTALLED

- 8.1 A customer paying unmeasured charges may choose to have a meter installed and pay measured charges, subject to paragraph 8.8.
- 8.2 Only meters provided by Dartington will be accepted for charging purposes and regardless of where they are installed, meters remain the property and responsibility of Dartington.

Domestic customers

How to apply

- 8.3 For any premises in which a customer has a home, Dartington can install a meter (as long as it is practical so to do and the cost of installation is not unreasonable) if a customer serves a Measured Charges Notice on Dartington.
- 8.4 A Measured Charges Notice is a form provided by Dartington. The form will be sent to customers on request.
- 8.5 Dartington will only consider that it has received a "Measured Charges Notice" when it receives the signed and completed form it has provided for this purpose.

Timescale to install a meter

- 8.6 Dartington is required to install a meter within three months of receipt of a Measured Charges Notice.
- 8.7 If it does not, Dartington will use meter readings taken after the meter has been installed as a basis for back-dating metered charges to the date by which the meter should have been installed.

Cases where the cost of installing a meter would be unreasonable or installation would be impractical

- 8.8 Where the cost of installation is not reasonable or it is impractical to install a meter, Dartington cannot be required to install one.
- 8.9 It has been agreed with Ofwat that the definition of reasonable cost for installing a meter should include the cost of:
- the provision of a meter ‡
 - the cost of installation of the meter in Dartington's preferred location ‡
 - the cost of minor alterations to a customer's plumbing to allow installation
 - the cost of reinstatement in the case of a meter situated outside a property

‡ In the case of a property where a single meter will not record all water used, Dartington will consider providing and installing multiple meters where the cost of so doing is not unreasonable.

- 8.10 Unreasonable costs include the costs of separation of joint supplies and significant changes to customers' plumbing.
- 8.11 In terms of practicality, Dartington will usually consider it impractical to install a meter where:
- a) a single meter will not record all water used in a property; or
 - b) a meter will also record water used in another property.

Meter location

- 8.12 A meter must be installed in accordance with the Water (Meters) Regulations 1988 at position where it records all use within the property for which it has been installed. It must also be accessible for meter reading.

- 8.13 Where a meter is installed outside a property it will be installed as close as is reasonably practicable to the boundary of that property. For internal meters the meter will be sited as close as possible to the point at which water enters the building.
- 8.14 Where an external meter box has previously been fitted on the service pipe of a property, a meter will be installed in that box.
- 8.15 Where there is not an external meter box, subject to the legal requirements in paragraphs 8.12 and 8.13 Dartington will agree either an external or internal location for the meter with the customer concerned. Dartington will have the final right of deciding the meter position.
- 8.16 Where Dartington has used its right to decide a meter location but a customer requires the meter to be located in a different place, subject to the requirements in paragraphs 8.12 and 8.13, the customer may have the meter located in her or his preferred location provided that she or he pays any additional costs of installing the meter in the location requested rather than the location identified by Dartington. Dartington will consider waiving these costs where a customer with special needs requests a different meter location so it can be read more easily.
- 8.17 Similarly if Dartington decides to fit an out-reader for an internal meter and a customer requires it to be fitted in a different location, Dartington may require the customer to pay any additional costs of it complying with the customer's requirements. Dartington will consider waiving these costs where a customer with special needs requests a different out-reader location so it can be read more easily.

What will happen if a meter cannot be installed?

- 8.18 If a meter cannot be installed for reasons of cost or practicality and it has not been agreed that a single meter can supply more than one property Dartington will offer the occupier of the property an Assessed Charge. The Charge will be payable from the date of the survey which established that the property could not be metered.
- 8.19 The Assessed Charges will be:
- Single person Assessed Charge
 - Two person Assessed Charge
 - Multi-occupancy Assessed Charge
- 8.20 For the first two Assessed Charges, the level of the charge will be based on the average consumption of households of the relevant size obtained from Dartington long running household consumption measurement programme.

- 8.21 The Multi-occupancy Assessed Charge will be based on the average domestic household charge.

Reverting to Rateable Value charges

- 8.22 Following the installation of a water meter because a customer has served a Measured Charges Notice on Dartington, the customer who served the Notice (or if that customer has left the property, anybody else who was resident in the property at the time the Notice was served) can serve a further notice requesting that charges revert to the unmeasured rateable value basis provided that:

(a) The notice requesting reversion is served on Dartington within 12 months of the date on which the meter was installed **or** within one month of receiving a metered bill based on a reading which confirms the volume of water used at the property within the first 12 months, whichever is the later date; and

(b) The person serving the notice has not previously requested that the property reverts to unmeasured charges after asking to be charged on a metered basis (that is for the same property a customer may ask to pay measured charges; ask to revert to unmeasured charges; and ask to pay measured charges again but after this second request to pay measured charges there is no right to revert to unmeasured charges again)

- 8.23 In accordance with The Water Industry (Prescribed Conditions) Regulations 1999 a customer will not have a right to revert to unmeasured charges if her or his property contains one or more of the following water using appliances:
- (a) a unit incorporating reverse osmosis (e.g. a water softening unit)
 - (b) a garden watering system which is not designed to be operated by hand (this includes garden sprinklers as well as any piped system **except** hand held hosepipes)
 - (c) a swimming pool or pond with a capacity greater than 10,000 litres which is replenished with water automatically and
 - (d) a bath with a capacity greater than 230 litres (as measured to the centre line of overflow).
- 8.24 Where a customer wishes to exercise her or his right to revert to unmeasured charges, a "Revocation of Measured Charges Notice" form will be provided by Dartington for this purpose. The form must be signed by the person who completed the original Measured Charges Notice - or if that person has vacated the property, somebody else who was resident at the time the original Notice was completed - and can be obtained by telephoning our Estate Team.
- 8.25 **Please Note:** Should customers exercise their right to revert to unmeasured charges after a meter has been installed, the meter will not be removed. If the property is sold or there is change of tenant, the new occupier will be charged on a metered basis and will have no right to pay unmeasured charges.

Commercial Customers

- 8.26 Dartington has powers under Section 162 of the Water Industry Act 1991 to require certain categories of property to be metered.
- 8.27 Dartington requires water supplies to properties other than dwelling houses to be metered. Additionally where water is supplied to a property which is not used solely as a single private residence and the other use is the principle use of the property, in accordance with The Water Industry (Prescribed Conditions) Regulations 1999 Dartington requires the supply to be metered. Dartington has a programme to meter such properties which will be undertaken in a way it considers best allows it to carry out required installations in a cost effective manner. It will not meter commercial properties on demand under its commercial metering programme.
- 8.28 However occupiers of commercial properties may choose to have a meter installed at their convenience. If a commercial customer chooses to have a meter installed Dartington will charge a fixed price of £150.00, or £17.00 if a meter box has already been installed on the service pipe, provided that it is practical to install a meter and the actual cost of installation will not be unreasonably greater than the fixed price. Rateable Value charges will continue to apply until a meter is fitted.
- 8.29 Customers interested in having a meter installed should telephone our Estate Team.

Timescale to install a meter

- 8.30 Dartington will install the meter within three calendar weeks of receipt of the completed application form. If it does not, meter readings taken after the meter has been installed will be used to back-date metered charges to the date by which the meter should have been installed.

Cases where the cost of installing a meter would be unreasonable or installation would be impractical

- 8.31 Where the cost of installation is considered to be unreasonably greater than the fixed price or it is impractical to install a meter Dartington will only install meters where customers arrange to alter their plumbing so that meters can be installed. Customers will be responsible for this work and the costs. Rateable value based charges will be payable until a meter is installed.

- 8.32 When carrying out a meter survey, Dartington will advise the customer of any work that needs to be done before a meter can be installed.
- 8.33 Reasonable costs for installing a meter included in the fixed price are:
- the cost of installation of that meter in Dartington's preferred location
 - the cost of minor alterations to a customer's plumbing to allow installation
 - the cost of reinstatement in the case of a meter situated outside a property
- 8.34 Unreasonable costs include the costs of separation of joint supplies and significant changes to customers' plumbing.
- 8.35 In terms of practicality, Dartington will consider it impractical to install a meter where:
- a) a single meter will not record all water used in a property or
 - b) a meter will also record water used in another property.
- 8.36 No alternative to unmeasured charges will be offered where it is impractical to install a meter or where the cost of installation is deemed to be unreasonably greater than the fixed price (except in the circumstances described in 8.47 below).

Meter location

- 8.37 A meter must be installed in accordance with the Water (Meters) Regulations 1988 at a position where it records all use within the property for which it has been installed. It must also be accessible for meter reading.
- 8.38 Where a meter is installed outside a property it will be installed as close as is reasonably practicable to the boundary of that property. For internal meters the meter will be sited as close as possible to the point at which water enters the building.
- 8.39 Usually Dartington will require a meter to be installed externally for a property which is not used solely as a single private residence. Only where an external meter will not record the use of water in the property to be metered alone will an internal location be offered.
- 8.40 Where Dartington has used its right to decide a meter location but a customer requires the meter to be located in a different place, subject to the requirements in paragraphs 8.37 to 8.39, the customer may have the meter located in her or his preferred location provided that she or he pays any additional costs of installing the meter in the location requested rather than the location identified by Dartington.
- 8.41 Similarly if Dartington decides to fit an out-reader for an internal meter and a customer requires it to be fitted in a different location, Dartington may require the customer to pay any additional costs of complying with the customer's requirements.

Reverting to Rateable Value charges

- 8.42 Once a meter has been installed in a property which is not used solely as a single private residence, measured charges will be payable for the property. There is no right to revert to unmeasured charges.

Occupiers of properties with no water supply but for which a supply of water is provided elsewhere

- 8.43 A building may be divided into a number of separately rated units which while they do not have water supplies within the units, have access to a supply of water – for example communal washing and toilet facilities. If the supply is unmeasured, the occupier of each of the units is legally liable to pay unmeasured charges based on the rateable value of the unit occupied.
- 8.44 The supply may be metered but Dartington will only agree to this where one person signs an agreement to pay the metered bill which will result. It will then be up to that person to apportion the metered charges between all persons with access to the supply and collect monies from them.

- 8.45 Should the person who has agreed to pay the charges default, or request to be released from the agreement without another person confirming in writing that she or he will take over responsibility for payment, Dartington reserves the right to cancel the metered charging agreement and revert to charging the individual occupiers on an unmeasured basis.
- 8.46 A single bill will be issued for the installation charge: Dartington will not agree to apportion the price between all customers applying for the meter.
- 8.47 If in the case of shops or offices with no water supply to the actual premises and Dartington agrees that it is not feasible to set up a joint metered account, the relevant customers will be offered an assessed charge based on the number of persons working on the premises (see also 6.14; 6.15).

SECTION 9 - COMPULSORY METERING OF SUPPLIES TO HOUSEHOLD PROPERTIES

New supplies and conversions to properties

- 9.1 Dartington has powers under Section 162 of the Water Industry Act 1991 to require certain categories of property to be metered.
- 9.2 Where a household property, or any other property, is connected to Dartington's water main for the first time Dartington requires the supply to be metered
- 9.3 Where a property has been converted into a larger number of units without notification to Dartington and without a separate metered supply having been provided to each unit, Dartington will treat each unit as a new connection to its supply and where it is practical to do so at a reasonable cost, install meters for each of the units at its own expense. Where it is not practical an Assessed Charge (see 6.11) will be applied to the unit.
- 9.4 There will be no right of change to unmeasured charges for the occupier of a house which has been metered as a result of this Section.

Properties using water for non-domestic purposes

- 9.5 The Secretary of State for the Environment has published Regulations which allow water supplies to be metered to the following categories of household property where water is used for non-domestic purposes that is:

(i) Water that is being used for purposes other than drinking, washing, cooking, central heating, and sanitary purposes and

(ii) Water used outside the house where water can be drawn from a tap inside the house without the use of a hosepipe or similar apparatus, including:

(a) properties where a unit incorporating reverse osmosis is installed (e.g. a water softening unit);

(b) properties where a garden watering system which is not designed to be operated by hand has been installed (this includes garden sprinklers as well as any piped system **except** hand held hosepipes);

(c) properties with swimming pools or ponds with a capacity greater than 10,000 litres which are replenished with water automatically; and

(d) properties with a bath with a capacity greater than 230 litres (as measured to the centre line of overflow).

but excludes water used for drinking, washing etc.

- 9.6 Under the Water Supply (Water Fittings) Regulations 1999 a person who intends to install or use any of the above in a home must serve notice of their intention on Dartington and obtain its permission before commencing work. Failure to do so is a criminal offence and will attract a fine not exceeding level 3 on the standard scale.
- 9.7 Dartington will not withhold its permission unreasonably but may grant it subject to conditions. Such conditions will include that the water supply has to be metered if it is not already metered.
- 9.8 Dartington may not be able to meter a supply immediately. Therefore it will grant permission on the basis that it intends to meter the supply at a date convenient to it and the customer. Normally such metering will take place within six months of Dartington granting permission.
- 9.9 Where a meter is installed by Dartington under Regulations made by the Secretary of State, no charge will be made for its installation.

- 9.10 There will be no right of reversion to unmeasured charges for the occupier of a property at which a meter was installed compulsorily under 9.5-9.9.

SECTION 10 - OTHER MATTERS FOR CUSTOMERS PAYING METERED CHARGES

Leakage from underground pipework

- 10.1 Where a meter is installed externally it will record any leakage from the private underground service pipe between the meter and a property. If this happens a large bill may result. Provided certain criteria are met, Dartington may grant a leak allowance where a customer has received a large bill because of leakage.
- 10.2 In general, allowances will only be granted for leaks from underground pipework. No allowances will be granted where water escapes from a leak or faulty plumbing located above ground; or where a leak has been caused by a customer's negligence or wilful damage; or where a leak has not been repaired within 30 working days of the date on which a customer became aware, or should have become aware, that they had a leak.
- 10.3 Where Dartington agrees to give an allowance against charges raised because of a leak on a customer's underground service pipe, the allowance will not be back-dated beyond the period covered by the last two actual meter readings held by Dartington.

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

- 10.4 Should Dartington not be able to read a meter when it is due to read it, an estimated bill will be issued. The estimate for the period for which the bill is issued will be based on past consumption at the property.
- 10.5 Customers receiving an estimated bill may read their meters and give us their meter reading by telephoning our Accounts Team.

Queries over the accuracy of a meter

- 10.7 In accordance with the provisions of the Water (Meters) Regulations 1988, a customer who believes the meter supplying her or his property is faulty may require Dartington to test the accuracy of a meter. **However there will be a charge for this if the test shows that the meter is correctly recording use.**
- 10.8 If the meter is found to have been over-recording use in accordance with The Water (Meters) (Amendment) Regulations 1988 it will be deemed to have begun to have registered use incorrectly from the date of the last but one meter reading taken by Dartington (unless it can be shown that it became faulty at a later date). Charges will be amended back to that date on the basis of meter readings taken by Dartington from the meter installed when the faulty meter was removed for testing.
- 10.9 If a meter serving a property other than a dwelling is found to have under-recorded use Dartington reserves the right to recover any additional charges which may be due for the period from the date the meter is deemed to have become faulty. In so doing it will use readings taken from the meter installed when the faulty meter was removed and use any other historical data to calculate what the level of use was in the period in question.

SECTION 11 - THE LARGE USER TARIFFS

What are the Large User tariffs?

- 11.1 They are a series of tariffs available to customers who use more than 50,000 cubic metres of water a year on a single operational site and/or who return more than 50,000 cubic metres of sewage or 50,000 cubic metres of Trade Effluent a year to our sewers from such a site.
- 11.2 There are three tariffs for water in addition to the basic rate tariff:
- HW1** - the basic rate tariff will apply to the first 50,000 cubic metres used and the discounted HW1 tariff will apply to all subsequent use.
- HW2** - the basic rate tariff will apply to the first 100,000 cubic metres used and the discounted HW2 tariff will apply to all subsequent use.
- HW3** - the basic rate tariff will apply to the first 150,000 cubic metres used and the discounted HW3 tariff will apply to all subsequent use.
- 11.3 **Please note: All of the tariffs do not apply to all of the water a customer might use. A customer using 180,000 cubic metres of water will not pay the basic rate tariff for the first 50,000 cubic metres; the HW1 rate for the next 50,000; the HW2 rate for the next 50,000 cubic metres; and the HW3 rate for the remaining 30,000 cubic metres.**
- 11.4 Rather at the beginning of the year a customer will select which tariff to pay for the whole of the year. That customer will then pay the basic rate tariff up to the agreed threshold level of use at which the discounted rate will start - *i.e. a customer using 80,000 cubic metres of water a year who opts to pay the HW1 tariff for water supplied in 2016/17 will pay the basic rate tariff for water for the first 50,000 cubic metres of water supplied and the HW1 rate tariff for all subsequent water supplied.*
- 11.5 Dartington may provide customers likely to qualify for a Large User Tariff individually with information about the tariffs to assist in their choosing which tariff to use. Customers are advised strongly not to select a tariff without having received such information from Dartington.
- 11.6 It will not be possible to switch tariffs part way through the charging year except where a customer wishes to revert to basic rate tariffs.

Who qualifies to pay the Large User Tariff?

- 11.7 Large User Tariffs are available for metered water charges. The water tariffs are available to customers using more than 50,000 cubic metres of water a year **on a single operational site**.
- 11.8 Customers must apply to pay Large User Tariffs and the charges will be applied to an account only when it has been agreed between the customer and Dartington which Large User Tariffs will apply to the site. Dartington will not automatically apply the Tariffs to the accounts of qualifying customers.
- 11.9 Customers wishing to pay the Large User Tariff should apply in writing to Dartington Water, Estate Office, The Dartington Hall Trust, The Elmhirst Centre, Dartington Hall, Totnes, TQ9 6EL
- 11.10 Customers paying the Large User Tariff who wish to revert to the basic measured tariff may do so by writing to the Estate Team at Dartington Water, Estate Office, The Dartington Hall Trust, The Elmhirst Centre, Dartington Hall, Totnes, TQ9 6EL.

Any change of tariff will take place with effect from the first scheduled meter read after receipt of the letter of application.

How the Tariff is calculated and tariff levels for 2016/17

11.11 The water Large User Tariffs comprise two parts:

a Standing Charge based on the size of the meter (or where there is more than one meter used for measuring water use, the total of all the standing charges due on the meters based on their sizes); and

a Volume Charge for each cubic metre of water supplied. The volume charge will comprise a charge at the basic metered rate up to a threshold level agreed with the customer for the 2016/17 charging year and a reduced rate charge for each additional cubic metre of water supplied.

Tariffs for 2016/17

11.12 The Tariffs for 2016/17 will be:

Annual Standing Charge for meter size:

Up to and incl. 22mm	£544.56
Above 22mm and up to and incl. 28mm	£558.60
Above 28mm and up to and incl. 42mm	£571.08
Above 42mm and up to and incl. 65mm	£614.64
Above 65mm and up to and incl. 80mm	£624.96
Above 80mm and up to and incl. 100mm	£635.28
Above 100mm	£645.72

Volume charge per cubic metre

	£
Basic rate tariff	1.9579
HW1 tariff volume charge above 50,000cubic metres	1.5894
HW2 tariff volume charge above 100,000 cubic metres	1.1511
HW3 tariff volume charge above 150,000 cubic metres	0.9417

NB The Volume charge will be applied to the volume of water recorded by each and every meter on the site.

SECTION 12 - INFRASTRUCTURE CHARGES

- 12.1 In this section “Infrastructure Charge” means the charges authorised by Section 146(2) of the Water Industry Act 1991. The levels of the charges are set by the Water Services Regulation Authority (Ofwat) and have been set to recover certain offsite costs of servicing new development from those making the demand on the water system rather than from existing customers of the water companies.

Application of the Charges

- 12.2 The infrastructure charge will be payable on a property which comprises a unit capable of separate occupation on the first occasion that it is connected to a water main for domestic purposes on or after 1 April 1990. This does not mean that it is only payable on houses. It is payable where water will be used for domestic purposes, that is drinking, washing, cooking, central heating, and sanitary purposes (as defined in the Water Industry Act 1991).
- 12.3 For the purposes of this charge every building or part of a building will be treated as a unit capable of separate occupation and liable to a separate infrastructure charge if:
- (a) In the case of a dwelling:
 - (i) it is used or will be used as a separate dwelling or
 - (ii) it includes separate facilities for sleeping, washing, cooking and a WC.
 - (b) In any other case, it has its own connection to Dartington’s water supply and is in fact capable of separate occupation.
- 12.4 Except where detailed below under “Non-standard cases” the standard amounts of the charges will be payable for each unit connecting directly or indirectly to Dartington’s water mains.

Liability to pay the charge

- 12.5 The charge is payable by the person requesting a connection to Dartington’s water mains.
- 12.6 Where no application for a water supply is received or where Dartington is unable to recover the charge from the person who requested the connection, the charge will be payable by the person who has the benefit of the new supply or service on the charge becoming payable

The Charges

- 12.7 For 2016/17 the standard amounts are:
- (a) Water Infrastructure Charge £353.00 per connection

These charges are outside the scope of VAT.

Payment of the charges

- 12.8 In the case of a new property the infrastructure charge is payable upon connection unless Dartington has agreed alternative payment arrangements with the customer concerned. A customer wishing to agree alternative payment arrangements should write to Dartington Water, Estate Office, The Dartington Hall Trust, The Elmhirst Centre, Dartington Hall, Totnes, TQ9 6EL
- 12.9 For existing properties which are occupied at the time a connection is required, either payment in full shall be made within six months of the connection or payment may be made in equal annual instalments up to a maximum of twelve plus interest per annum at a prescribed rate calculated using Ofwat’s methodology for this purpose.

Definition of connection

- 12.10 In the case of the water infrastructure charge, connection is defined as the point in time at which a water meter is installed for measuring use at the property; or where a meter has been installed previously for measuring a building supply and Building Supply charges have been paid, the point at which the supply changes to one for domestic purposes.
- 12.11 Dartington will normally provide an invoice for the due infrastructure charges at the same time as it presents an invoice for connection. Customers may well find it administratively more convenient and cheaper to pay the charges at the same time.

Non-standard cases

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

Buildings where there is a Common Billing Agreement

- 12.13 Where a building is made up of a number of self-contained units and their future occupiers will not be billed by Dartington for water services but the bill will be paid by a third party (a Common Billing Agreement), the infrastructure charge will be calculated by reference to the water using appliances in the building.
- 12.14 The table in paragraph 12.20 below sets out the nationally agreed "Loading Units" for various water using appliances.
- 12.15 The infrastructure charge will be calculated by adding together all the loading units for all the appliances in the building: dividing this figure by 24; and then dividing the resulting figure by the total number of self-contained units to which the Common Billing Agreement Applies. This will produce a figure called the "Relevant Multiplier" which will be multiplied by the standard infrastructure charge to determine the total infrastructure charge payable e.g.:

A building comprises 10 sheltered retirement flats and the future water charges will be paid by a management company for the flats. Totalling the Loading Units for all the water using appliances which are to be installed in the building gives an overall value of 1680.

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

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

Infrastructure charges payable = 7 x the standard amounts

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

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

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

- 12.17 In this case the infrastructure charges due will again be calculated by reference to the water using appliances installed in them using the Loading Units in the table in paragraph 12.20.
- 12.18 The infrastructure charge will be calculated by adding together all the loading units for all the appliances in the building and dividing this figure by 24 to produce the relevant multiplier. If this figure is less than 1, the relevant multiplier will be 1.

12.19 The relevant multiplier figure will then be multiplied by the standard infrastructure amount to determine the charges due: e.g.:

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

Relevant multiplier = 76 ÷ 24 = 3

Infrastructure charges payable = 3 x the standard amounts

12.20 **Table of nationally agreed Loading Units for water fittings**

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

Notes to be read with the Table:

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

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

Development or redevelopment of sites formerly connected to water services

12.21 Where a site is developed or redeveloped (including conversions or sub-divisions of buildings) the number of infrastructure charges which will be payable will be:

The total number of units with connections to water services after development *minus* the maximum number of properties which had connections to water services at any time in the five years before redevelopment began. The credited number of properties are known as off-sets.

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

<i>16 sets of charges</i>	<i>minus</i>	<i>10 sets of charges (one set for each of the properties connected previously)</i>	<i>equals</i>	<i>6 sets of charges</i>
---------------------------	--------------	---	---------------	--------------------------

12.22 Where a site to be redeveloped consists of a large single commercial complex - such as a hospital or hotel - and which had a metered connection, Dartington will take account of

demand on services of the original use of the site in the five years before redevelopment began when calculating infrastructure charges (**NB** where part of a site only has been sold for redevelopment, the continuing water use at that part of the site not being redeveloped will be taken into account when calculating the due infrastructure charges).

- 12.23 It will do this by dividing the maximum consumption recorded by the meter in any of the five financial years prior to development by the average domestic household consumption in Dartington's area. This will produce the number of off-sets which Dartington will set against the infrastructure charges due.

For example: a residential home with a single metered connection is redeveloped and 30 flats built on the site. The maximum annual use of the home in the five years before redevelopment was 930 cubic metres. The infrastructure charges payable for the site will be:

930 cu.m. divided by 132 cu.m. (average domestic annual consumption) equals 7 off-sets.

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

- 12.24 In cases where infrastructure charge liability is calculated using the relevant multiplier principle referred to in 12.13 to 12.20 above, any off-sets due will be set against the total number of infrastructure charges which have been deemed payable using the relevant multiplier principle.

- 12.25 **NB** where a large single commercial site is redeveloped which did not previously have metered connections Dartington will be unable to use demand as a basis for calculating infrastructure charges. Charges will be calculated on the basis of the maximum number of properties formerly on the site.

SECTION 13 - PAYMENT OF WATER CHARGES

Unmeasured water charges

- 13.1 Unless a customer has agreed a different payment arrangement with Dartington, unmeasured charges are payable in advance, by two instalments on 1st April and 1st October.
- 13.2 Dartington offers a range of payment plans for unmeasured customers, who would prefer to pay in instalments by Direct Debit.
- 13.3 For payment plans we would prefer customers to call our Accounts Team on 01803 847045 so that we can discuss their requirements with them and agree suitable plans. We will always require a payment plan to be set at a level which clears the current year's charges by 31st March but if there are arrears on the account we may be able to agree a longer period of time to clear these to make instalments more manageable.
- 13.4 Payment plans can be requested by contacting the Accounts Team by email or telephone.
- 13.5 Where a customer has agreed a plan to pay a full year's unmeasured charges by a number of instalments and subsequently fails to pay one or more instalments, the balance of annual charges will become payable immediately and Dartington reserves the right to take recovery action in respect of all unpaid charges.

Payment arrangements for unmeasured charges

- 13.6 Customers paying the annual charge in two half-yearly instalments can make payment:
- By Direct Debit - payment to be collected on 1st April and 1st October. Please contact our Accounts Team to set up a Direct Debit instruction
 - By Credit or Debit card by calling our Accounts Team
 - By Direct Bank Transfer using our bank details quoted on the invoice and quoting the invoice number as reference.
- 13.7 Customers paying by instalments can pay:
- By Direct Debit, with payment being collected on the first of the month.

Measured water charges

- 13.8 Measured water customers will receive two invoices a year based on actual meter readings in April and October. Measured charges are payable in arrears within 14 days of an invoice being issued.
- 13.9 Dartington operates a monthly payment plan for measured customers, payable by Direct Debit on the 24th of each month. Under the plan, customers agree to pay a fixed amount each month.
- 13.10 Your account will be reviewed annually in April to decide if the monthly payment is adequate. If it has been set too high, and the account is in credit, you can choose to have the over-payment refunded or have it carried forward to reduce next year's payments. If not enough has been paid, the debt will be carried forward to the next year and monthly payment re-set to clear this debt.
- 13.11 To enquire about setting up a payment plan, please call our Accounts Team.

Payment arrangements for measured charges

- 13.12 Customers paying metered charges can make payment:
- By Direct Debit - payment will be collected on 24th April and 24th October.

- By Credit or Debit card by calling our Accounts Team
- By Direct Bank Transfer using our bank details quoted on the invoice and quoting the invoice number as reference.

Failure to pay charges when they are due

- 13.14 If we do not receive payment when it is due, we will send a reminder.
- 13.15 If we do not receive payment or contact to discuss the outstanding debt after sending a reminder, we will send notice of our intention to ask the County Court to issue a Court Claim for non-payment. A customer who has been paying by instalments and who has not responded to a reminder will receive a combined notice of cancellation of the instalment plan and Dartington's intention to issue a Court Claim.
- 13.16 If Dartington does not receive payment or a response to this notice, depending on a customer's payment history, it will either:
- ask the Court to issue a Court Claim or;
 - contact the customer again itself or;
 - ask a Debt Collection Agency to recover the outstanding money and;
 - report the unpaid debt to a Credit Reference Agency.
- 13.18 If a Court Claim is issued it will usually add to a customer's debt as the customer will have to pay Court and Solicitors' Costs.
- 13.19 A customer who receives a Court Claim can ask the Court to decide how she or he should pay off the debt but this may incur additional Court costs. Customers can also dispute the Court Claim if they believe that they do not owe the money claimed.
- 13.20 If a customer does not respond to a Court Claim, the Court will make an Order against that customer for the full debt. Further legal action, such as the issue of Warrant for the seizure of goods, can then be taken. A Court Order for payment may affect a customer's ability to obtain credit.
- 13.21 Where an Order for payment has been made by the Court and there is still no agreement with a customer to pay a debt, depending on the circumstances Dartington will either:
- take further legal action or;
 - ask a Debt Collection agency to recover the outstanding money or;
 - visit a customer to try and agree a payment plan.
- 13.22 The debt recovery process outlined above applies only where water is supplied to a domestic dwelling.
- 13.23 Where water is supplied solely to a property other than a domestic dwelling, after a first reminder Dartington will send a notice that it intends to disconnect the water supply if the debt is not paid. If payment is still not made or the customer does not contact Dartington to agree a payment plan, the supply may be disconnected. A Court Claim may then be issued to recover the outstanding debt if the customer does not contact Dartington to agree a payment plan to get the supply reconnected. A payment of £60 + VAT will be required to reconnect the supply as well as payment of a significant proportion of the outstanding debt.

APPENDIX I

CHARGES FOR CONNECTING A PROPERTY TO WATER SERVICES

Connections for water

- I.1 A water meter will be installed on new connections in accordance with Dartington's policy. The water meter remains the property of Dartington. Where a water meter has been installed the measured tariff will apply - except where it has been installed for check purposes only in accordance with Dartington's policy at the time and a customer has been previously notified of this in writing.
- I.2 Customers requiring connections may choose to undertake all excavation, laying of pipes up to Dartington's main, and reinstatement. Dartington will only undertake the physical connection to the main and installation of the water meter. Where service pipes are to be laid in a highway, customers will need to obtain the permission of the Highway Authority to work in the Highway. It may stipulate that only contractors it approves may work in the highway.
- Note:** Where Dartington agrees to a connection on a trunk/high pressure main the applicant may not excavate within 3 metres of the main. Dartington will undertake the 3 metres of excavation and make the connection based on the cost of the work.
- I.3 Dartington is an approved contractor for working in the highway and will provide quotes for carrying out work requested by customers. It will use the standard prices set out below in preparing such quotes. Connection charges are payable in advance of Dartington undertaking any work.
- I.4 A standard connection will be one where:
- the distance between the water main and the customer's point of connection is 5 metres or less
 - the external diameter of the service pipe being connected to the main is not more than 32mm
 - the trench in which the service pipe needs to be laid will have a width of 0.5 metres or less and contain no more than 5 service pipes in total
 - the diameter of the water main to which the connection is to be made is 200mm or less and the water pressure in the main is less than 100 metres/head
 - the water pressure in the water main to which the connection is to be made is less than 100 metres/head
 - the ground in which the service pipe is to be laid is uncontaminated and does not have the potential to become contaminated
 - the connection by Dartington will not be required outside of the hours 0800 to 1730 Monday to Friday
- I.5 Where it is possible to use a thrust borer rather than excavate a trench, this will be treated as a non-standard connection and charges will be based on the cost of the work. A charge based on standard trenching will be payable in advance for the connection and the actual cost of the work will be assessed on completion.
- I.6 Connection charges are payable in advance of Dartington undertaking any work.
- I.7 In some instances working in the highway will incur additional fees and costs as a result of compliance with Highway Authority requirements such as road closures and traffic management control. All fees and costs incurred by Dartington in carrying out a connection in such circumstances will be payable in addition to any standard prices for installing a service connection.
- Note:** Where Dartington opens ground requiring permanent reinstatement, the applicant cannot elect to undertake the reinstatement.
- I.8 If Dartington have to gain access to third party land or need to seek permissions from third parties, the costs associated with these will be payable in addition to any standard charges for installing a service connection

- I.9 Dartington reserves the right to charge additional amounts for connections where additional costs are incurred in making the physical connection as a result of matters that were not evident at the time of providing a quotation for the work.

Standard charges for water connections 2016/17

- I.10 Subject to paragraphs I.7 – I.9, the following standard charges will apply for standard connections to be made between 1st April 2016 and 31st March 2017 - see I.18 below:

Connection Only

- I.11 Where the applicant is responsible for opening, closing and if necessary permanently reinstating the trench to the main.

For 1st connection: £229.00†

In addition to the first standard connection up to four further service pipes may be laid in the same trench at the same time.

For each additional connection the charge will be: £164.00†

Connection, Trenchwork, Pipework and Reinstatement

- I.12 Where Dartington undertakes the opening and closing of a trench up to 3 metres in length the charge will be:

For the first connection and all associated trenchwork, pipework and reinstatement:

(a) trenchwork in unsurfaced ground £466.00†

(b) trenchwork in a pavement or a footpath £794.00†

(c) trenchwork in a carriageway £859.00†

- I.13 Where the connection will involve trenchwork in more than one surface type, the charge will be based on the predominant surface type.

- I.14 In addition to the first standard connection up to four further service pipes may be laid in the same trench at the same time.

For each additional connection the charge will be £168.00†

Longer Connections - above 3 metres but not more than 5 metres

- I.15 For the first connection, the charge will be the appropriate charge for a three metre connection listed in paragraph I.11 plus for each additional metre (or part thereof) of trenchwork, pipework and reinstatement (up to a maximum length of 5 metres of service pipe):

(a) in unsurfaced ground £37.00†

(b) in a pavement or a footpath £86.00†

(c) in a carriageway £113.00†

- I.16 Where the connection will involve trenchwork in more than one surface type, the charge will be based on the predominant surface type.

- I.17 In addition to the first standard connection up to four further service pipes may be laid in the same trench at the same time.

For each additional connection the charge will be: £168.00†

Non Standard Connections

- I.18 Where the service pipe to be laid by Dartington exceeds that of a standard connection, the charge will be based on the cost of the work.

Additional charges in respect of a service pipe connection application

- I.19 Dartington reserves the right to raise additional charges in the following circumstances:
- | | |
|--|----------|
| Where we attend to make a pre-booked connection but the site is not ready for connection: | £123.00† |
| Where we attend to make a pre-booked Water Regulations compliance visit and work to be inspected is not complete and ready for inspection: | £ 58.00† |
| Where a customer's requirements change and a new survey is required to cost a connection: | £ 74.00† |
| Where a request for connection is withdrawn after payment, a refund will be given less the cost of:
<i>(the charge is towards our costs of having carried out a survey, providing a quote and processing)</i> | £92.00† |
- I.20 **Please note:** Connections to water mains will be made in accordance with the Terms and Conditions as set out in Dartington's quotation. Quotations provided will be valid only for connections physically completed by 31st March 2017. Dartington reserves the right to resurvey and re-quote for a connection after this date where an application for connection has been received but the connection has not been made. There will be a charge of £74.00† where a site is resurveyed and new quote issued. To avoid this additional charge, please do not submit applications before 31st March 2017 if you will not be ready to have the connection made by this date.

Separation of Existing Joint Supplies

- I.21 Where a person who occupies a property as her or his sole place of residence applies for a new connection to separate the property's water supply pipe from a joint supply pipe shared by one or more other properties, Dartington will give a 20% discount on its charges for undertaking the work it is required to undertake to provide the separate connection up to a maximum discount of £250.