

# Cambridge Water

## Charges Scheme 2017/18

April 2017



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# 1. Introduction

The Charges Scheme sets out Cambridge Water's charging policies from 1 April 2017 to 31 March 2018.

The scheme has been made by Cambridge Water in pursuance and for the purpose of Section 143 of the Water Industry Act 1991 (WIA) and the Instrument of Appointment.

It fixes the charges for the following services performed by Cambridge Water and/or its recognised contractors:

- The supply of water in pipes
- Connection to water supplies
- Standard charges for the supply of water

Other standard services offered by the company, e.g. the provision of standpipes.

The Board of Directors determines water charges for the year April to March in January each year, after noting the views of both the Water Services Regulation Authority (Ofwat) and the Consumer Council for Water (CCWater). Ofwat sets a formula, which links the overall increase/decrease to the retail price index (RPI).

Charges for water supplied to household premises must be in accordance with this Charges Scheme. Charges for water supplied to other premises may be in accordance with this Charges Scheme or by separate agreement with the company.

If you are a non-household customer and eligible to choose your water and wastewater retail service provider this charges scheme is not applicable to you. To learn more, speak to us or visit [www.open-water.org.uk](http://www.open-water.org.uk)

All charges are subject to the addition of VAT where this is payable under the relevant legislation.

## Large print versions can be made available on request

A copy of this Charges Scheme is available at [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

**Cambridge Water collects charges for wastewater on behalf of Anglian Water Services Ltd. Charges are levied and collected in accordance with Anglian Water's Charges Scheme.**

Registered office  
South Staffordshire Water Plc  
Green Lane  
Walsall  
WS2 7PD

Tel: 0345 60 70 456  
Fax: 01922 616239

Registered in England No: 2662742

## Area of supply



## About Cambridge Water

The Cambridge University and Town Waterworks Act received the Royal Assent on 14 June 1853. This set up a company to supply fresh water to the town and university as a commercial enterprise.

The company remained privately owned until 1996, when it became a Public Limited Company. In 2011, Cambridge Water Plc was purchased by South Staffordshire Plc. On 1 April 2013 the company was merged with South Staffordshire Water Plc, but continues to trade under the name of Cambridge Water.

Under the WIA 1991 South Staffordshire Water is, along with its supply area in the West Midlands, appointed by the Secretary of State as the Water Undertaker for an area that stretches 1,173 square kilometres. This includes Cambridge and extends to Ramsey in the north, Gamlingay in the west, Balsham in the east and Melbourn in the south (see map). It covers a population of 332,000. We do not supply sewerage services; our customers receive these from Anglian Water. However, we bill for these on behalf of Anglian Water.

The company supplies excellent quality underground water in this area that is pumped from boreholes. The water meets the standards of quality set in the European Community Directive 80/778/EEC and incorporated into legislation in England and Wales by the Water Act.

The company's household customers have some of the lowest bills in England and Wales and it prides itself on delivering excellent levels of customer service.

All this is achieved against a backdrop of operating in one of the driest and fastest- growing areas of the UK and demonstrates the company's ability to plan for the future, while maintaining affordable prices.

We have a strong set of values that recognise our influence on the environment and on the daily lives of everyone in the community from customers to our employees. Our Vision is to consistently deliver high quality water at great value with excellent service to our customers, communities, employees and wider stakeholders.

How we perform as a business is important not only to our customers, but also our regulators, our owners and our external stakeholders.

From 2015 onwards, we are measuring our performance against 15 different outcome delivery incentives (ODIs). The ODIs cover all aspects of our operations and have been split into five main outcomes:



Further details of the ODI's and the measures that sit underneath them can be found on our website at [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

Should you wish to contact Cambridge Water regarding the information contained in this document please email: [info@cambridge-water.co.uk](mailto:info@cambridge-water.co.uk) or call 01223 706050.

## Legislation

The application, assessment and recovery of charges under this Scheme are subject to the provisions of relevant Acts of Parliament, regulations and directions made thereunder. Attention is drawn to various Codes of Practice under which we operate, especially:

- Code of Practice for Leakage
- Codes of Practice for Household Customers
- Code of Practice for Debt (Household Customers)

Copies of these codes are available on our website at [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

Alternatively, please contact us on 01223 706050.

If in this scheme of charges where there are any inconsistencies or variances with the powers and duties of Ofwat, or any omissions of Ofwat's powers and duties, then Ofwat's powers and duties shall be deemed to be incorporated herein as though they were set out in full and shall prevail over the Scheme of Charges in so far as they are inconsistent.

## Use of customer data

Any personal information you provide to us will be processed in compliance with the Data Protection Act 1998 for the purposes for which it was provided or as permitted by law. In particular, we may:

- Where customers have phoned us, provide their contact details to a customer survey company employed by Ofwat for the purpose of assessing our level of customer service (as measured by the Service Incentive Mechanism)
- Disclose your personal information to other companies in the South Staffordshire Plc group, its affiliated partners, sub-contractors and selected third parties detailed in this document, where required to provide a product or service you have requested, or
- Share your personal information with Credit Reference Agencies and Fraud Prevention Agencies (CRAs and FPAs) in order to verify your identity for the purposes of fraud prevention and to assist us in managing your account and providing services to you

For more information on the way in which your personal information will be shared with CRAs and FPAs, please refer to our website [www.cambridge-water.co.uk/home/privacy-policy](http://www.cambridge-water.co.uk/home/privacy-policy)

## 2. Liability for charges

Water charges are payable by the occupier of the premises to which Cambridge Water supplies water or such other person as may be made liable under the WIA or any other Act of Parliament.

Charges are normally payable by the occupier of the property receiving the supply or any other persons the supply is available to.

Except where:

- The owner of the property who is not the occupier is liable by or under any statutory enactment
- By agreement of any person who has agreed to pay the charges
- By agreement with us

Where a tenancy is for a period less than 12 months the owner may be liable to pay the water standing charges. Where we are unaware of any tenants, we shall continue to bill the owner as occupier until such time as details of the tenancy are evidenced to us. Where tenant information is provided after the date of first occupation, but omission of the tenant or landlord the owner shall remain liable for the charges incurred up to the date of notification. Billing and payment times will vary dependent upon whether the customer is a metered or an unmetered household customer.

A property is regarded as being vacant in the following circumstances:

- Premises which are left unoccupied but are left with bedding, a desk or other furniture, so that they may be used as a dwelling, office or commercial premises.
- Premises used for multiple occupation with shared facilities
- Premises used as holiday, student, hostel or other accommodation
- Premises used for short-term occupation or letting where the occupation or term of the tenancy is for less than six months
- Premises in respect of which renovation of building work is being undertaken
- Premises which are not normally regarded as being occupied such as cattle troughs, car parks etc.

In the case of vacant premises:

- In metered properties - Non-occupation is proven by zero consumption on the meter and no volume charges will be made. The standing charge will still be payable
- In unmetered properties - The full rateable value charge is applicable, together with the standing charge. Customers who leave properties unoccupied are advised to opt for metered charges

No charges will be levied in respect of furnished but unoccupied premises where the non-occupation is due to exceptional circumstances such as death or long-term hospitalisation of the customer.

### Short-lets

Where a property is let for periods of less than six months, we may regard the landlord as the occupier. We normally only do this when we have:

- Not been informed of occupier changes
- The occupiers' forwarding addresses have not been provided



## Use of unmetered water

The occupier or owner of any premises, which are not supplied with water, who habitually obtains for use in those premises unmetered water supplied by us, shall be liable to pay charges as if those premises were supplied with water.

We reserve the right to install a meter and to charge on this basis. We also reserves to right to charge for the installation of the meter.

Customers who wish to use water for non-domestic purposes must have a water meter installed. This rule includes the use of automated watering devices and sprinklers.

A standpipe licence for third party operators is available for individuals or organisations that frequently need to use quantities of water in the course of their work (e.g. landscape gardeners, construction companies). See section on standpipes.

## Two or more premises served by a single meter

Where the water is supplied to two or more premises in separate occupation and is measured by a bulk meter and there is no written agreement with Cambridge Water that the charges payable in respect of these premises are to be paid by a particular person, the liability of the occupiers shall be joint and several.

## Multiple supplies to premises

Unless otherwise agreed with us, where premises have two or more separate supplies, the water supply charges will be calculated separately and a separate standing charge will be payable for each supply.

## Backdating of unbilled charges

Where we discover the customer has not been billed for all, or part, of their water supply, it is our policy to levy backdated charges, unless there is clear evidence of failure or error by the company.

**Household customers** - In all cases where charges have not previously been levied in full, charges for household customers will be levied in accordance with the Limitation Act 1980 (i.e. charges will be levied back up to six years from the date of discovery of the error), unless a shorter period of time is agreed by us.

For metered household customers, back billing will include a volume charge as well as standing charges. Where no meter was in place or no readings for billing purposes were obtained, a bill will be calculated using the average daily consumption figure, unless the customer provides evidence substantiating a different figure.

For unmetered household customers, back billing will include the rateable value charge as well as standing charges.

**Non-household customers** - In all cases where charges have not previously been levied in full, charges for non-household customers will be levied in accordance with the Limitation Act 1980 (i.e. charges will be levied back up to six years from the date of discovery of the error).

If, as a result of a meter registering outside of the prescribed limits of accuracy, the customer has not been billed or has been under-billed we will levy charges in accordance with The Water (Meters) Regulations 1988.

## **Refund of charges**

Where there is clear evidence of a failure or error by us in the customer's favour an adjustment will be made to the customer account. Should any refund be due this will be limited to a maximum of six years, not including the current charging year. This period of six years is consistent with The Limitations Act, 1980.

## **Water used for fire-fighting purposes**

In accordance with Section 147 of the WIA 1991, no volume charge will be made in respect of water used for fire-fighting purposes or for the purpose of training persons for fire-fighting.

Where a supply is solely for the purposes of fire-fighting, no standing charges are payable. In all other cases, standing charges will be payable at the rate appropriate for the meter size as set out in the Schedule of Charges.

## 3. Household charges

### Unmetered charges

The occupier or owner has the right to be charged on an unmetered basis for the supply of water for domestic purposes, provided the water supply was connected to the water main before 1 October 1989, except where:

- A meter has already been fitted
- The property is one which should be compulsorily metered

Unmetered bills consist of a standing charge and a charge based on the rateable value of the property.

- **Standing charge** - The standing charge is a fixed charge for maintaining the supply to the property. Standing charges are payable whether or not water is supplied to the premises
- **Rateable value charge** - Water bills are calculated by multiplying the rateable value of the property by the rate the company charges for water

#### What is a rateable value?

All properties built before 1 April 1990 were given a rateable value by the Inland Revenue, based on their size and value.

- This means every unmetered property with the same rateable value receives the same water bill, regardless of how many people live there. So a single person pays the same amount as a family of six
- It is no longer possible to appeal against the rateable value of a property and because of this many customers choose to have a water meter installed
- Unmetered customers can find out the rateable value of their property by looking on their bills

### Surface water drainage

Wastewater companies make a charge for collecting rain water that runs from properties into the sewer. If this surface water does not drain to the sewers, customers may be entitled to pay a lower charge for the wastewater service they receive from Anglian Water. Go online at [www.anglianwater.co.uk/SWdrainage](http://www.anglianwater.co.uk/SWdrainage) or call 0345 919 155 for application form.

### Metered charges

Metered water bills consist of a standing charge and a volume charge.

- **Standing charge** - The standing charge is a fixed charge for maintaining the water supply to the property.  
The basic standing charge is for a 15mm meter and the level of this charge increases in proportion to the maximum continuous flow rate of the meter necessary to meet the customer's needs.  
Where two or more metered supplies feed the same premises occupied by the same customer, a separate standing charge is levied to each supply.  
Standing charges are payable whether or not water is supplied to the premises.  
All metered tariffs are subject to a standing charge unless otherwise specified.
- **Volume charge** - The volume charge for water is calculated by multiplying the number of cubic metres used at the property (one cubic metre is equal to 1000 litres or 220 gallons) by the charge per cubic metre for water.  
All metered tariffs are subject to a volume charge unless otherwise specified. In the case where there is no meter reading, the volume charge will be based on an estimated reading. As soon as an actual reading is obtained, the estimated reading may be amended.

## Surface water drainage

Wastewater companies make a charge for collecting rain water that runs from properties into the sewer. If this surface water does not drain to the sewers, customers may be entitled to pay a lower charge for the wastewater service they receive from Anglian Water. Go online at [www.anglianwater.co.uk/SWdrainage](http://www.anglianwater.co.uk/SWdrainage) or call 0345 919 155 for application form.

## Assessed charges

The assessed charge may be applied by us if:

- A property has been split or merged, or where there are multiple dwellings on a single rateable value
- If it is unreasonable or impractical for us to install a meter the occupier may elect to pay water charges based on an assessed charge. It is not available as an alternative to metering if metering would, in our opinion, be reasonable and practical
- This is a multiple occupancy property (e.g. a block of flats) where it is not practical to fit a meter

The assessed charge is defined according to the type of property: detached (including link-detached), semi-detached, and other households (including flats, terraced houses, studio flats etc). Other households will also include single occupiers irrespective of property type occupied.

Customers on an assessed charge will be billed annually but may use one of our flexible payment options to spread the cost.

**IMPORTANT:** This tariff is available in restricted circumstances only. It is not available as an alternative to metering if metering would, in our opinion, be reasonable and practical.

## A tariff for Vulnerable Customers (WaterSure)

The WaterSure tariff is for household customers who are on a low income and use a lot of water. It works by putting a cap on the customer's charges for water based on the average household charge. Those entitled to relief under WaterSure are:

### Individuals with medical conditions:

The person in receipt of income-related benefits or tax credits or any other member of the household including their children must have been diagnosed as suffering from one of the following medical conditions AND that condition causes them to use significantly more water:

- Desquamation (flaky skin loss)
- Kidney failure requiring home dialysis (where the health authority does not contribute to payment of the water bill)
- Crohn's disease
- Ulcerative colitis
- Abdominal stomas
- Weeping skin diseases (eczema, psoriasis, varicose ulceration)
- Incontinence

Evidence of the condition may be proven by a doctor's certificate, letter from a medical practitioner, or a copy of hospital referral notice. Other proof of a medical condition may also be considered. We will also require some proof of why the condition increases water consumption.

We will also consider requests for assistance from customers in receipt of the specified benefits who have other medical conditions which involve significant use of water where they are supported by a doctor's letter.

This letter should include information on:

- The name of the patient
- The diagnosis of the patient
- The date on which the certificate was given, and
- The name and address of the medical practitioner

### **Large families**

An occupier in receipt of one of the listed qualifying income-related benefits who is responsible for THREE or more children under the age of 19; AND those children are all residing at the same property as the applicant and in receipt of child benefit may also be entitled to WaterSure.

### **Qualifying benefits and tax credits**

In both of the above cases, the person to whom the criteria above applies must be in receipt of one of the following income-related benefits or tax credits:

- Income Support
- Pension Credit
- Income-based Jobseeker's Allowance
- Child Tax Credit (excluding families in receipt of the family element only)
- Working Tax Credit
- Housing Benefit
- Income-related employment and support allowance

*Impact of introduction of Universal Credit: When appropriate, this document will be amended to reflect the impact of Universal Credit on the eligibility criteria for the WaterSure tariff.*

To establish whether a large family is entitled to WaterSure the applicant must:

- Complete a form and produce a copy of the latest notice of entitlement showing that child benefit was payable to a resident of the property in respect of three or more children under the age of 19 who are also resident at the property; and
- A copy of the latest notice of entitlement for the benefit or tax credit

All notices must not be dated more than 12 months before the date the application is made, except tax credits, which must be dated within six months of the date of the application.

### **Annual application**

The application, accompanied by appropriate copies, must be renewed annually. The right to entitlement will lapse if the application is not renewed. We will make reasonable effort to contact customers when the 12-month period is close to expiry.

### **Start date**

If the application is successful, the new tariff will commence from the start of the billing period in which the application is made. The current billing period starts from the date of the last bill.

### **Change in circumstances**

If the occupants' circumstances change during the 12-month period, the customer is under a duty to inform us that they are no longer entitled to the WaterSure tariff. In such circumstances, this tariff will cease to be applied at the end of the billing period.

### **Exceptions**

Customers who use water for discretionary purposes are not entitled to WaterSure relief. Discretionary purposes include using water to fill swimming pools, garden pools/ponds, and use of sprinklers/other automatic watering devices.

### **Auditing of applications**

We may contact Jobcentre Plus, HMRC, local authorities, doctors and other organisations for confirmation of any claims that appear immediately questionable and on any application forms that we select for random spot-checking.

### **Cost of establishing entitlement**

We will pay all costs of establishing entitlement for the tariff in relation to either low income or a medical condition listed above. However, this does not extend to the cost of providing a doctor's certificate to support an application on the basis of a 'non-list' medical condition. In this situation the applicant will be expected to meet the cost.

### **Application form**

A detailed explanation and an application form are available from Cambridge Water, free of charge. Call 01223 706050 or visit [www.cambridge-water.co.uk/customers/special-tariffs](http://www.cambridge-water.co.uk/customers/special-tariffs) and click on the WaterSure section of the page to download an application form.

## **Assure (Social Tariff)**

The Assure tariff can help household customers on a low income or who are struggling to pay their water charges; it aims to reduce water poverty and make our bills more affordable. Customers with a household income of less than £16,105 (excluding income from Disability Living Allowance, Personal Independence Payment and Attendance Allowance), may qualify for a discount of up to 80% on their water charge.

The social tariff will not be available where:

- The premises for which water and/or sewerage charges are payable is not the only or principal home of the occupier and any other qualifying person; or
- The premises are not used solely as a household premises and the other use is the principal use of the premises; or
- Water supplied to the premises is used or passed through a sprinkler, automatic garden watering device or a hosepipe not held in the hand (with the exception of trickle flow devices); or
- There is a swimming pool at the premises with a capacity greater than 10,000 litres, unless the occupier of the premises can satisfy us that no water we supply is at any time used to automatically fill the pool or automatically maintain or increase the level of water in it.

Full details of the tariff, eligibility criteria, application process and terms can be found on our website [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

## **Anglian Water tariffs**

Refer to Anglian Water's Charges Scheme for details of its tariffs see [www.anglianwater.co.uk](http://www.anglianwater.co.uk)

## **Non-potable supplies**

Where a new development is supplied with two supplies for both standard water and a non-potable supply the tariff applicable will be available on application.

## **Garden meters**

Separate meters for garden watering are no longer installed, but some customers do still have garden meters which were fitted a number of years ago. Where a property has an unmetered supply and a metered supply for garden watering, customers will pay the applicable unmetered and garden meter standing charges. Two separate accounts will be maintained by the company.

## 4. Billing and payment frequencies

Charges are normally payable by the occupier of the property receiving the supply or any other persons the supply is available to, except where:

- The owner of the property who is not the occupier is liable by or under any statutory enactment
- By agreement of any person who has agreed to pay the charges
- By agreement with us

Where a tenancy is for a period less than 12 months the owner may be liable to pay the water standing charges. Where we are unaware of any tenants, we shall continue to bill the owner as occupier until such time as details of the tenancy are evidenced to us. Where tenant information is provided after the date of first occupation, by omission of the tenant or landlord the owner shall remain liable for the charges incurred up to the date of notification. Billing and payment times will vary dependent upon whether the customer is a metered or an unmetered household customer.

### Unmetered bills

Customers receive an unmetered bill once a year in March. This will be for the forthcoming financial year, commencing 1 April. All customers have the opportunity to pay their annual bill in the following ways:

- In full by 1 April
- In two instalments by 1 April and 1 October
- In eight monthly instalments from 1 April to 1 November inclusive
- In more frequent instalments, such as weekly or fortnightly by prior arrangement

Customers who do not keep to the instalment arrangement will be required to pay any remaining outstanding balance in full immediately.

### Instalment plans

If a customer pays by Direct Debit, cash or cheque and prefers to spread their bill over the year, they can pay by instalments. For further information and to set up an instalment plan, please contact us on 01223 706050.

We divide the water bill by the number of instalments we have agreed with the customer. We also take into consideration any existing credit or arrears on the account. Most customers choose to pay in monthly instalments by Direct Debit.

If a customer defaults on an instalment plan, 100% of the full bill amount will become immediately due.

Customers who would like further information should call 01223 706050.



## Metered bills

Customers will normally receive two metered bills a year. This will be for the previous period and will be based on the amount of water consumed or an estimated read where an actual read was not available. All customers have the opportunity to pay their bill in the following ways:

- Within 14 days of receipt
- In monthly instalments
- In more frequent instalments by prior arrangement

We estimate how much water the customer is likely to use over the coming year based on previous consumption figures and other information regarding their circumstances. An additional amount will be added to allow for inflation. We will also take into consideration any existing credit or arrears on the account to calculate how much each instalment should be. Most customers choose to pay in monthly instalments by Direct Debit.

## Instalment plans

Where the customer would like the option not to pay the full amount on receipt of a bill, instalment plans can be agreed. Where an instalment plan is set up for 12 months or more we may issue one bill a year.

Instalment plans are designed to spread the cost of the water bill. They aim to build up credit on the customer's account so that when a bill is issued, sufficient funds are available to meet the payment. It is not necessary to have a bank or building society account in order to set up an instalment plan.

## Apportionment of charges

All prices are set from 1 April each year. If the previous bill was received before 1 April, the next bill will be apportioned so that the customer pays one rate to 31 March and the new rate from 1 April.

# 5. Unmetered supplies

## Types of properties and unmetered charges applied

### Household premises

The variable charge for household premises is based on the 1973 Rateable Value of the property supplied.

### Business premises

From 1 April 1990 the variable charge for business premises is based on the 2005 Business Rateable Value for the property supplied.

### Business premises that include accommodation

From 1 April 1990, the variable charge for mixed premises is based on the 2005 Business Rateable Value for the property supplied. The standing charge is increased to reflect the fact that the living accommodation is not included in this rateable value.

### Multiple dwellings with single rateable value

Where a single assessment includes two or more separate dwellings, the properties will be compulsorily metered.

### Premises with only one tap

The rateable value of these properties is inappropriate as a proxy for consumption. Instead a higher standing charge is payable, but with no variable element.

### Student accommodation

Where student accommodation is included in the assessment of college premises, rateable value is inappropriate as a proxy for consumption. Instead a fixed element per student is charged equal to the average consumption charge per student of metered college accommodation.

### Premises with no rateable value

The charge for unmetered water supplied to a property not liable to be rated (e.g. places of worship), and with minimal water use, is a fixed charge.

### Bill apportionment

Where a period of occupation of premises is less than the full year, charges will be apportioned on a daily basis.

## Considering a meter?

Customers who choose to have a water meter fitted receive a bill based on the amount of water consumed, rather than being a fixed amount each year based on the rateable value of the property. Water consumed at the property is also used as a basis for the determining of wastewater charges (which we bill on Anglian Water's behalf).

Any financial benefits depend on how much the customer pays now, the number of occupants in the property and how much water is used. If there are more bedrooms in the house than people, the customer could be financially better off on a meter. Customers can find out whether or not they would be financially better off with a water meter by completing CCWater's independent the water meter calculator available at [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

Water meters can also help consumers monitor their water consumption and spot leaks on their pipework. Installing a meter also means customers may be eligible for special tariffs that are available to people who have low incomes and/or have low consumption.

Installation is free for household customers. Non-household customers are charged in accordance with this Charges Scheme. For general advice about meters and to request a free survey to see if a property is suitable for a meter please visit [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk) or call 01223 706050. Customers who do opt to have a water meter fitted have the option to revert back to a rateable value charge within 2 years, although the meter will remain in place.

## 6. Payment options

We offer a range of flexible ways for customers to pay their water bill. Bills can be paid annually, half-yearly, monthly or more frequently by prior arrangement. Customers who have a particular problem making payments are advised to contact us to discuss alternative options.

| Locations for payments<br>(free of charge unless stated)   | Payment Options |        |              |      |                     |                     |
|--|-----------------|--------|--------------|------|---------------------|---------------------|
|  | Direct Debit    | Cheque | Postal Order | Cash | Debit / Credit Card | DWP Direct Payments |
| My Account (online service)                                | ✓               |        |              |      | ✓                   |                     |
| Customer's own bank or some building societies             | ✓               | ✓      |              | ✓    |                     |                     |
| At any other bank (there may be a charge for this service) |                 | ✓      |              | ✓    |                     |                     |
| PayPoint   |                 |        |              | ✓    |                     |                     |
| Post Office (a counter fee will be charged)                |                 | ✓      |              | ✓    |                     |                     |
| Cambridge Water (online & telephone)                       |                 |        |              |      | ✓                   |                     |
| Cambridge Water (postal)                                   |                 | ✓      | ✓            |      |                     |                     |
| Water Direct via DWP                                       |                 |        |              |      |                     | ✓                   |

### My Account

My Account is our online account service where you can manage your bills and payments. The information needed to set up an online account is available on your bill. To register go to <http://myaccount.cambridge-water.co.uk>. Registering enables you to:

- Make a payment
- Setup a Direct Debit
- View your bills
- View your payment history
- View or set up a new payment plan
- Amend your details

### Direct Debit

Cambridge Water can arrange for a pre-agreed fixed amount to be regularly taken direct from a bank account. Payments are then spread out and are easier to manage. Customers can sign up for this service via our website or by calling 01223 706050.

Payments can be taken when the bill is due. If there is a change to the amount, date or frequency of the payment we will send notification 10 working days before we take the payment. If one of these dates is a bank holiday, or falls over a weekend, we will take payment on the next working day.

### Pay online

Customers can pay with their debit card free of charge using Santander's secure payment service, via our website [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

Please note we cannot accept American Express. Debit cards will be processed free of charge, however for credit card payments an administrative charge of 0.955% is applied for Visa and 0.985% for MasterCard credit cards.

### **Internet or phone banking**

You can pay your bill by bank transfer using your internet or phone banking service to our sort code: 40-11-18 and our account number 40770132, payable to South Staffs Water which is a trading name of the registered company which also trades as Cambridge Water. Please quote your customer reference number from the front of your bill. Payments can take up to 3 working days to clear.

### **At any Post Office**

Sign and date the payment slip, and take the whole bill with your payment. You can pay by either cash or cheque. Make cheques payable to Post Office Counters Ltd. The Post Office will charge you for this service. You should receive a printed receipt as proof of payment, which should detail your customer reference number.

### **By post**

Send your cheque or postal order with the completed payment slip (no receipt will be issued). The address to send your payment to is:

Cambridge Water  
PO Box 7040  
Green Lane  
Walsall WS1 9QG

Make cheques payable to Cambridge Water and write your name, address and customer reference number on the back of the cheque. Please do not send post-dated cheques. Please do not send cash through the post - we do not accept any responsibility for cash sent by post. This service is free of charge.

### **At banks and building societies**

Using the payment slip at the bottom of your bill you can pay at any bank and most building societies. Cheques are to be made payable to Cambridge Water. This service is free at your own bank or building society. If you do not hold a bank account at the bank where you make a payment, you may be charged by the bank.

### **PayPoint**

Some payment mechanisms may support payment via PayPoint outlets, please see our website for further information.

## 7. Difficulty in paying your bill?

We encourage all customers make contact as soon as they recognise that they may have problems paying their bills. Anyone having problems paying their bill, should call 01223 706050 or email [info@cambridge-water.co.uk](mailto:info@cambridge-water.co.uk)

We will seek to:

- Find out why the payment has not been made
- Collect all money, some money, or agree a repayment plan
- Discuss options for independent advice, e.g. Citizens' Advice Bureau
- Collect relevant information which may enable us to arrange for payments to be deducted from any benefits the customer is entitled to
- Find out if the customer is eligible for special tariffs, or arrange to have a meter installed to ensure the customer only pays for the water they consume

### Failure to make payments

Customers who do not keep to agreed payment arrangements, without discussing this with us first, will be required to pay the whole of their debt. Failure to make further payments may result in some or all of the following:

#### Letter

We will write to the customer to notify them of the outstanding amount. If the customer contacts us we will try to resolve any queries and possibly set up a payment arrangement.

#### Personal contact

If the customer does not make contact, we may telephone or visit the customer at their home. The object of this is to:

- Find out why the payment has not been made
- Collect all money, some money, or agree a repayment plan
- Discuss options for independent advice, e.g. Citizens' Advice Bureau
- Collect relevant information which may enable us to arrange for payments to be deducted from any benefits the customer is entitled to
- Find out if the customer is eligible for special tariffs, or arrange to have a meter installed to ensure the customer only pays for the water they consume

#### Collection agencies

If, after writing and attempting to contact a customer, the bill has still not been paid we may use the services of a reputable debt collection agency. We will only use agencies that are members of the Credit Services Association, and as a condition of their membership, have signed up to their code of practice. Any complaints about agents' behaviour should be addressed to Cambridge Water in the first instance.

If your account is in arrears, a default notice may be placed against your credit file. This may affect your credit rating and the decisions that are made by financial services organisations.

#### County court claim

If the customer still refuses to make an arrangement to pay, we may ask the county court to order payment. This means the customer will get a county court claim against them and will also have to pay legal costs.

We will write to the customer after it has issued a claim to explain what a county court judgement means.

### County court judgement

If we receive a judgement from the court, and the customer still does not pay, we may take further legal action. A county court judgement will affect a customer's credit rating. We will write to the customer after they have received the judgement to explain what further legal action we will take if the customer does not pay the full amount due. These options are listed below:

- **Warrant of execution** - The bailiff of the court is instructed to levy on goods belonging to the customer in order to satisfy the judgement. This means the bailiff may be able to remove possessions from customer's property and sell them in order to satisfy the debt
- **Attachment of earnings order** – We may apply to the court for an order to be made which enables the customer's employers to deduct an amount each week/month to eventually settle the debt
- **Third party debt order** - An application is made to the court for an order to be made to have funds deducted from the customer's bank account or similar source. This involves a hearing before the district judge

All costs, for example, solicitors' costs, court fees, enforcement and warrant costs, incurred by us or our agents in the collection of outstanding charges will be recharged directly to the customer.

## WaterSure

The WaterSure tariff is for household customers who are on a low income and use a lot of water. It works by putting a cap on the customer's charges for water based on the average household charge, see page 11 for full details.

## Water Direct

Customers in receipt of Jobseeker's Allowance, Income Support, income-related Employment and Support Allowance or Pension Credit, may be able to arrange for money to be deducted from their benefits and paid direct to us.

Any collection activity on the account will be put on hold while we await a response from JobCentre Plus. If approved, these deductions will cover the weekly liability as well as a contribution towards paying off any arrears that may be on the account.

Alternatively, if a customer owes money, we may make a request to these agencies for money to be paid direct to us.

For further information about deductions from benefits customers should contact their local JobCentre Plus or the Department for Work and Pensions.

*When appropriate, this document will be amended to reflect the impact of Universal Credit on Water Direct.*

## NewStart Scheme

An application to join the NewStart Scheme can be made by customers with a longstanding history of debt. The scheme operates by enabling a customer to set up an instalment plan to clear debt accrued within the current year's charges.

If a customer completes this plan, without any late payments or default of the plan, this may make them eligible for an equal allowance against their historic debt. Unless there has been a material change in the customer's circumstances they can only apply for the scheme once. For details call please 01223 706050.

## Assure (Social Tariff)

The Assure tariff can help household customers on a low income or who are struggling to pay their water charges; it aims to reduce water poverty and make our bills more affordable. Customers with a household income of less than £16,105 (excluding income from Disability Living Allowance, Personal Independence Payment and Attendance Allowance), may qualify for a discount of up to 80% on their water charge, see [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk) for full details

## Charitable Trust

Cambridge Water has a charitable trust fund. If a customer is experiencing extreme financial difficulties and water is among several outstanding debts then an application can be made to the Charitable Trust either direct to the company by telephoning 01223 706050, or visiting [www.sswtc.org](http://www.sswtc.org)

Alternatively customers can contact the trust through the Citizens' Advice Bureau (CAB), Welfare Rights Services, StepChange or other free debt advice agencies. It is recommended customer contact one of these organisations to receive impartial free debt advice.

The CAB will go through the customer's financial circumstances and contact Cambridge Water on their behalf if it feels a customer meets the Charitable Trust criteria.

By agreeing to, and maintaining, a low-value payment arrangement the Charitable Trust may be able to help make a grant towards a customer's outstanding water charges. Further information can also be found by visiting [www.sswct.org](http://www.sswct.org)

## Customers entering into a formal insolvency procedure

Where a customer enters into any formal insolvency procedure, we will apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date').

Any apportioned charges after the insolvency date will be payable by the occupier of the property in question and fall due on the next day of occupation after the insolvency date and will not fall within the insolvency procedure. The charges will be payable by the person responsible for the payment of water for the property in question on the same payment terms as would apply if the property had been newly connected on that day.



## 8. New occupiers and moving house

Please give us a minimum of two days' notice when you are moving out of a premises. It is possible to do this by completing the moving house form on our website [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk), by writing to us or by calling 01223 706050.

If the customer fails to do so they could be liable to pay charges until whichever is the earliest of:

- The next scheduled meter reading date
- The date the company is informed by a new occupier, or
- 28 days from the date the customer informed the company

Where a customer who is liable to pay metered charges vacates the property without notifying the company, and a new occupier takes up residence without notifying the company, Cambridge Water will take a meter reading as soon as it becomes aware of the new occupier to establish average daily use. The average daily use will then be used to calculate charges due from the new occupier between the date they occupied the property and the date of the first meter reading taken by the company.

Customers moving out of the Cambridge Water area may be eligible for a refund on their water bill. Cambridge Water will send this if a forwarding address is supplied.

If a customer has an outstanding debt, and fails to notify us when moving house, we will attempt to locate you at your new address to discuss repayment. We do not make additional charges for this activity.

### Prospective occupiers

Prospective occupiers may contact us by phone, email or letter to request information on the existing charging basis for the property in question.

### Change of occupier metering

When a property without a meter either changes ownership or tenanted occupancy of more than six months, we may install a meter and charge that property according to water used. We will provide the new occupier with full details of charges, the location of the meter and a copy of the WaterSure tariff, if this is applicable.

Full details of our Metering policy can be found in our Metering Codes of Practice or on our website [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

## 9. Customer responsibility to repair leak on their supply pipe

It is the property owner's responsibility to repair or replace any leaking supply pipe on their property, even if the supply pipe crosses third-party land. In the case of a leak on a shared supply pipe, all of the properties that receive water from the leaking supply pipe are responsible for the repair or replacement. We may offer leak repair assistance to eligible homeowners, details of which can be found at [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

For metered customers to qualify for a leakage allowance, they must carry out a repair on their supply pipe within 28 days of being notified of the leak. If they fail to do so, a leakage allowance will not be granted. This allowance is for household customers only and is a "once only" offer per customer for external leakage. Non-household customers are not entitled to a leakage allowance for lost water. However, Anglian Water may grant an allowance against sewerage charges, if the water has not returned to the sewer.

For further details regarding leaks, please refer to our website [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

# 10. Metering policy

## New water supplies

All new household water supply connections made on or after 1990 are metered where the preferred meter location is outside at the boundary of the property. This is normally where our existing main stop tap is located and is either on the footpath or just within the boundary of the property.

## Existing Water Supplies/Household Meter Option

### Right to be charged by meter

All household customers have the right to request the installation of a meter free of charge. A request for metered charges may be made in writing, by email, by telephone or via our website [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

A survey will be arranged to confirm where the meter may be installed. If substantial alterations to plumbing are required the customer can complete these at their own expense. The customer should request a quote from an independent plumber.

We will install the meter within a reasonable timescale once any work needed to enable the meter to be fitted has been done.

Customers who cannot have their property metered may be eligible to pay an assessed charge.

### Rights of tenants to have a meter

Where a tenancy applies for six months or more, a tenant has the right under section 209a of the WIA 1991 to ask us to install a water meter. While landlords may not legally prevent an application or the installation of a meter; we recommend they be informed of a tenant's intention to apply for a meter.

### Payment conditions

Household customers applying for a free installation of a water meter are required to pay their unmetered water charges until the meter is fitted. Normal debt recovery will continue if unmetered charges are unpaid. Once the meter has been fitted, any credit or debit will be refunded or billed separately from the customer's metered water charges.

### Guaranteed installation times for meters

Where a household customer has requested a water meter, we aim to install the meter within three months of the application being received. If we take longer than three months to fit the meter, we will start metered water charges from the date of the meter installation and will stop charges based on rateable value (RV) at the end of the three month period. Where additional charges have been paid by the customer in connection with a meter installation, we will aim to fit the meter within 15 working days of receipt of payment

### Multi-occupied property

In instances where customers request a meter for a flat/multi occupied property, a survey will be done. In these circumstances we will determine if there is a shared hot water and/or heating system which may affect whether a meter can be installed. We will confirm the available options following the survey.

If we determine that two meters are to be installed the customer will be required to pay one standing charge for water services and one standing charge for sewerage services.

We will consider fitting a single meter for a multi-occupied property (e.g. block of flats) where one person or organisation will accept responsibility for the bill.

## **Removal of a meter by a third party without consent**

Under the WIA 1991, it is a criminal offence to remove, wilfully damage or tamper with a water meter. If charged with doing so, customers could face going to court and being fined. In addition customers shall be charged the cost to replace the meter and associated works to replace the meter.

## **Refusing a request**

If the initial survey shows that a meter cannot be fitted either inside or outside at a reasonable cost, we will offer customers the alternative of paying by an assessed charge for water and sewerage services. Assessed charges are based on the property type and not its RV. If the RV is lower than the assessed charge, then customers would continue to be charged on the basis of RV.

## **Referring a dispute**

Ofwat will determine a dispute concerning our refusal to install a meter free of charge.

## **Reversion to unmetered charges**

The customer may revert to unmetered charges as long as:

- The occupier gives notice to us within:
  - 2 years of the first day of charging by meter (having previously been charged at that property on an unmetered basis); or
  - 30 days of receiving the statement of water use in the first 2 years period
- This is the first time that the occupier has asked to change back to unmetered charges at that property; and
  - One of the consumers who occupied the premises at the time of the change to meter charges, still occupies the premises at the time of notice of reversion (i.e. a new occupier cannot demand reversion to unmetered charges); and
  - The customer opted to have the meter installed. Reversion is not available for properties that have been compulsorily metered.

Reversion to unmetered charges takes effect from the day that the request to revert is received by us. We will need to take a final meter reading to be able to complete reversion.

The customer can either contact us on 01223 706050, or write to Cambridge Water, PO Box 7040, Green Lane, Walsall, WS1 9QG.

If an occupier elects to revert to unmetered charges, we will not physically remove the meter from the property.

## General conditions

### Cost of reinstatement

If it is necessary to excavate the customer's driveway, footpath or patio we will confirm this at the survey and will ensure that the area is made safe after fitting the meter. The permanent reinstatement of any disturbed area is at the customer's expense.

### Ownership of meter

Irrespective of who installs the meter, it remains, or becomes, the property of the Company.

### Change of use

If water use changes to non-household use or there are substantial alterations or conversions to premises where there is a common supply pipe serving two or more premises in separate occupation, the supply to the original premises that has changed use will be metered. We will survey the property to determine where the meter will be installed and will confirm any costs applicable. Customers whose water use changes to non-household use are eligible to choose their water supplier. For more information visit us at [www.cambridge-water.co.uk/business/competition](http://www.cambridge-water.co.uk/business/competition) or visit [www.open-water.org.uk](http://www.open-water.org.uk)

If a meter cannot be fitted at the outside stop tap or internally either:

- The person chargeable for the supply must provide for the common supply to be separated or a separate metered supply to be installed to the premises; or
- The occupier or owner of the premises seeks agreement with us to pay the water service charges for all the premises serviced by the common service pipe, provided that all the occupiers of the premises concerned agree. The nominated owner or occupier will also have to make their own arrangements to recover any amount due from the other owners or occupiers

### Access

The customer is to provide reasonable access to our meter reading equipment for routine reading, ad hoc reading and repairs. If continued access to the equipment is denied, we may suspend the charging based on metered usage and an alternative charging method will apply. As previously noted under the WIA 1991, it is a criminal offence to restrict access to our meter.

If an alternative charging method cannot be determined, we reserve the right to install an additional accessible meter for its convenience. All charges related to this installation will be borne by the customer.

### Reading water meters

We will normally install meters with remote reading devices so that it can read the meter without requiring entry to the property.

### Stopped/inaccessible meters

In the event of the meter stopping or being temporarily inaccessible, consumption will be estimated by us using the most reliable data available.

### Accuracy of meter readings

The register of the meter shall be evidence of the volume of water supplied unless it can be shown that the meter does not meet the standard of accuracy required by the Measuring Equipment Regulations 1988.

The procedure for the testing of meters is set out in government regulations.

## High consumption queries or concerns that the meter is not accurate

We have a three-stage policy for dealing with queries relating to the accuracy of meter readings:

- **Stage 1** - If the customer is concerned the meter is showing more water than they believe they have actually used, we will review the consumption history and current usage with the customer to help resolve the query
- **Stage 2** - If there is no explanation for the increased consumption for household customers we can carry out a detailed on-site inspection where we will check for evidence of any leaks, for example on toilets, ball valves or taps. This inspection is free for household customers
- **Stage 3** - If the customer still believes that the meter is not recording consumption accurately it is possible to swap the meter and have it tested by a meter test specialist. However, if the test does not show the meter to be outside the accuracy limits required, the customer will be liable for the cost of the test at £75.57.

## Adjustment of charges

If a meter is proven to register incorrectly, charges will be adjusted to reflect normal consumption from either the date the meter became faulty or for the six months prior to the last reading, whichever is the earlier.

## Meter logging

Where we fit a data logger to assist in the determination of any consumption or bill queries for household customers the costs will not be passed to the customer.

## Estimates on unread meters

If we are not able to establish how much water has actually been supplied to the property, we may make an estimate and use this as the basis for charges.

The estimate is made by reference to a previous like period; calculated to derive an average daily consumption.

If no previous like period exists, the estimate will be based on average usage for a single occupant, a couple or a family. This charge can be adjusted later if necessary.

Full details of our metering policy can be found in our Code of Practice or on our website

[www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

# 11. Non-household charges

Non-household customers are charged by either of the following ways:

- Unmetered – based on the RV of the property; or
- Metered – based on the metered standing charges and the volumetric consumption charge

The majority of non-households are charged for their water on a metered basis, in line with standard industry practice.

We also collect sewerage and surface water drainage charges on behalf of Anglian Water. These will also be based on the method in which the customer pays for their water supply.

Value added tax (VAT) is payable by some non-household customers. From 1 July 1990, VAT was added to water charges for payers who fall into categories 1–5 of the 1980 edition of Standard Industrial Classifications. The following table demonstrates these divisions:

| Division | Title  |
|----------|--|
| 1        | Energy and water supply industries   |
| 2        | Extraction of minerals and ores other than fuels, manufacture of metal, mineral products and chemicals |
| 3        | Metal goods, engineering and vehicle industries  |
| 4        | Other manufacturing industries   |
| 5        | Construction   |

Although VAT is generally applied in the manner outlined above it is not straightforward as its application can vary.

We will send any new non-household customer a VAT declaration form, asking them to confirm their VAT status. It is the customer's responsibility to declare their correct status. There are HM Revenue and Customs penalties for making false declarations and for fraudulent evasion of VAT.

If you are a non-household customer and eligible to choose your water and wastewater retail service provider this charges scheme is not applicable to you. To learn more speak to us or visit [www.open-water.org.uk](http://www.open-water.org.uk)

## Unmetered charges

The unmetered charges are for:

- Water supply
- Sewage disposal service
- Surface water drainage service

For non-household premises these are all based on an amount in the pound, as published by us for the year, multiplied by the RV of the property at the year ended 31 March 1990. This is subject to an annual minimum charge.

### Water supply

The RV of a customer's property is detailed on their bill. Those non-household customers still being charged on an unmetered basis may be contacted and notified that where practicable, a water meter will be fitted and their water charges will be based on the volume of water recorded by the meter. There will be no meter installation costs to customers where meters are fitted compulsorily.

## Surface water drainage

Wastewater companies make a charge for collecting rain water that runs from properties into the sewer. If this surface water does not drain to the sewers, customers may be entitled to pay a lower charge for the wastewater service they receive from Anglian Water. Go online at [www.anglianwater.co.uk/swdrainage](http://www.anglianwater.co.uk/swdrainage) or call 03457 919 155 for an application form. Forms can also be obtained from the Citizens' Advice Bureau.

## Metered charges

If customers have a meter, their charge is based on the water registered through the meter. We also collect sewerage charges on behalf of Anglian Water. Sewerage charges are calculated on 90% of the water registered through the meter. We also collect surface water drainage charges on behalf of Anglian Water.

## Standard Tariff (up to 50Ml/annum)

The charges for a standard metered supply to any premises shall comprise:

- Water and sewerage standing charges. These are fixed charges that vary with the size of the customer's supply pipe and cover the extra costs not incurred with an unmetered supply. These costs include reading, maintaining and replacing defective meters
- A consumption charge calculated by multiplying the volume of water supplied and sewerage treated by the rate per cubic metre (as shown in the table below)
- A surface water drainage charge is a fixed charge, which varies based on the drainable site area of the property

## Surface water drainage

Wastewater companies make a charge for collecting rain water that runs from properties into the sewer. If this surface water does not drain to the sewers, customers may be entitled to pay a lower charge for the wastewater service they receive from Anglian Water. Go online at [www.anglianwater.co.uk/swdrainage](http://www.anglianwater.co.uk/swdrainage) or call 03457 919 155 for an application form. Forms can also be obtained from the Citizens' Advice Bureau.



## 12. Billing and payment frequencies

Charges are normally payable by the occupier of the property receiving the supply or any other persons the supply is available to.

Except where:

- The owner of the property who is not the occupier is liable by or under any statutory enactment
- By agreement of any person who has agreed to pay the charges
- By agreement with us

Where a tenancy is for a period less than 12 months the owner may be liable to pay the water standing charges. Where we are unaware of any tenants, we shall continue to bill the owner as occupier until such time as details of the tenancy are evidenced to us. Where tenant information is provided after the date of first occupation, by omission of the tenant or landlord the owner shall remain liable for the charges incurred up to the date of notification. Billing and payment times will vary dependent upon whether the customer is a metered or an unmetered household customer.

### Unmetered bills

Customers receive an unmetered bill once a year in March. This will be for the forthcoming financial year, commencing 1 April. Payment is due in advance for the whole year on 1 April. If a bill is sent out later than March, payment will be due on the date shown on the bill.

### Metered bills

Metered non-household customers on the standard non-household tariff will normally two bills a year. This will be for the previous period and will be based on the amount of water consumed. All customers have the opportunity to pay their bill in the following ways:

- Within 14 days of receipt
- In monthly instalments

Where an instalment plan is in place we may issue one bill a year.

We estimate how much water the customer is likely to use over the coming year based on previous consumption figures and other information regarding their circumstances. An additional amount will be added to allow for inflation. We also take into consideration any existing credit or arrears on the account to calculate how much each instalment should be. Most customers choose to pay in monthly instalments by Direct Debit.

### Apportionment of charges

All prices are set from 1 April each year. If the previous bill was received before 1 April, the next bill will be apportioned so that the customer pays one rate to 31 March and the new rate from 1 April.

### Insolvency procedure

If a customer enters into a formal insolvency procedure, we will apportion all rate based charges on a daily basis up to the day immediately preceding the effective date of the relevant insolvency procedure ("the insolvency date"). Any apportioned charges after the insolvency date will not be affected by the insolvency procedure.

# 13. Payment options

We offer a range of flexible ways for customers to pay their water bill. Bills can be paid annually, half-yearly, monthly or more frequently by prior arrangement. Customers who have a particular problem making payments are advised to contact us to discuss alternative options.

| Locations for payments<br>(free of charge unless stated)   | Payment Options |        |              |      |                     |                     |
|--|-----------------|--------|--------------|------|---------------------|---------------------|
|  | Direct Debit    | Cheque | Postal Order | Cash | Debit / Credit Card | DWP Direct Payments |
| My Account (online service)                                | ✓               |        |              |      | ✓                   |                     |
| Customer's own bank or some building societies             | ✓               | ✓      |              | ✓    |                     |                     |
| At any other bank (there may be a charge for this service) |                 | ✓      |              | ✓    |                     |                     |
| PayPoint   |                 |        |              | ✓    |                     |                     |
| Post Office (a counter fee will be charged)                |                 | ✓      |              | ✓    |                     |                     |
| Cambridge Water (online & telephone)                       |                 |        |              |      | ✓                   |                     |
| Cambridge Water (postal)                                   |                 | ✓      | ✓            |      |                     |                     |
| Water Direct via DWP                                       |                 |        |              |      |                     | ✓                   |

## My Account

My Account is our online account service where you can manage your bills and payments. The information needed to set up an online account is available on your bill. To register go to <http://myaccount.cambridge-water.co.uk>. Registering enables you to:

- Make a payment
- Setup a Direct Debit
- View your bills
- View your payment history
- View or set up a new payment plan
- Amend your details

## Direct Debit

We can arrange for a pre-agreed fixed amount to be regularly taken direct from a bank account. Payments are then spread out and are easier to manage. Customers can sign up for this service via our website or by calling 01223 706050.

Payments can be taken when a bill falls due and a range of payment dates are offered. We will send notification 10 working days before we take the payment if there is a change to the amount, date or frequency of the payment. If one of these dates is a bank holiday, or falls over a weekend, we will take payment on the next working day.

## Online

Customers can pay with their debit card free of charge using Santander's secure payment service, via our website.

### **Internet or phone banking**

You can pay your bill by bank transfer using your internet or phone banking service to our sort code: 40-11-18 and our account number 40770132, payable to South Staffs Water which is a trading name of the registered company which also trades as Cambridge Water. Please quote your customer reference number from the front of your bill. Payments can take up to three working days to clear.

### **Debit and Credit card payments**

Customers can pay by debit or credit card over the phone. Please note we cannot accept American Express. Debit cards will be processed free of charge, however for credit card payments an administrative charge of 0.955% is applied for Visa and 0.985% for MasterCard credit cards.

### **At any Post Office**

Customers should sign and date the payment slip, and take the whole bill with their payment. Payment can either be made by cash or cheque. Cheques should be made payable to Post Office Counters Ltd. The Post Office will charge the customer for this service. Customers should receive a printed receipt as proof of payment, which should detail their customer reference number.

### **By post**

Send a cheque or postal order with the completed payment slip (no receipt will be issued). The address to send payment to is:

Cambridge Water  
PO Box 7040  
Green Lane  
Walsall WS1 9QG

Customers should make cheques payable to Cambridge Water and write their name, address and customer reference number on the back of the cheque. Please do not send post-dated cheques. Please do not send cash through the post - we do not accept any responsibility for cash sent by post. This service is free of charge.

### **At banks and building societies**

Using the payment slip at the bottom of their bill customers can pay at any bank and most building societies. Cheques are to be made payable to Cambridge Water. This service is free at a customer's own bank or building society. If the customer does not hold a bank account at the bank where they make a payment, they may be charged by the bank.

## **Failure to make payment**

Customers who do not keep to agreed payment arrangements, without discussing this with us first, will be required to pay the whole of their debt. Failure to make further payments may result in some or all of the following:

We will send a reminder 14 days after the bill is due. If the account still remains unpaid 14 days after this date, we will send notification of our intention to disconnect the supply at least seven days before the supply is due to be disconnected. This notice details the additional costs customers will incur if the supply is disconnected and subsequently reconnected.

The following types of property will not be subject to disconnection procedures:

- Residential care homes
- Nursing homes
- Children's homes and day care centres
- Hospitals, doctors' and dentists' surgeries
- Schools and other educational establishments
- Prisons and detention centres and police, fire and ambulance stations

This is not an exhaustive list. For full details see the WIA 1999, schedule 4a.

We have the right to separate the supplies of mixed-use properties and non-household properties with a schedule 4a element under Section 64 of the 1999 Act. If it is possible to separate the supply, we will, where possible, install a water meter on the non-household element of the property upon separation. Also, if payments are overdue on the non-household element, we reserve the right to subsequently disconnect its water supply. We may apply for a Warrant of Entry to enable us to do this. Re-connection charges are liable in such circumstances. A mixed-use property is defined as a single supply to a property that is only partly used as a household dwelling and the larger part of the property is non-household.

If we have disconnected a non-household customer for non-payment of their bill, we reserve the right to request a security deposit equivalent to 90 days' consumption before re-connection.

Where we choose not to disconnect a non-household or mixed-use property for non-payment, we may seek to recover the outstanding charges through the county court or other litigation processes.

## **Security deposits for non-household customers**

Payment is due on demand. In certain circumstances we may insist on payment of a deposit or another form of security in advance to cover payment of future charges. Such a demand may be made:

- Where a credit check has been undertaken and revealed a risk on non-payment
- Where there is no credit history
- Where there is a history of late payments

Security will be accepted in the form of cash payments to be held on the account, or in the form of a parent company or bank guarantee.

Where a cash deposit is made it will be equivalent of 90 days' consumption. The calculation for daily consumption will be based upon the historical consumption details for the property that is to be occupied by the business. If consumption history is not available, or the expected consumption of the business is expected to be significantly different from previous occupiers, the daily consumption will be derived from the average consumption of the same industry sector that the business relates to. The minimum security deposit that will be requested is £150. The deposit is returned after 12 months where a suitable payment record is maintained by the customer.

Interest will be charged from the date the payment was due to be paid at the rate set out in the Late Payment of Commercial Debts (Interest) Act 1998.

# 14. Change of occupier/Notice of vacation

## Unmetered

If a customer is vacating a property and a new occupier is moving in, the customer should notify us of the date on which they are intending to move. Accordingly, the new customer should notify us of the date on which they are intending to move in.

## Metered

Where charges are fixed in relation to any premises by reference to volume, the person made chargeable in relation to those premises as occupier may be liable to pay such charges after the customer has ceased to be the occupier of the premises. This applies where the customer fails to notify us of the ending of the occupation of the premises at least two working days before they cease to occupy them in accordance with Section 144 of the 1991 Act.

The charges for which the customer will be liable will be those for the period ending in terms of whichever of the following first occurs after they cease to occupy the premises:

- (a) Where the customer informs us they are ending occupation of the premises less than two working days before, or at any time after the customer ceases to occupy them, the 28th day after we have been informed
- (b) Any day on which any meter would normally have been read in order for the amount of the charges to be determined
- (c) Any day on which any other person informs us that they have become the new occupier of the premises

References to two working days are references to the period of 48 hours, calculated after disregarding any time falling on a Saturday or Sunday or on any day which is a bank holiday.

Where the person chargeable is not the occupier of the metered premises, the customer may be held liable until the expiry of 28 days' notice in writing that he no longer resides at the property and does not require a supply.

The 28 days commence from the date the notice is received at our head office in Walsall. This provision will apply when the occupier vacates the premises, but remains the owner of the premises without giving us notice of vacation.

## Discontinuation of supplies

If a customer wants their water supply to be disconnected when they vacate a property, they must advise us. Under certain circumstances, they may be liable for charges if they fail to inform us of the change. Where a property is disconnected and there is evidence that customers have tampered with a seal, we reserve the right to charge for this and any damage caused. We also reserve the right to meter such properties.

# 15. Metering policy

## New water supplies

All new household water supply connections made on or after 1990 are metered where the preferred meter location is outside at the boundary of the property. This is normally where our existing main stop tap and is located either on the footpath or just within the boundary of the property.

## Existing Water Supplies

### Right to be charged by meter

All non-household customers have the right to request the installation of a meter. We will supply an estimate for the cost of installation. A request to be charged by meter may be made in writing, by email, by telephone or via our website [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

### Rights of tenants to have a meter

Where a tenancy applies for six months or more, a tenant has the right under section 209a of the WIA 1991 to ask us to install a water meter. While landlords may not legally prevent an application or the installation of a meter; we recommend they be informed of a tenant's intention to apply for a meter.

### Installation charges

There is a charge for installation of a meter at a non-household property. An estimate of the installation cost will be provided after a survey has been carried out.

- The survey will determine the location of the meter. Where possible the meter will be fitted at the boundary in an existing boundary box, alternatively subject to the supply and pipework situation the meter may be fitted internally
- Where the premises is fed by a service pipe of 15mm or 20mm internal diameter, there is a standard installation charge
- Non-household premises fed by a service pipe of 25mm or greater internal diameter are charged by individual estimate

In the case of non-household customers that are responsible for household premises, we will determine whether or not to charge for a meter installation based on who is responsible for paying the bill. If a household customer is responsible for paying the water bill they will not be charged for the meter, however, if a non-household customer is responsible for paying the water bill on behalf of the household customer, installation charges will be incurred.

### Guaranteed installation times for meters

If a customer is paying for a meter to be installed, we will survey the property and invoice the customer. Subject to reasonable access the meter installation will be completed within 30 days of payment being received for the invoice.

### Compulsory metering

All new supplies will be metered. We may also require meters to be installed in the following circumstances:

- **Mixed use properties (home and business)** - The occupier of a property, which is primarily used as a home, but also used for business, may elect to continue to be charged on an unmetered basis. We have the right to meter the whole property where the principal use of the premises is for business.

- **Properties that have been split or merged into a different number of premises** - If an installation is required on this type of property we reserve the right to pursue all costs incurred for installing the meter(s) if the current owner or occupier has made these changes
- **Premises that do not have a charging value**
- **Swimming pools, garden ponds, fishing lakes and environmental water areas**
- **Sprinklers and automatic watering devices**
- **New occupiers** - We can elect to charge a new occupier by metered charges as long as the new occupier has not been billed for unmetered charges. We cannot elect to charge a new occupier by metered charges if one of the original occupiers still resides there

## Removal of a meter by a third party without consent

Under the WIA 1991, it is a criminal offence to remove, wilfully damage or tamper with a water meter. If charged with doing so, customers could face going to court and being fined. In addition customers shall be charged the cost to replace the meter and associated works to replace the meter.

## Referring a dispute

Ofwat will determine a dispute concerning our refusal to install a meter free of charge.

## Meter logging

We offer a chargeable logging service. The service includes the deployment of an electronic logging device connected to the pulsed output of the meter enabling the recording of actual consumption. Prices are available on application. No data logger may be fitted to a meter without our consent.

## General conditions

### Ownership of meter

Irrespective of who installs the meter, it remains, or becomes, the property of the Company.

### Change of use

If water use changes to non-household use or there are substantial alterations or conversions to premises where there is a common supply pipe serving two or more premises in separate occupation, the supply to the original premises that has changed use will be metered. We will survey the property to determine where the meter will be installed and will confirm any costs applicable.

If a meter cannot be fitted at the outside stop tap or internally either:

- The person chargeable for the supply must provide for the common supply to be separated or a separate metered supply to be installed to the premises; or
- The occupier or owner of the premises seeks agreement with us to pay the water service charges for all the premises serviced by the common service pipe, provided that all the occupiers of the premises concerned agree. The nominated owner or occupier will also have to make their own arrangements to recover any amount due from the other owners or occupiers

Once a water meter has been fitted, non-household customers cannot revert to having their water charges based on an unmetered basis.

### Access

The customer is to provide reasonable access to our meter reading equipment for routine reading, ad hoc reading and repairs. If continued access to the equipment is denied, we may suspend the charging based on metered usage and an alternative charging method will apply.

If an alternative charging method cannot be determined, we reserve the right to install an additional accessible meter for its convenience. All charges related to this installation will be borne by the customer.

## Reading water meters

We will normally install meters with remote reading devices so that it can read the meter without requiring entry to the property.

## Stopped/inaccessible meters

In the event of the meter stopping or being temporarily inaccessible, consumption will be estimated by us using the most reliable data available.

## Accuracy of meter readings

The register of the meter shall be evidence of the volume of water supplied unless it can be shown that the meter does not meet the standard of accuracy required by the Measuring Equipment Regulations 1988.

The procedure for the testing of meters is set out in government regulations.

## High consumption queries or concerns that the meter is not accurate

We have a three-stage policy for dealing with queries relating to the accuracy of meter readings.

- **Stage 1** - If the customer is concerned the meter is showing more water than they believe they have actually used, we will review the consumption history and current usage with the customer to help resolve the query
- **Stage 2** - If there is no explanation for the increased consumption for household customers we can carry out a detailed on-site inspection. This inspection is free for household customers
- **Stage 3** - If the customer still believes that the meter is not recording consumption accurately it is possible to swap the meter and have it tested by a meter test specialist. However, if the test does not show the meter to be outside the accuracy limits required, the customer will be liable for the cost of the test at £75.57 plus VAT

## Adjustment of charges

If a meter is proven to register incorrectly, charges will be adjusted to reflect normal consumption from either the date the meter became faulty or for the six months prior to the last reading, whichever is the earlier.

## Estimates on unread meters

If we are not able to establish how much water has actually been supplied to the property, it may make an estimate and use this as the basis for charges.

The estimate is made by reference to a previous like period; calculated to derive an average daily consumption.

Full details of our metering policy can be found in our Code of Practice or on our website [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)



# 18. Schedule of charges

## Water charges from 1 April 2017

### Household charges

| Household charges for metered water            | £      |
|--|--------|
| <b>Standing charge</b>                         |        |
| Standard 15mm displacement meter               | 38.50  |
| 15mm garden meter                              | 9.83   |
| 20mm displacement meter                        | 45.50  |
| 20mm garden meter                              | 19.66  |
| 25mm displacement meter                        | 50.43  |
| 25mm garden meter                              | 29.49  |
| 30mm displacement meter                        | 64.90  |
| 40mm displacement meter                        | 79.37  |
| 50mm displacement meter                        | 109.70 |
| 80mm displacement meter                        | 262.12 |
| 100mm displacement meter                       | 307.67 |
| <b>Volume charges</b>                          |        |
| Standard consumption charge per m <sup>3</sup> | 0.8268 |

| Household charges for unmetered water  | £      |
|--|--------|
| <b>Standing charge</b>                 |        |
| Household property                     | 25.95  |
| Dwellings with only one tap            | 54.00  |
| <b>Variable charges</b>                |        |
| Household rate per £ of rateable value | 0.5711 |

### Non-household charges (0- 4,999 m3/annum)

| Charges for metered water                      | £      |
|--|--------|
| <b>Standing charge</b>                         |        |
| Standard 15mm displacement meter               | 32.50  |
| 15mm garden meter                              | 9.83   |
| 20mm displacement meter                        | 39.20  |
| 20mm garden meter                              | 19.66  |
| 25mm displacement meter                        | 75.22  |
| 25mm garden meter                              | 29.49  |
| 30mm displacement meter                        | 102.07 |
| 40mm displacement meter                        | 128.93 |
| 50mm displacement meter                        | 129.00 |
| 80mm displacement meter                        | 183.58 |
| 100mm displacement meter                       | 323.85 |
| 80mm inferential meter                         | 143.76 |
| <b>Volume charges</b>                          |        |
| Standard consumption charge per m <sup>3</sup> | 0.8268 |

**Non-household charges (5,000- 49,999 m<sup>3</sup>/annum)**

| Charges for metered water                             | £      |
|---|--------|
| <b>Standing charge</b>                                |        |
| Standard 15mm displacement meter                      | 92.16  |
| 20mm displacement meter                               | 92.16  |
| 25mm displacement meter                               | 92.16  |
| 30mm displacement meter                               | 92.16  |
| 40mm displacement meter                               | 92.16  |
| 50mm displacement meter                               | 92.16  |
| 80mm displacement meter                               | 183.58 |
| 100mm displacement meter                              | 184.51 |
| 80mm inferential meter                                | 207.45 |
| 150mm + inferential meter                             | 212.08 |
| <b>Volume charges</b>                                 |        |
| 5,000 – 49, 999 consumption charge per m <sup>3</sup> | 0.7884 |

| Charges for unmetered water             | £      |
|---|--------|
| <b>Standing charge</b>                  |        |
| Business property                       | 23.11  |
| Mixed premises                          | 104.40 |
| Premises with zero rateable value       | 67.30  |
| Student rooms (price per student)       | 84.22  |
| <b>Variable charges</b>                 |        |
| Charge per £ of Business Rateable Value | 0.0510 |

Note: 2005 Business Rateable Values are used for unmetered business premises, but the rate is abated to produce the same total income as 1973 values.

| Charges for assessed properties    | £      |
|------------------------------------|--------|
| Detached (including link-detached) | 170.16 |
| Semi-detached                      | 142.65 |
| Other (incl. Single Occupiers)     | 84.22  |

| WaterSure charges                     | £      |
|---------------------------------------|--------|
| Household charge                      | 128.02 |
| Anglian Water charge                  |        |
| Sewerage, with surface water drainage | 240.00 |
| Sewerage, no surface water drainage   | 205.00 |

| Collection fees (Non-household only)      | £      |
|---|--------|
| Pre-disconnection visit                   | 71.75  |
| Non-payment turn-off fee/reconnection fee | 128.33 |
| Disconnection cut-off fee for non-payment | 338.52 |

| Miscellaneous  | £      |
|--|--------|
| Credit card administration fee – an administrative charge of 0.955% applied for Visa credit cards and 0.985% applied for MasterCard credit cards |        |
| Removal and testing of meter by manufacturer where no fault found  | 75.57  |
| Repair customer's supply pipe up to 20mm bore<br>Note: all charges for repairing pipes exclude surface reinstatement                             | 237.47 |

Note: If not specifically mentioned in the above lists, all other rechargeable services provided by the company will be charged at cost.

#### **Payment terms for miscellaneous charges (other than infrastructure charges)**

Payment will be required in advance except where set out in a separate written agreement in advance. Miscellaneous charges will be payable within 14 days of the date of the invoice unless otherwise stated.

#### **Network access prices**

The Water Supply Licensing Regime commenced on 1 December 2005. The company has therefore published indicative access prices to use its infrastructure. These prices have applied the methodology provided by Ofwat.

**Two prices are presented:**

- A wholesale price is appropriate where a licensee requires Cambridge Water to continue to make the supply to the customer, and it will take responsibility for all “customer service issues”
- A combined price is offered where a licensee wishes to put water into Cambridge Water’s network, and agrees the company will also take responsibility for “customer service issues”. The former item is often referred to as common carriage

These prices can be found on the company website [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk) or by contacting Cambridge Water.

**VAT**

VAT is payable at the standard rate on water supply charges where the predominant use of water is for activities described in any of Divisions 1 to 5 of the 1980 edition of the Standard Industrial Classification (SIC) (i.e. codes 100 to 599). For further details of these categories please contact Cambridge Water or visit HM Revenue & Customs website.

**Landlord****Appointed business charges from 1 April 2017****Connection charges and other rechargeable work**

The charges for work carried out under statutory requirements are intended to recover the expenses reasonably incurred on each specific job.

The charges include the full cost of wages, salaries, transport and materials involved, plus direct and indirect overheads. Overheads are set to ensure that rechargeable work is not subsidised from water charges.

**Out of hours call-out**

Visits requested out of hours (i.e. 5pm to 8am weekdays, and 24 hours at weekends) to customer premises that relate to problems outside of Cambridge Water’s area of responsibility may be chargeable.

**Guarantee on works undertaken**

Any work undertaken by the company or its appointed subcontractors is guaranteed for a period of no more than 12 months from date of completion.

# 19. Definitions

|                               |   |
|-------------------------------|---|
| Assessed charge               | Cambridge Water applies assessed charges where it would be impractical or unreasonably expensive to fit a water meter.  |
| Business Rateable Value       | A rateable value in a list maintained under section 41 (local rating lists) or 52 (central rating lists) of the Local Government Finance Act 1988.  |
| Bulk meter                    | A meter that serves more than one premises.   |
| Bulk meter agreement          | A written agreement with a person who has agreed to pay all the charges for a premises served by a bulk meter.  |
| Charging year                 | The period from 1 April to 31 March.  |
| Code of Practice              | Cambridge Water's Code of Practice which is available via its website or on request by calling 01223 706050.  |
| Common Billing Agreement      | A deed of agreement signed by both Cambridge Water and the management company of the premise where there is one common supply pipe with a common meter serving multiple premises. The management company agree to pay the water charges for the whole property (i.e. if the property consists of flats then the management company agrees to divide the charge between the tenants and collect in with the rent). |
| Communication pipe            | The pipe that runs between the water main and the boundary of the street/property. This pipe is the property of Cambridge Water.  |
| Company/Us/We                 | Cambridge Water, part of South Staffordshire Water Plc.   |
| Consumer Council for Water    | CCWater is an independent and statutory consumer body representing the consumer's interest in matters relating to the provision of water and wastewater services.   |
| Cubic metre (m <sup>3</sup> ) | 1,000 litres.   |
| Customer                      | The person or entity liable to pay charges to the company for water supplied to any premises. This person will be the occupier unless the company has agreed with another person to accept payment from them.   |
| Domestic customer             | A customer in respect of water supplied to domestic premises.   |
| Domestic purposes             | Domestic purposes are defined by section 218 WIA 1991. Domestic purposes include water for drinking, washing, cooking, central heating and sanitary purposes and uses outside a house connected with its occupation not involving the use of a garden sprinkler, hosepipe or similar apparatus.   |
| Household customer            | A customer occupying premises used or intended for use as a dwelling.   |
| Household premises            | Premises used or intended for use as a dwelling.  |
| Megalitre (Ml)                | 1000m <sup>3</sup> or 1,000,000 litres.   |
| Meter                         | A meter installed by Cambridge Water, or fitted in accordance with a specification approved by Cambridge Water, which has been approved by the company for charging purposes.   |
| Metered charges               | Charges which include an element calculated by reference to the volume of water passing through a meter.  |

|                       |   |
|-----------------------|---|
|                       | <p>A mixed-use property is defined as a property that has household and non-household use from the same supply.</p>   |
| Mixed-use property    | <p>Where the primary usage of the mixed supply is for domestic purposes customers may be eligible for the relevant tariffs, leakage allowances and meter installation costs subject to the appropriate eligibility criteria stated within this Charges Scheme.</p> <p>Unless otherwise notified Cambridge Water will assume that mixed-use properties are primarily for business use.</p> |
| Non-domestic premises | Those premises which do not fall within the classification of domestic.   |
| Occupier              | The person who has sufficient control over premises to put them under a duty of care to lawful visitors. Where there is no such person (such as where a property is partially let, or let for periods of less than 12 months, or is in multiple occupation) the owner may be regarded as the occupier.  |
| Ofwat                 | Water Services Regulation Authority.  |
| Premises              | Includes any land or structure which is connected either directly or indirectly to Cambridge Water's supply network or is being considered for connection.  |
| Rateable Value (RV)   | The value of premises shown in the official valuation list on 31 March 1990.  |
| Service pipe          | The pipe that runs between Cambridge Water's water main and a property. It comprises the communication pipe (owned by Cambridge Water) and the supply pipe (owned by the customer).   |
| SIC                   | Standard Industry Classifications.  |
| Supply pipe           | The pipe that runs from the boundary of the street/property to the property. Whoever owns the premises is the legal owner of the supply pipe.   |
| Sewerage              | See Wastewater.   |
| Wastewater            | Where appropriate wastewater refers to sewerage, surface water and trade effluent.  |
| WIA 91 or WIA 99      | Water Industry Act 1991 or 1999.  |

## 20. How to contact Cambridge Water

General Information can be found on our website:

<http://www.cambridge-water.co.uk>

This information includes:

Our Code of Practice for Leakage (Household Customers)

Our Codes of Practice for Household Customers

Our Code of Practice for Household Customer Debt

Cambridge Water's offices are open 8.30am to 5pm Monday to Friday (excluding public holidays).

The company is open 24 hours a day for emergency calls.

**For all enquiries: 01223 706050**

### **Postal address:**

Cambridge Water

PO Box 7040

Green Lane

Walsall WS1 9QG

Telephone: 01223 706050

Fax: 01223 214052

Email: [info@cambridge-water.co.uk](mailto:info@cambridge-water.co.uk)

Website: [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

### **Our Commitment to You**

#### **Customer Complaints Procedure**

Cambridge Water is committed to providing the best possible service at all times. If you are not happy with any part of our service we want to know so we can put it right as quickly as possible. In the first instance, please call us on 01223 706050.

We offer a nominee service whereby if you prefer, you can nominate someone who helps you to look after your affairs to liaise with use on your behalf. We will need written agreement from you both before we proceed.

The company values and act on comments to improve the way it deals with other customers in the future.

Written complaints should be addressed to Customer Services, Cambridge Water, PO Box 7040, Green Lane, Walsall, WS1 9QG.

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Anyone who is dissatisfied with the way their complaint has been dealt with may request an independent review from the Consumer Council for Water (CCWater).

CCWater is an independent national body set up to protect consumer interests. It will investigate customer complaints relating to Cambridge Water's business activities. The regional office and committee may then act on a complainant's behalf to try and resolve a complaint with Cambridge Water:



### **Consumer Council for Water**

1<sup>st</sup> Floor, Victoria Square House  
Victoria Square  
Birmingham  
B2 4AJ

Telephone: 0300 034 222

Website: [www.ccwater.org.uk](http://www.ccwater.org.uk)

Email: [enquiries@ccwater.org.uk](mailto:enquiries@ccwater.org.uk)

Any collection activity relating to a customer's account will be put on hold while Cambridge Water awaits a response from CCWater.

If you remain dissatisfied following CCWater's efforts to resolve your complaint, you may be eligible to refer it to the Water Redress Scheme known as WATRS. WATRS is a voluntary alternative dispute resolution (ADR) scheme to help resolve the very small number of customer complaints where the customer remains dissatisfied after the company procedure and CCWater involvement. WATRS provides an alternative to going to court or a tribunal.

WATRS decision is binding on the water company.

You can make an application, free of charge, via WATRS website [www.watrs.org](http://www.watrs.org) or you can email [info@watrs.org](mailto:info@watrs.org) to ask for an application form to be sent to you.

Guidance notes are also available on the website or you can request that a copy be sent to you by telephoning 0207 520 3801.

WATRS

Centre for Effective Dispute Resolution  
International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU

Further information about WATRS can be found on our website: [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

### **Ofwat**

Ofwat is the Government department responsible for making sure that the water industry in England and Wales provides customers with a good quality product and efficient service at a fair price.

Ofwat also deal with some cases, examples of these include:

- Those about water and sewerage companies' powers to lay pipes on private land
- Concerns that water companies are allegedly breaking their licence conditions or their main water supply or sewerage duties
- Complaints about anti-competitive behaviour under the Competition Act 1998, for example colluding on pricing or bidding for contracts

For more information visit [www.ofwat.gov.uk](http://www.ofwat.gov.uk)

For further details please refer to the Code of Practice available on the Cambridge Water website: [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk).

## 21. Statutory Regulatory Bodies and other useful addresses

### **Consumer Council for Water**

1<sup>st</sup> Floor, Victoria Square House  
Victoria Square  
Birmingham  
B2 4AJ

**Telephone:** 0300 034 2222

**Email:** [enquiries@ccwater.org.uk](mailto:enquiries@ccwater.org.uk)

**Website:** [www.ccwater.org.uk](http://www.ccwater.org.uk)

### **Water Services Regulation Authority (Ofwat)**

Centre City Tower  
7 Hill Street  
Birmingham  
B5 4UA

**Telephone:** 0121 644 7500

**Email:** [enquiries@ofwat.gsi.gov.uk](mailto:enquiries@ofwat.gsi.gov.uk)

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### **Anglian Water**

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### **Drinking Water Inspectorate**

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