



Wholesale and Household Tariff document

Setting out tariffs for 2025/2026 in relation to services provided by
County Water Limited

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Legal foreword

This version of the Wholesale and Household Tariff Document dated 10/03/2025 was published by County Water Limited and is designated by County Water Limited as the Wholesale and Household Tariff Document.

This document has been produced to provide guidance on when we will apply primary and non-primary charges to companies who provide retail services to household and non-household customers and the tariffs that will apply. The tariffs published in this document are applicable for the charging period 1st April 2025 – 31st March 2026.

The legal relationship between County Water and retailers is regulated by relevant legislation and written contracts, which require compliance with, among other things the Wholesale Contract/Wholesale-Retail Code. This document should not be relied upon as an accurate summary of any legal obligations that exist elsewhere

Updates to this document

We are constantly working to improve our services; therefore, we may need to update this document where necessary.

Updates will be recorded in the below table.

Date	Version	Updates
10 th March 2025	1.0	Publication

Wholesale and Household Tariff Document Introduction

This document sets out the wholesale and household tariffs for County Water relating to household and non-household customers for the period commencing 1 April 2025 and has been created in accordance with Ofwat's wholesale charging rules.

The information in this document should be considered alongside the following:

- The Wholesale Contract/Wholesale-Retail Code;
- The Market Arrangements Code;
- The Wholesale charging rules issued by the Water Services Regulation Authority under sections 66E and 117I of the Water Industry Act 1991

Throughout this document references are made to and refer to 'you', the retailer and 'we', County Water Limited.

This document sets out the information that you need to identify when tariffs may apply, the actual tariffs (where available) and any conditions that relate to the tariffs and services.

It should be noted that the tariffs in this document are calculated excluding VAT and any other taxes that may be applicable.

This document contains five main parts:

Part A: Primary charges scheme – details how we will apply our household and non-household primary and special agreement wholesale tariffs for 2025-26.

Part B: Primary tariff schedule – sets out our household and non-household primary and special agreement wholesale tariffs for 2025-26.

Part C: Non-primary charges scheme and schedule – details the non-primary wholesale tariffs for 2025-26 and sets out conditions that will apply in addition to the Wholesale Contract/Wholesale-Retail Code.

Part D: Payment and credit support terms – sets out the payment and credit terms which will apply in respect of all primary and non-primary wholesale charges payable to County Water by a retailer.

Part E: Defined terms – explains the meaning of key terms used within this document.

Part A: Primary charges scheme

A.1.0 Waste water wholesale charges scheme 2025

This scheme, referred to as the County Water Limited Waste water wholesale charges scheme 2025, is made by County Water Limited under Section 143 of the Water Industry Act 1991 and shall operate from 1 April 2025 until 31 March 2026 inclusive Part A: and Part B: of this document set out wholesale charges applicable to households and wholesale charges that we make to retailers for the provision of services to non-household customers.

These charges apply to the period 1 April 2025 until 31 March 2026. Wholesale charges have been prepared to comply with wholesale charging rules issued by Ofwat. Although the wholesale charging rules only apply to charges that wholesalers make to retailers for the provision of services to non-household customers, for the purposes of demonstrating compliance with the price controls determined by Ofwat in respect of wholesale activities, we are required, to publish all wholesale charges in one document.

A.1.1 Interpretation

- (1) Subject to sub-clause (2), the Interpretation Act 1978 shall have effect for the interpretation of this scheme as it has effect for the interpretation of an Act of Parliament.
- (2) All of the defined terms that are set out in Part E: Defined terms of the Wholesale Tariff Document and appear in this scheme shall have the meaning set out in Part E: Defined terms of the Wholesale Tariff Document.

A.1.2 General

(1) It is intended that the charges to be made under this scheme will, with any other relevant sources of revenue, provide the income necessary to finance the waste water and sewage disposal functions of County Water. These include elements of foul water and surface water. These charges will be fixed with due regard to the principles laid down in the Act.

(2) To the extent that any part of this charges scheme is inconsistent with any agreement between a retailer and County Water, the terms of the agreement will prevail.

A.1.3 Other charges

- (1) For services performed, facilities provided or rights made available in pursuance of the waste water and sewage disposal functions of County Water, County Water may fix such charges as appear to be appropriate.
- (2) Without prejudice to the generality of sub-clause (1) and its ability to fix further charges, some other charges which have already been fixed by County Water are shown in Part B: Primary tariff schedule. These are charges for the reception, treatment and disposal of the contents of cesspools and septic tanks in accordance with the following provisions:
 - (a) The charges shall have regard to the estimated annual regional costs of the service for the relevant year;
 - (b) There shall be two rates of charge based on the strength of the effluent received from the cesspools and/or septic tanks. These rates apply to those sites where the strength of effluent is monitored:
 - (i) The first rate will apply to effluent with a suspended solids (SS) strength of 399 milligrams per litre (mg/l) or less;
 - (ii) The second rate will apply to effluent with a SS strength of 400 mg/l and above;
 - (c) The charges shall be calculated by multiplying the charge for monitored loads per cubic metre as shown in Part B: Primary tariff schedule fixed by reference to the quantity delivered to County Water;
 - (d) The charges shall be payable by the person requesting the service forthwith on delivery of an account by County Water to that person; and,
 - (e) The rate of charge to be applied shall be determined on the basis of County Water's measurement of the strength of the effluent. However, where for any reason no such measurement is made, the rate of charge shall be calculated by multiplying the charge as shown in Part B: Primary tariff schedule fixed by reference to the quantity delivered to County Water.

A.1.4 Payment of charges by retailers

The charges calculated shall be due and payable in accordance with the provisions of the Wholesale Contract for Wholesale Services between County Water and the retailer.

A.1.5 Charge variations

Surface Water Rebates - in cases where the retailer has established to the satisfaction of County Water that no surface water from eligible premises drains to a public sewer, the waste water charges shall be reduced by the amount shown in Part B: Primary tariff schedule.

County Water does not consider it appropriate to reduce charges where some (but not all) surface water from eligible premises drains to a public sewer. If at some future date County Water introduces surface water drainage charging on a site areas basis, this policy will be reviewed.

Any rebate will be applied from the date of a written application. No retrospective rebates will apply.

A.1.6 Return to sewer allowance

Reduction in chargeable meter size (with reference to pipe size) following acceptance of no return to sewer allowance.

Abatement percentage	Actual meter size and chargeable meter size (with reference to pipe size) mm										
	20	25	30	40	50	80	100	125	150	200	250
10% to 30%	20	25	30	40	50	80	100	125	150	200	250
31% to 35%	20	25	30	30	50	80	100	125	125	200	250
36% to 43%	20	25	25	30	50	80	100	100	125	200	200
44% to 55%	20	20	25	30	40	80	80	100	125	150	200
56% to 60%	12	20	25	25	40	50	80	100	100	150	200
61% to 63%	12	20	25	25	30	50	80	100	100	125	200
64% to 74%	12	20	20	25	30	50	80	80	100	125	150
75% to 82%	12	12	20	20	25	40	50	80	80	100	125
83%	12	12	20	20	25	30	50	80	80	100	125
84%	12	12	12	20	25	30	50	50	80	100	100
85%	12	12	12	20	25	30	50	50	80	100	100
86% to 88%	12	12	12	20	20	30	40	50	80	80	100
89% & 90%	12	12	12	12	20	25	40	50	50	80	100
91% to 93%	12	12	12	12	20	25	30	40	50	80	80
94% & 95%	12	12	12	12	12	20	25	30	40	50	80
96%	12	12	12	12	12	12	25	25	30	40	50
97%	12	12	12	12	12	12	20	25	30	40	50
98%	12	12	12	12	12	12	20	20	25	30	40
99%	12	12	12	12	12	12	12	12	20	25	30

Part B: Primary tariff schedule

This section sets out the Wholesale Charges Schedule made by County Water Limited under the Section 143 of the Water Industry Act 1991 (as amended). It contains the wholesale household and non-household primary and special agreement wholesale charges for 2025-26.

The Charges at Part A: (insofar as they apply to non-household customers) have been prepared in accordance with the Wholesale Charges Rules.

B.1.0 Waste water charges

Household premises receive the following charges:

- Fixed charges (full or abated) for waste water services (charge is fixed for all households);
- Variable charge for waste water services (based on metered usage and volumetric unit rate).

Non-household charges are levied as follows:

- Variable charge for waste water services (based on metered usage and volumetric unit rate);
- Fixed charge (full or abated) for waste water services (charge varies by pipe size).
- Supplementary waste water annual charge for large user status.

B.1.1 Fixed charges per year

Pipe Size		Waste water	
Millimetre	Inches	Full	Abated*
Single household*	N/A	£130.22	£80.06
Non-Households			
12/15	0.5	£79.04	£28.88
20/22	0.75	£177.84	£64.98
25/28	1.00	£316.16	£115.52
30/32/35	1.25	£494.00	£180.50
40/42	1.50	£711.36	£259.92
50/54	2.00	£1,264.64	£462.08
65	2.50	£1,976.00	£722.00
75/80	3.00	£2,845.44	£1,039.68
100	4.00	£5,058.56	£1,848.32
125	5.00	£7,904.00	£2,888.00
150	6.00	£11,381.76	£4,158.72
200	8.00	£20,234.24	£7,393.28
250	10.00	£31,616.00	£11,552.00
300	12.00	£45,527.04	£16,634.88

* Where a single household premises does not discharge surface water to our sewers, they can claim a rebate of £50.16. Where there are a number of households in a block and the charges for the block are paid by reference to a bulk meter by a managing agent or landlord, the fixed charge and any surface water drainage rebate that may apply will be based on pipe size and calculated by reference to the figures under "Bulk metered households" above.

B.1.2 Volumetric charges (All rates in p/m³)

Households	
Consumption	Volume Charge (p/m³)
Waste water Supply	154.80 pence
Non-Households	
Consumption (m³)	Volume Charge Waste water (p/m³)
0 – 100,000	162.95
Over 100,000	130.36

*Note that volumetric waste water service charges relate exclusively to foul drainage.

If the non-household customer is subject to Trade Effluent charging but no Trade Effluent meter is installed, wastewater volumes will be split between domestic sewage and Trade Effluent by reference to Section B.2.8.

B.1.3 Fixed charges – unmetered per year

Pipe Size		Waste water	
Millimetre	Inches	Full	Abated*
All households	N/A	£82.93	£45.55
Non-Households			
12/15	0.5	£79.04	£28.88
20/22	0.75	£177.84	£64.98
25/28	1.00	£316.16	£115.52
30/32/35	1.25	£494.00	£180.50
40/42	1.50	£711.36	£259.92
50/54	2.00	£1,264.64	£462.08
65	2.50	£1,976.00	£722.00
75/80	3.00	£2,845.44	£1,039.62
100	4.00	£5,058.56	£1,848.32

* Where a household premises does not discharge surface water to our sewers, they can claim an abatement of £37.38

** Where a non-household premises does not discharge surface water to our sewers, an abatement can be claimed based on pipe size.

B.1.4 Assessed household charge

Where the assessed household charge is payable, it will be calculated on the basis set out below.

Household Assessed premises receive the following charges:

- Fixed charge (full or abated) for wastewater services (charge is fixed for all households)
- Variable charge for wastewater services (based on number of bedrooms/single occupier)

Band	Bedrooms	Waste water
1	0/1 Bedroom	£159.66
2	2 Bedrooms	£172.20
3	3 Bedrooms	£195.73
4	4 Bedrooms	£214.46
5	5 or more Bedrooms	£239.39
6	Single Occupier*	£132.42

In addition, the customer pays a fixed charge of £128.83 for Waste water (£78.67 for abated Waste water) as detailed in Table B.1.4 Fixed charges - unmetered per year above.

* Single occupier – ie, one person only. A single parent with children at the same address will not be classed as a single occupier. The single occupier charge applies provided County Water has received satisfactory confirmation that there is only one occupier.

Household Assessed premises receive the following charges:

- Fixed charge (full or abated) for waste water services (charge is fixed for all households);
- Variable charge for waste water services (based on number of bedrooms/single occupier).

County Water reserves the right to transfer household customers from the assessed household charges listed in the table above to the no access charge (£361.82 waste water), where the household customer has denied access for the purpose of fitting, replacing, maintaining or reading a meter.

B.1.5 Business assessed

Where it is impractical or infeasible to meter non-household premises, we may assess water usage. In this circumstance we will request information about the type of business, the industrial category of the business (SIC code) and how many people work at the site. Using this information, we will allocate the premises to one of the five bands of assessed charges as shown below. The assessed usage for the premises will be calculated by multiplying the number of full-time employees (or equivalent) by the assessed usage per employee (band 1-5) shown in the table below. If the non-household customer is subject to Trade Effluent charging but no Trade Effluent meter is installed, assessed wastewater volumes will be split between domestic sewage and Trade Effluent by reference to Section B.2.8.

The volumetric charge to the premises is calculated by multiplying the assessed usage by the volumetric tariff. A business assessed wastewater fixed charge is payable in addition based on pipe size.

If circumstances change, and this change affects the basis of the assessed charges, you should notify us and/or the market operator with the updated information as appropriate. You must update any change to the SIC code data held by the market operator directly. Should you become aware of other relevant changes (such as a change in the number of employees at the site, or the addition of catering facilities) you must submit these details to us using the relevant form (specified in the Wholesale Contract/Wholesale-Retail Code) within 30 business days of the date on which you became aware of the change.

Business Assessed premises are charged as follows:

- Fixed charge (full or abated) for waste water services (charge varies by pipe size)
- Variable charge for waste water services (based on assessed usage and volumetric unit rate)

B.1.6 Business assessed bands

Business tyoe	Band	Assessed Usage per Full Time Employee (or equivalent)
Shops, Offices, Doctors Surgeries	1	15 m ³ per year
Hairdressers, Dental Practices, Takeaways	2	50 m ³ per year
Cafes, Restaurants, Schools, Nurseries, Guest Houses, B&Bs	3	100 m ³ per year
Dry Cleaners, Sports Facilities, Clubs, Bars, Pubs	4	200 m ³ per year
Factories, Hospitals, Community Centres, Church Halls, Communal Areas, Golf Courses, Farms	5	By inspection

B.1.7 Business assessed volumetric charges

Assessed Usage (m ³ per year)	Volume Charge Waste water
0 – 20,000	162.95 pence per m ³

*Note that volumetric waste water service charges relate exclusively to foul drainage.

B.1.8 Business assessed fixed charges per year

Assessed pipe size		Waste water	
Millimetre	Inches	Full	Abated*
12/15	0.5	£79.04	£28.88
20/22	0.75	£177.84	£64.98
25/28	1.00	£316.16	£115.52
30/32/35	1.25	£494.00	£180.50
40/42	1.50	£711.16	£193.68
50/54	2.00	£942.40	£259.92
65	2.50	£1,976.00	£722.00
75/80	3.00	£2,845.44	£1,039.68
100	4.00	£5,058.56	£1,848.32

*Where a non-household premises does not discharge surface water to our sewers, an abatement can be claimed based on pipe size.

B.1.9 Trade effluent charges

Trade effluent charges apply for the treatment and disposal of effluent from trade discharges into the public sewer system.

Where a discharge is a mixture of trade effluent and domestic sewage, we will determine how much of each is discharged and apply charges as appropriate.

Trade Effluent charges are levied as follows:

- Variable charge for reception (based on metered usage and volumetric unit rate);
- Variable charge for primary treatment (based on metered usage and volumetric unit rate);
- Variable charge for biological treatment (based on volume, sample strength and unit rate);
- Variable charge for solids treatment (based on volume, sample strength and unit rate);
- Variable charge for ammonia treatment (based on volume, sample strength and unit rate);
- Fixed charge for trade effluent services (charge varies by consumption band); and
- Supplementary trade effluent annual charge for large user status.

In addition, a fixed charge and volume charge for wastewater services as detailed in section B.1.1 & B.1.2 are also payable.

Volume charges for trade effluent are calculated by applying the following standard charges to the trade effluent formula shown in Part A: Primary charges scheme.

Additional charges apply relating to sampling and analysis. These charges are detailed in Part C: Non-primary charges scheme and schedule.

B.2.0 Standard volume charge per cubic metre or kg of trade effluent

Description	Charge
Reception and Conveyance (R)	24.65 pence per m ³
Primary Treatment (V)	28.82 pence per m ³
Biological Treatment (B)	36.95 pence per kg
Solids Treatment (S)	35.36 pence per kg

B.2.1 Average strength factors used in trade effluent formula

Mogden formula element	Element symbol	Average strength
Chemical Oxygen Demand	-Os	445mg/l
Settleable Solids	-Ss	336mg/l

B.2.2 Standard strength discharges (mg/l)

Standard strength premises	Value for Ot	Value for St
Launderettes	576	58
Car washes	88	62
Dry cleaners	30	7
Commercial swimming pools	120	108
Small / micro-brewery	1,730	88
Concrete contaminated sites (batching plants, wheel washes on construction sites)	116	58
Laboratory glassware washing	308	34
Bus wash	621	92
Train wash	594	71
Contaminated surface water at waste transfer sites	638	81
Gasholder runoff	20	11
Groundwater	118	114

Standard strength discharges, shown in the table above, will be applied for charging purposes unless we determine that it is not a suitable basis of charge in specific circumstances or if the customer requests charging to be based on sample results.

B.2.3 Other trade effluent charges

Description	Charge
Minimum charge per annum or duration of consent, whichever is the shorter	£141.38
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	2.86 pence per m ³

B.2.4 Trade effluent fixed charges

Discharge volume (m ³ per annum)	Charge	Minimum Charge
0 – 500	-£26.50	£220.74
500 – 1,000	£0.00	N/A
1,000 – 5,000	-£51.00	N/A
5,000 – 20,000	-£0.00	N/A

B.2.5 Large volume trade effluent user tariff

If the annual bill is more than £166,565 at any one site (or sites qualifying for aggregation), the charge will be based on our large user trade effluent tariff. This includes an annual charge in addition to the volumetric charges set out in Table B.2.6 Large user volume charge per cubic meter or kg of trade effluent.

B.2.6 Large user volume charge per cubic meter or kg of trade effluent

Description	Charge
Reception and Conveyance (R)	20.03 pence per m ³
Primary Treatment (V)	23.12 pence per m ³
Biological Treatment (B)	29.63 pence per kg
Solids Treatment (S)	28.37 pence per kg
Large User annual fixed charge	£33,312.92

B.2.7 Calculated Discharges

In the absence of any direct or indirect measurement of trade effluent volumes discharged by the non-household customer, the Trade Effluent volumes shall be assessed in accordance with the Trade Effluent Consent or otherwise in agreement with the nonhousehold customer. This agreed volume of Trade Effluent discharge may be entered as a calculated discharge.

If the non-household customer is consented for the discharge of contaminated surface water and the volume is not metered, we will calculate a discharge volume based on average rainfall over the contaminated surface area as a calculated discharge.

If an installed private trade effluent meter does not have the capacity to record a continuous index read but does measure a total volume of trade effluent discharged, the meter, where necessary, will be registered in the market as a calculated discharge. This will require you to submit these trade effluent volumes as calculated discharge volumes at the submission frequency specified by us.

B.2.8 Infrastructure charges

For the infrastructure charges please refer to the charges published on our website.

B.2.9 Wholesale connection charges

You can find the charges for the provision of water main, connection of a service pipe to one of our mains, drain or sewer communication with our public sewers and provision of a lateral drain, in the charging arrangements for new connection services document published on our website.

Part C: Non-primary charges scheme and schedule

Non-primary tariffs normally relate to one off or discrete services which are delivered in addition to any primary tariffs outlined in Part B: Primary tariff schedule. This document sets out when charges will be applied to the services described in Part C, the tariffs we expect to charge, as well as conditions surrounding the delivery of each service. In addition to setting out tariffs that apply to our appointed services and those covered by the Wholesale Contract/Wholesale-Retail Code, we have also included details of tariffs that apply to additional services that we offer to retailers.

C.1.0 Maintaining existing supply point data

We maintain supply point data within the market registration system and where we are the data owner, we can make any changes that are identified. You can inform us that you believe a change is needed to the market data and we will investigate in line with the conditions set out below. We will charge you and you will be liable to us for that charge, for a desktop analysis and/or a survey charge, to investigate whether the market data needs to be changed in the market registration system. If we conclude our investigations and the market data is found to be inaccurately registered in the market registration system, no charge will apply.

C.1.1 Maintaining existing supply point data tariffs

Service	Desktop analysis	Site survey
Maintaining existing supply point data	£57	£106

Note: a request beyond the standard service may require a price on application

Appointments and cancellations

Site surveys and visits can normally be carried out without the need for appointments or the presence of the customer. If required, appointments will be arranged during the following working hours, excluding bank holidays and public holidays:

- Monday – Friday, 9am – 5pm

Appointments outside our normal working hours can be scheduled at other times and these would need to be agreed and priced on application.

Exclusions

We can only update the market data if we are the data owners. Where we are not the owner and believe it to be incorrect, we will query the item with the owner, for example, another wholesaler.

C.1.2 Verifying meter details or supply arrangements

We can verify meter asset details including location and meter supply arrangements upon request. We will charge you and you will be liable to us for that charge, for a desktop analysis and/or a site survey charge, to investigate whether the market data are accurately registered. If we conclude our investigations and the market data is found to be inaccurately registered in the market registration system, no charge will apply.

Service	Desktop analysis	Site survey
Verifying meter details or supply arrangements	£57	£106

Note: a request beyond the standard service may require a price on application.

Appointments and cancellations

If required, appointments will be arranged during the following working hours, excluding bank holidays and public holidays:

- Monday – Friday, 9am – 5pm

Appointments outside our normal working hours can be scheduled and would need to be agreed and priced on application.

We may need to temporarily limit supply of water services in order to carry out this service. If the premises is flagged as a sensitive customer, or has a site specific arrangement we will take this into account and take the appropriate action.

C.1.3 Assessing applications for trade effluent consents

You can request a trade effluent consent on behalf of your non-household customer. We will assess applications for the following types of consents:

- Temporary consent – valid for a maximum period of 6 months from the date it was issued; and,
- Full consent – all other Trade Effluent discharges not covered by the above, no time limited validation.

An application fee will be charged in relation to each application made and if samples are required in order to assess the application, we will also charge you for each sample that we take as detailed below. If sewerage modelling is required, we will charge on a price on application basis. Tariffs will be charged, and you will be liable for, in line with the conditions set out below.

Assessing applications for trade effluent consents	Trade effluent consent fee	Abortive charge	Sewerage modelling
Temporary application fee	£63	£63	POA
Full application fee	£296	£83	POA
Sample fee	£129	£88	POA

Note: a request beyond the standard service may require a price on application.

Service requests and ordering

If the request form is materially complete, we will review it to decide if we can issue a consent and the conditions to be applied. If the form isn't materially complete, we will tell you what information we need. If we do not receive the information within 5 business days, we will reject the application and you will need to restart the process. Please note we will require a scanned copy of an application which your non-household customer has signed.

Consents cannot be transferred to a new owner or occupier of the premises. New owners or occupiers of the premises who would like permission to discharge trade effluent must apply for a consent. Under section 125 of the Water Industry Act 1991, we may decide to change the conditions of a trade effluent consent at any time if we consider it necessary to do so in order to protect persons that are likely to be affected by the discharge.

Abortive charges

Abortive charges apply to this service in line with our general conditions and may also apply where we have arranged a site survey or sampling visit. Tariffs are set out in the table above and you shall be liable for all such tariffs and charges.

Investigations

We may need to undertake a site survey to assess the application. We will contact you or your non-household customer, where you've given us permission to do so, to arrange the survey as appropriate.

If sewerage modelling or other studies are necessary to complete the assessment, it's likely that we will apply additional charges which will be priced on application.

If details of the application need to be referred to the Environment Agency or any other appropriate agency/body we will let you and your non-household customer know and keep both of you updated regarding any communication and progress relating to the referral.

Exclusions

We will not register short term consents with the market operator. All short-term discharges will be treated as non-primary charges and calculation methods can be found in B.2.0 Trade Effluent charges.

C.1.4 Assessing variations for trade effluent consents

You can request a change to a trade effluent consent on behalf of your non-household customer, commonly known as a variation request.

An application fee will be charged in relation to each application made. In addition to this, if samples are required to assess the application, we will also charge you for each sample that we take as detailed below. If sewerage modelling is required, we will charge on a price on application basis. Abortive charges apply in line with our general conditions where we have arranged a site survey or sampling visit. Tariffs will be charged, and you will be liable for, in line with the conditions set out below.

Assessing applications for trade effluent consents	Trade effluent consent fee	Abortive charge	Sewerage modelling
Application fee	£296	£83	POA
Sample fee	£129	£88	POA

Note: a request beyond the standard service may require a price on application.

Service requests and ordering

If the request form is materially complete, we will review it, to decide if we can issue a variation and any conditions that need to be applied. If it isn't materially complete, we will tell you what information we need. If we do not receive the information within 5 business days, we will reject the application and you will need to restart the process.

Consents cannot be transferred to a new owner or occupier of the premises. New owners or occupiers of the premises must apply for a consent if they would like permission to discharge trade effluent.

Under section 125 of the Water Industry Act 1991, we may decide to change the conditions of a trade effluent consent at any time if we consider it necessary to do so in order to protect persons that are likely to be affected by the discharge.

Abortive charges

Abortive charges apply to this service in line with our general conditions and may also apply where we have arranged a site survey or sampling visit. Tariffs are set out in the table above and you shall be liable for all such tariffs and charges.

Investigations

We may need to undertake a site survey to assess the application. We will contact you or your non-household customer, where you've given us permission to do so, to arrange the survey as appropriate.

If sewerage modelling or other studies are necessary to complete the assessment, it's likely that we will apply additional tariffs which will be priced on application.

If details of the application need to be referred to the Environment Agency or any other appropriate agency or body, we will let you and your non-household customer know and keep both of you updated regarding any communication and progress relating to the referral.

C.1.5 Sampling & analysis for trade effluent billing

Under the terms of a trade effluent consent your non-household customer must pay for any monitoring and analysis that we carry out. Following the issue of a trade effluent consent we will assess how trade effluent charges will be calculated. We will take samples and carry out an analysis to enable trade effluent billing.

We may take either:

- banding samples to allocate discharge to specific charging bands; or,
- billing samples, to determine the variable strength of the discharge for billing purposes.

Tariffs will be charged, and you will be liable for, in line with the conditions set out below.

Service	Sample fee	Abortive charge
Sampling & analysis for trade effluent billing	£117 per sample	£80

Note: a request beyond the standard service may require a price on application.

Investigations

If **standard strength** as set out in B.2.0 Trade Effluent charges is not an appropriate method to use we may need to carry out a sample survey. We will normally collect a minimum of 6 samples from each discharge point. However, we may decide that more samples are needed. The tariff of each sample is set out in the table above. For example, where 6 samples are required you will be charged for 6 x the tariff per sample set out in the table above.

We will use the sample results to determine whether charges should be calculated using banding or sampling methods, as follows:

- **Banded billing:** we will use the averages of the results from the sample survey to identify the strength and also assess how much effluent is likely to be discharged and then allocate an appropriate tariff based on the likely value of the discharge; and,
- **Sampled billing:** we will establish the number of samples which need to be taken using a statistical analysis assessment. A minimum of 24 samples need to be collected per sample point per year. For example, in the case where we need to take 24 samples a year, you will be charged 24 x the tariff per sample set out in the table above.

Abortive charges

Abortive charges apply to this service in line with our general conditions for abortive visits where we have arranged a site survey or sampling visit. Tariffs are set out in the table above and you shall be liable for all such tariffs and charges.

C.1.6 Sampling & analysis for trade effluent by customers

Under the terms of a trade effluent consent your non-household customer must pay for any monitoring and analysis that we carry out. If your non-household customer wants to make their own arrangements for trade effluent billing samples to be collected and analysed, they should contact you. We may need to carry out initial sampling in parallel and will charge in line with the tariff below. You will be liable for all such tariffs and charges outlined below.

Service	Sample fee	Abortive charge
Sampling & analysis for trade effluent by customers	£117 per sample	£80

Note: a request beyond the standard service may require a price on application.

Standard service

To collect and analyse trade effluent samples your non-household customer must:

- demonstrate the ability to collect and analyse samples to our satisfaction including flow proportional, refrigeration, storage of samples, bottles used, equipment etc. This may involve us carrying out a site visit;
- ensure sampling procedures are to Environment Agency of England & Wales Monitoring Certification Scheme or equivalent standards;
- have the samples analysed to United Kingdom Accreditation Service accredited laboratory standards for the required operational parameters;
- initially be sampled by us until bipartite samples show the results are comparable to ours over a period of three to six months;
- allow us to undertake an audit upon request;
- provide sample analysis results on demand in the manner specified, within the specified timeframe and frequency; and,
- analyse the samples for settled chemical oxygen demand (Ot), settleable solids (St) and if appropriate, ammoniacal nitrogen (At) and other determinants required.

Exclusions

We may decide to remove permission for your non-household customer to collect samples if we are not confident or satisfied with the sampling method, analysis and storage carried out. We may also decide to remove permission for your non-household customer to collect samples if the result is not provided to us within the specified time.

Abortive charges

Abortive charges apply to this service in line with our general conditions for abortive visits where we have arranged a site survey or sampling visit. Tariffs are set out in the table above and you shall be liable for all such tariffs and charges.

C.1.7 Monitoring trade effluent discharges

Under the terms of a trade effluent consent your non-household customer must pay for any monitoring and analysis that we carry out. We carry out visits to undertake routine and non-routine monitoring of trade effluent. Where samples taken establish that your customer is in breach of the conditions of their consent we will charge for the sampling and analysis. Tariffs will apply, which you shall be liable for, each sample that it is necessary in order to establish the breach.

Service	Sample fee	Abortive charge
Monitoring trade effluent discharges	£117 per sample	£80

Note: a request beyond the standard service may require a price on application.

Service requests and ordering

We have the right of entry at all reasonable times (under section 171 of the Water Industry Act 1991) allowing access to inspect such things as the sampling point and the inspection chamber where the trade effluent is discharged.

We may carry out monitoring visits at any time, without warning for example to investigate illegal discharges. Where we carry out sampling and analysis, this will be charged in line with the table above.

Abortive charges

Abortive charges apply to this service in line with our general conditions for abortive visits where we have arranged a site survey or sampling visit. Tariffs are set out in the table above and you shall be liable for all such tariffs and charges.

C.1.8 Other trade effluent charges applying to short term consents

We will assume a short-term discharge for the clean and flush of a heating or chilled water system will be billed on our lowest charging band unless glycol is present. If a short-term discharge contains glycol then we will calculate the charge based on the percentage of glycol having assumed settled chemical oxygen demand (Ot) and settleable solids (St) values determined by us. However, if we aren't sure that a standard strength category is suitable, or you would prefer charging to be based on sample results, we will take samples

to decide a suitable billing approach (either a banded or sampled approach as detailed in C.1.5 Sampling & analysis for trade effluent billing.)

Short term consents will be charged to you as non-primary charges and will be calculated in line with the trade effluent charges set out in B.2 Trade Effluent charges of the Primary Tariff Schedule.

Part D: Payment and credit support terms

The charges payable by a retailer shall be due and payable in accordance with the provisions of the Wholesale Contract for Wholesale Services between County Water Ltd and the retailer.

Invoicing

On or before 15 February in each calendar year, we will publish our invoicing timetable for primary charges and non-primary charges and associated credit notices, specifically:

- primary charges – we will issue invoices based on the billable amounts calculated on our behalf by the market operator and in line with planned settlement runs Where the market operator undertakes unplanned settlement runs we will issue invoices as appropriate;
- credit support notices - we will issue notices as per our invoicing timetable on the basis of P1 settlement files generated by the market operator and from time to time as changes to credit rating or credit scores dictate;
- non-primary charges - on a monthly basis we will issue you with an invoice for all of the related services utilised over the previous calendar month. There may be cases where we undertake ad hoc invoicing due to contractual obligations; and,
- we request that you pay all invoices in full within 15 calendar days of receiving our invoice, or 30 calendar days after the delivery month, whichever is later.

We will always exercise our contractual rights to terminate a contract should you fail to pay an invoice in a timely manner. Late payment of invoices will be subject to a late payment interest of 4% above Bank of England base rate and any non-payment of an invoiced amount may lead to us declaring you a defaulting trading party, as per the Wholesale Contract/Wholesale-Retail Code, and to the termination of our contract with you.

Making payments

Primary charges - where any reconciliation balances results in us owing you money we will credit your bank account and we will pay you directly within 15 business days from the date of the credit note we issued. We will pay money via BACS into a bank account that you have declared.

Non-primary charges - if we were to owe you money associated to a service with nonprimary charges we will issue you a credit note in line with the Wholesale Contract/Wholesale-Retail Code.

Guaranteed Standards Scheme Regulations and drought payments

To meet our requirements under the Wholesale Contract/Wholesale-Retail Code, we will make payments to you on a daily basis as needed, or if agreed, an accumulated monthly payment, for any Guaranteed Standards Scheme Regulations payments due.

Under the Wholesale Contract/Wholesale-Retail Code, you are required to pass on any relevant payments to your non-household customers, including drought payments.

Payments to your non-household customers

There may be scenarios where we will make payments to you to pass on to your non-household customer for example, we may offer payments to contribute to energy consumption for Flood Local Improvement Project devices, or similarly, for energy consumption when a Small Sewerage Pumping Station is located on the customer's premises.

In accordance with the Wholesale Contract/Wholesale-Retail Code, you will be expected to pass any relevant payments on to your non-household customer.

We do not currently offer any contributions, financial offerings or incentives for a meter to be installed at an unmeasured supply point or vacant premises identification.

Credit support

We will apply the requirements of the Wholesale Contract/Wholesale-Retail Code to ensure that, at all times, you have established the appropriate level of credit support. We will always exercise our contractual rights to terminate a contract should you fail to establish the appropriate level of credit in a timely manner.

We have entered into a number of alternative eligible credit arrangements in order to allow retailers to reduce the amount of credit support required which are published on our website. Equivalent terms are available to all retailers selecting the post payment option.

Primary charges credit support – will be in line with the requirements of the Wholesale Contract/Wholesale-Retail Code.

Back charging

The maximum back charge allowed under prevailing market rules, contracts and regulations will be sought.

Part E: Defined terms

This is a list of the definitions that have been included in our Wholesale Tariff Document. It is intended that the terms used in this document are entirely consistent with the same terms used in the Wholesale Contract/Wholesale-Retail Code. In the event of any inconsistency, the definition in the Wholesale Contract/Wholesale-Retail Code shall prevail.

Definition	Description
Abatement	A reduction to a customer's charges, when for example, there is no rainwater feeding into the sewer system.
Abortive charge	A charge applied to a number of circumstances where we have unnecessarily incurred costs in relation to delivery of wholesale services.
The Act	The Water Industry Act 1991 including any statutory amendments whether made before or after the date of this document.
Agreement	An agreement with respect to the disposal of trade effluent made under the provisions of Section 129 of the Act.
Allowance	A volumetric adjustment applied to the measured consumption of your customer to reduce the chargeable volume for water and/or wastewater services due to firefighting, leakage, non-return to sewer or not having surface water feeding to sewer.
Business assessed charges	The business assessed charges fixed by County Water with reference to charging bands for the financial year 2025 – 2026 and which is set out in Part B: Primary tariff schedule.
Charging band	A unit cost for trade effluent derived from sample analysis results where the values for settled chemical oxygen demand (Ot) and settleable solids (St) fall within predefined range values.
Community building	A place of worship, village hall, scout or guide hut.
Consent	A consent given pursuant to a trade effluent notice served on County Water (or its predecessors) under the Act or under any predecessor legislation.
Data owner	The Market Operator or relevant Wholesaler or retailer in each case having responsibilities under Section 4.2.4 of the Market Terms and being the party responsible for each Data Item in accordance with CSD 0301 (Data Catalogue) and CSD 0105 (Error Rectification and Retrospective Amendments).
Eligible premises	i) for the purposes of the Wastewater Wholesale Charges Scheme, premises that receive sewerage services from a retailer and are drained by a sewer or drain connecting either directly or through an intermediate sewer or drain, with a public sewer provided by County Water Ltd; and, ii) for the purposes of the Trade Effluent Charges Scheme, trade premises from which a trade effluent is discharged into the public sewers of County Water whether or not via an intervening pipe or conduit.
Environment Agency	The body established by section 1 of the Environment Act 1995 and, as the context requires, any equivalent body with jurisdiction over areas in Wales such as Natural Resources Wales.

Definition	Description
Guaranteed Standards Scheme Regulations	Guaranteed minimum standards of service, as laid down in The Water Supply and Sewerage Services (Customer Service Standards) (Amendment) Regulations 2017.
Household customer	A customer that is not eligible to be provided with sewerage services by a sewerage licensee since the new retail market opened in April 2017.
Impractical (when related to installing a meter)	All new and existing non-household properties shall be metered where technically feasible. Due to cost and practicality constraints there are a number of circumstances here we do not meter existing properties; these are defined in our metering policy.
Infeasible (when related to installing a meter)	We do not believe that any installation is infeasible. It is possible to install a meter at any property, although it may be impractical to do so.
Materially complete	All mandatory information required is provided and the information is sufficient to enable us to undertake the service which has been requested.
Non-household customer	A customer that is eligible to be provided with sewerage services by a sewerage licensee since the new retail market opened in April 2017.
Non-primary charges	Has the same meaning as the definition of that term in the Wholesale Contract/Wholesale-Retail Code.
Non-primary services	In the context of the Wholesale Contract for Wholesale Services means those services provided by County Water Ltd to the retailer which attract non-primary charges and a range of customers which attract non-primary charges. For the avoidance of doubt, these charges are not calculated by the market operator. It should also be noted that some nonprimary services may also be provided direct by County Water Ltd to non-household customers.
Non-standard service	Additional services, over and above the “standard” services, which may be requested by a retailer and be subject to the provision of a quotation by the wholesaler.
Normal working hours	These are defined as hours within our published normal working hours.
Outside our normal working hours	These are defined as hours outside of our normal working hours, which may differ by service.
Outside Stop Valve	A valve, external to the premises which is used to control the supply of water to one or multiple premises.
Primary charges	Has the same meaning as the definition of that term in the Wholesale Contract/Wholesale-Retail Code.
Primary services	Those services provided by County Water Ltd to retailers which attract primary charges and are calculated by the market operator.

Definition	Description
Public sewer	Shall have the same meaning as in the Act.
The Regulations	The Water (Meters) Regulations 1988 (S.I. 1988(1048)) as amended.
Retailer	i) for the purposes of the Wastewater Wholesale Charges Scheme and the Trade Effluent Scheme, a company holding a sewerage licence granted under the provisions of Section 17BA of the Act.
Sensitive Customer	Any non-household customer who falls within the definition of sensitive set out in the TWUL Sensitive Customers Policy (non-household).
Service component	Means, <ul style="list-style-type: none"> • for sewerage services: metered foul sewerage, assessed sewerage, unmeasured sewerage, surface water drainage services, trade effluent services and charge adjustments.
Service pipe	A service pipe within the meaning given in the Act.
Service request	A formal request from a retailer/Inset Provider/Third Party for a service to be provided. Service requests will be made in writing using specified forms and will be sent through a series of order management channels offered by County Water Ltd Wholesale business.
Shared supply	A single supply from the main that feeds multiple properties, e.g. a block of flats that is fed by a single communications pipe and supply pipe.
Standard Service	Standard service as defined on a service by service basis.
Street works	The act of carrying out work, using equipment and machinery in the street or public highway. The rules that we must adhere to are set out in the New Roads and Street Works Act 1991 (NRSWA) and the Traffic Management Act 2004. Many local authorities also operate permit, notice and lane rental schemes which we must also comply with.
Supply pipe	The section of the water pipe that is the customer's responsibility, this normally runs from the premises boundary (or meter) to the inside stop valve.
Tariff	The individual tariff in this document by which one service or service component can be charged.
Temporary emergency disconnection	The supply will be disconnected at the outside stop valve, (possibly within the meter pit), but the supply point will not be deregistered.
County Water	County Water Ltd. Registration Number: 09873279 Registered Office Heyford Park House, 52 Camp Road Upper Heyford Bicester OX25 5HD
Third Party	Organisation that may act on behalf of retailers or non-household customers.

Definition	Description
Traffic Management	Collective term for any action taken to ensure compliance with legislation relating to carrying out work in the road or street.
Trade effluent	The meaning given in section 141(1) of the Water Industry Act 1991, being (a) any liquid, either with or without particles of matter in suspension in the liquid, which is wholly or partly produced in the course of any trade or industry carried on at trade premises; and (b) in relation to any trade premises, means any such liquid which is so produced in the course of any trade or industry carried on at those premises, but does not include domestic sewerage
Trade premises	Shall have the same meaning assigned as in section 141 of the Act.
Wastage	The loss of water from defective pipes and/or fittings, above or below ground, whether visible or not, that occurs after the internal stop valve and is not normal usage. Within the water industry wastage is also known as plumbing losses.
We	Refers to County Water Ltd.
Website	Refers to www.countywater.co.uk
Wholesale Charges Schedule	The schedule of charges fixed by County Water for the applicable financial year 2022-22.
Wholesale Contract for Wholesale Services	The contract between County Water and the retailer for the provision of wholesale water or sewerage services as the context requires.
Wholesale Contract/Wholesale Retail Code	<p>The contract between the Contracting Wholesaler and the Contracting Retailer that constitutes:</p> <ul style="list-style-type: none"> (i) a Section 66D Agreement; or, (ii) a Section 117E Agreement; or, (iii) both a Section 66D Agreement and a Section 117E Agreement; and which, in each case, refers to and incorporates the terms and conditions set out in the Wholesale-Retail Code; and, <p>The code of that name issued by the Authority under sections 66DA and 117F of the Water Industry Act 1991 including, without limitation, the Business Terms, the Operational Terms and the Market Terms and any Approved Change from time to time.</p>