



# Household Scheme of Charges

Household charges for the supply of wastewater provided by County  
Water Limited 2018-19

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## 1. Introduction

County Water is a water company that provides sewage services to properties within Heyford Park. This Household Scheme of Charges has been published as required under the provisions of the Water Industry Act 1991 and a Statement of Assurance has been approved by Ofwat, the independent economic regulator of the water industry.

This document constitutes County Waters complete charging scheme for household customers. Charges for non-household customers are available on request.

This scheme, which revokes all previous Wastewater Charges Schemes made by County Water and which may be referred to as the County Water Ltd Wastewater Charges Scheme 2018, is made by County Water Ltd under Section 143 of the Act and shall operate from 1 April 2018 until 31 March 2019 inclusive.

## 2. General Principles

Our charges scheme is made under section 143 of the Water Industry Act 1991, charges being set to ensure the current and future deliverability of sustainable sewerage services for the Upper Heyford area.

Charges will be made up of two elements - fixed standing charges and a variable or assessed charge to reflect system usage. System usage charges will be based on meter readings where these are available or, alternatively, on an assessed charge if no supply meter has been installed to serve your property. In the event that a property is served by more than one supply pipe, charges will apply to all measured or assessed supply connections.

## 3. Charges

You will receive separate bills for your water service at Heyford Park. One will be for providing wastewater services and one will be from your potable water supplier.

### Types of Charges

We also publish our approved charges on our website so that they are accessible for you. Our charge schemes and tariffs are approved by the Consumer Council for Water and Ofwat.

If you use our services you are expected to pay for them and will be billed accordingly. We will send bills directly to you. If you are a tenant of rented accommodation and you have agreed with your landlord they are responsible for the charges we must have a written agreement stating this. When an agreement is in place we will send the bill to your landlord.

If you contact us with a query about the accuracy of your bill we are duty-bound to guarantee minimum standards of service and therefore respond to you within ten working days to try to amend this query. If we fail to meet this standard we will be required to make specific payments to affected customers. The payments will be in accordance to GSS regulations and as per the minimum amounts set out in the 2008 GSS regulation document.

There are two types of standard charges we use to work out your bill and the type of charge you will receive depends on whether you live in a metered property or a non-metered property. The types of charges are:

1. Metered charge. This charge is based on the volume of water used.
2. Assessed Household Charge. This charge is based on the number of bedrooms in the property.

Both charges include a fixed charge to cover the cost of maintaining our sewers, pumping stations, treatment works and the administration of your account.

### Metered Water Supply Charges

If you have a water meter, we calculate your bill by working out the volume of water you have used plus a fixed charge. We intend to send you your bill every six months based on your actual water meter readings.

Whether you have a water meter installed will be at the discretion of the company that supplies your potable water. It is common practice for all new build properties to include meters and the majority in Heyford Park are installed in the footpath. We intend to read your meters every 6 months to ensure you receive the most up to date billing information.

If you feel your meter is incorrect or there is a leak to your supply pipe you will need to contact your water supplier. For further information on metered supplies please contact your supplier.

If you wish to apply for a water meter please contact Thames Water.

<b>County Water Wastewater Rates</b>	
2018/19 Metered Wastewater Charge (pence per cubic meter)	82.61
2018/19 Annual Wastewater Fixed Charges	£45.81 (12.55p/day)

<b>Households</b>	
<b>Consumption</b>	<b>Volume Charge (p/m<sup>3</sup>)</b>
Waste water Supply	82.61
<b>Non-Households</b>	
<b>Consumption (m<sup>3</sup>)</b>	<b>Volume Charge Waste water (p/m<sup>3</sup>)</b>
0 – 100,000	82.86
Over 100,000	66.34

Fixed charges per year			
Pipe Size		Waste water	
Millimetre	Inches	Full	Abated*
All households**	N/A	£45.81	£20.66
Non-Households			
12/15	0.5	£39.82	£11.00
20/22	0.75	£114.12	£49.57
25/28	1.00	£204.04	£88.76
30/32/35	1.25	£318.17	£138.33
40/42	1.50	£457.66	£198.27
50/54	2.00	£812.70	£352.75
65	2.50	£1,271.51	£552.18
75/80	3.00	£1,829.46	£794.27
100	4.00	£3,253.14	£1,412.15
125	5.00	£5,082.61	£2,206.43
150	6.00	£7,318.99	£3,177.05
200	8.00	£13,011.42	£5,648.62
250	10.00	£20,329.26	£8,825.68
300	12.00	£29,274.81	£12,709.38

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

\*\* This relates to single households. Where there are a number of houses in a block and the charges for the block are paid by reference to a bulk meter, the fixed charge based on pipe size will be calculated by reference to the figures under "Non-Households" above.

## Assessed household charge

You will be charged the assessed household charge if you live in a property that does not have a water meter fitted. We are not responsible for fitting water meters and you will need to contact your water supplier to find out whether you are applicable.

The assessed household charge is based on the number of bedrooms in your property and this charge also includes a single occupier tariff.

Band	Bedrooms	Waste water
1	0/1 Bedroom	£81.59
2	2 Bedrooms	£88.93
3	3 Bedrooms	£102.60
4	4 Bedrooms	£113.48
5	5 or more Bedrooms	£128.00
6	Single Occupier*	£60.29

<b>Fixed charges – unmetered per year</b>			
<b>Pipe Size</b>		<b>Waste water</b>	
<b>Millimetre</b>	<b>Inches</b>	<b>Full</b>	<b>Abated*</b>
All households	N/A	£35.63	£10.48
<b>Non-Households</b>			
12/15	0.5	£50.86	£22.04
20/22	0.75	£114.25	£49.70
25/28	1.00	£204.17	£88.89
30/32/35	1.25	£318.30	£138.46
40/42	1.50	£457.79	£198.40
50/54	2.00	£812.83	£352.88
65	2.50	£1,271.64	£552.31
75/80	3.00	£1,829.59	£794.40
100	4.00	£3,253.27	£1,412.28

\* Where a household premises does not discharge surface water to our sewers, they can claim an abatement of £25.15.

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



## 4. Further Information

### Paying your bill

You will be able to pay your bill using the following options:

- Standing Order
- Online banking
- At a bank
- Cheque by post

The person(s) living in a property is responsible for payment for water and sewerage services. If you are a tenant who pays for sewerage services through rental payments to a landlord then you must provide the landlord's contact details so that payments can be requested directly from the landlord. Failure to provide such details may result in County Water instigating debt recovery proceedings against (described in our Code of Practice and reproduced below for your convenience).

If you are having difficulties repaying your bill you must contact us immediately so that we can try to help. We cannot reduce the amount that you have to pay, however there are other ways in which we can help.

If you struggle to pay your bill and end up in debt to us, you will be notified and the debt will be added to your next bill. If you are going to struggle to pay off the debt you need to contact us so that a payment plan can be agreed, by which you will pay monthly installments. Any payment plan will need to be set up at a level that means that the debt would be paid off by the end of the financial year. If there are arrears on the account a longer period may be agreed to make the payments more manageable for you.

If you do not pay your bill or keep to a payment plan, we will have to take action and pursue the unpaid charges. If you miss a payment you will be sent a reminder, and if we do not hear from you after this, we will then send you notice of our intention to request a claim for non-payment from the County Court. If you have been on an installment payment plan and you do not respond to our reminders, we will cancel the payment plan and the claim will be covering the total amount of debt.

If you fail to respond to this notice, we may ask the Court to issue a claim or ask a Debt Collection Agency to recover the outstanding money.

If a Court Claim is issued this adds to the debt you owe as you will also have to pay Court and Solicitors costs. You can ask the Court to decide how you must pay the debt off however this may create additional Court costs. You are entitled to dispute the Court Claim if you believe you do not owe the money claimed. Failure to respond to the Court Claim means the Court will make an Order for the full debt against you. There can be further legal action taken against you, including the issue of a warrant to seize goods. A Court Order for payment may affect your credit record.

When a Court Order for payment has been made and there is still no agreement for payment with the customer, we may take one/all of the following actions:

- Ask a debt collection agency to recover the money
- Visit the customer to arrange a payment plan
- Ask the Court to issue an enforcement process e.g. a warrant for a court bailiff to seize your goods, an Attachment of Earnings Order, enforcing your employer to pay us directly from your wages, a Charging Order if you own your own home, meaning that you cannot complete a sale of your property until the payment is completed.

## Need help paying your Bill

Qualifying customers can get help with their water and sewerage bills if these are based on supply meter readings.

WaterSure is a scheme which helps people to pay their water bills by capping their bill to be no more than the average metered water bill in the area. To be eligible you must be receiving benefits and need to use a lot of water, either, for medical reasons or there is a certain number of school age children living in your house. You must also be on a metered water supply.

As your water and sewerage services are provided by different companies, you will need to apply through your potable water supplier and they will then inform us if you have applied for WaterSure. If you qualify, we will then adjust our charges to suit.

For more information on WaterSure please contact your water supplier or visit your water supplier's website.

## Moving into your home

Please contact us to make an account by emailing [accounts@countywater.co.uk](mailto:accounts@countywater.co.uk) once you have moved into a home within our area. You can provide us with a meter reading or if you are unable to do so we can do this for you.

## Moving out of your home

You will need to inform us if you are moving home and provide us with your meter reading and new address details.

If you are unable or unwilling to read your meter, we will require one week's notice before you move and we will read the meter.

## Complaints

If a customer contacts us expressing dissatisfaction with the services that we provide or to make an allegation that our actions have not met their expected standards, we regard this as a complaint.

We ask that complaints are directly communicated to the Customer Service Department. You can either call or write to us to make a complaint.

During your communication with the company whilst making a complaint, the members of staff you talk to will give you their name for your future reference, and complaints will be recorded. We will not record anonymous complaints as it is not practical to do so.

Further information about our complaint's procedure can be found on our website [www.countywater.co.uk](http://www.countywater.co.uk), within our County Water Customer Code.

## 5. County Water Contact Details

Please contact [accounts@countywater.co.uk](mailto:accounts@countywater.co.uk) to set up a new account. We will require the name of the account holder, telephone numbers, e-mail addresses, moving in date and your water meter reading on the date you moved in.

If you have enquiries regarding setting up your account, billing or payments, use the [accounts@countywater.co.uk](mailto:accounts@countywater.co.uk).

If its regarding sewerage service, to report any sewerage problems or for other enquiries, please use [enquiries@countywater.co.uk](mailto:enquiries@countywater.co.uk)

If you have any queries about any of these services, please call us on **0333 3208 656**.

Our website – [www.countywater.co.uk](http://www.countywater.co.uk) – Contains further customer information.

### Write to us:

If you want to write to us about any customer service or billing issue, please use our registered office address.

**County Water Ltd, Heyford Park House, Camp Road, Upper Heyford, Oxon, OX25 5HD**