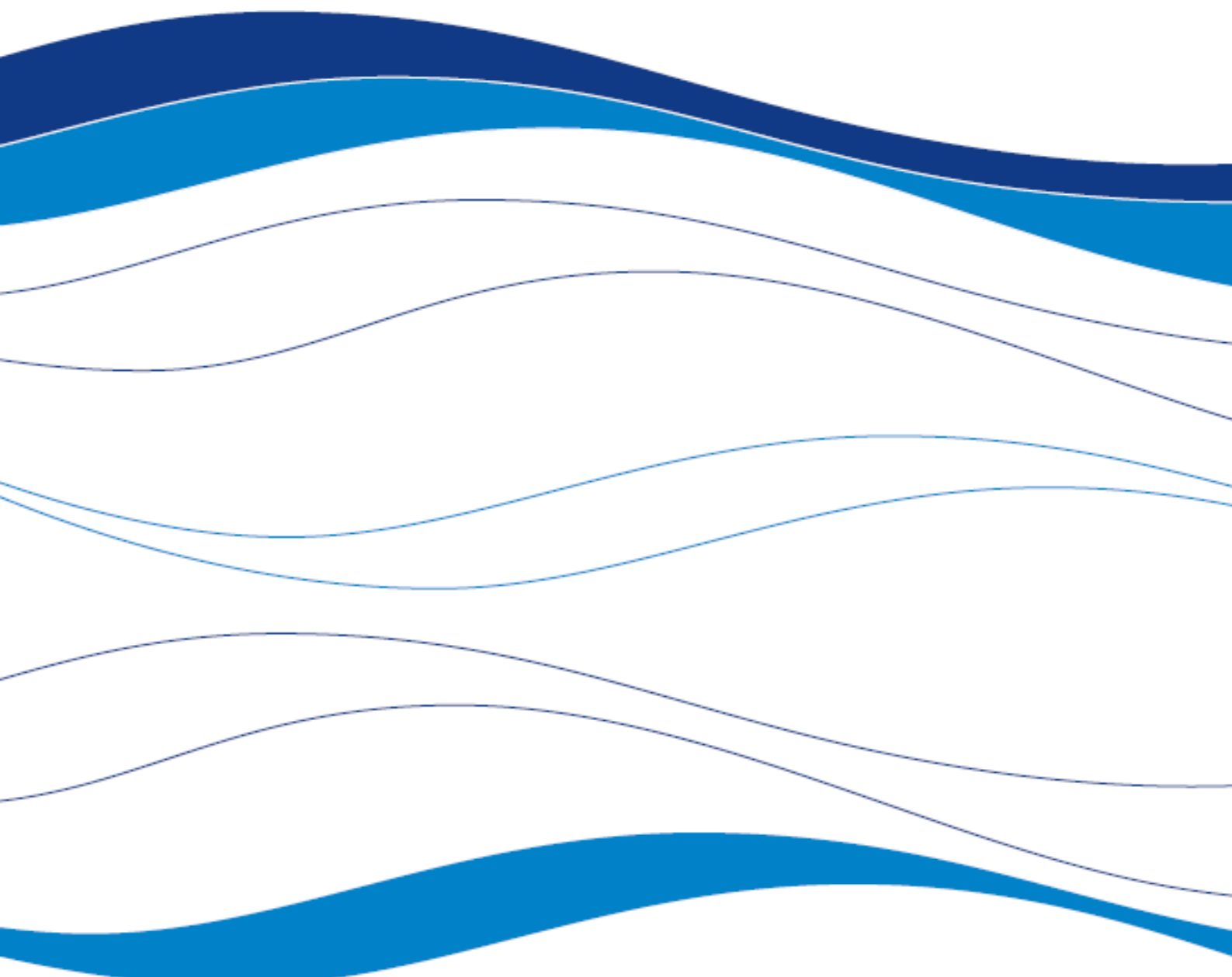


Scheme of Charges

2016-17



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1 Introduction to Charges

- 1.1 This document provides details of the Northern Ireland Water (NIW) charges for water, sewerage and other miscellaneous services that apply from 1 April 2016. It also sets out our terms and conditions and responsibilities for both customer and company. **All charges shown do not include VAT.**
- 1.2 Although details on domestic payments have been included in this scheme, NIW will not issue bills to domestic customers in 2016-17, but payments will be made on our customers' behalf by the Department for Regional Development. Non-domestic customers are billed directly by NIW.
- 1.3 For the 2016-17 year measured water and sewerage charges will continue to be charged at the full amount. However, as a result of the decision to defer domestic charges in full for the 2016-17 year the domestic allowance will be retained in full for eligible metered water and sewerage customers.
- 1.4 As it is not possible to offer a volumetric domestic allowance to unmeasured customers, unmeasured water and sewerage charges will continue to be billed at one half of the full charge.
- 1.5 Charges apply when water and sewerage services are used to support non-domestic activity. The use of services for non-domestic purposes is generally determined by reference to the property classification assigned for rating purposes by Land and Property Services. To help prevent unnecessary charges, customers must inform NIW when the property classification changes or when the use of services for non-domestic purposes ceases.
- 1.6 The charges in this Scheme of Charges are shown for the period 1 April 2016 until 31 March 2017 (including the phasing arrangements). For comparison purposes the full charges (excluding phasing) are also shown in the summary table in section 4.

- 1.7 This document is also available in other formats, free of charge, such as Braille and Large Text, please phone our Waterline on 03457 440088 for more details (calls are charged at low call rate).

2 How to contact us

2.1 Customers can contact NIW by telephone, letter, e-mail and web using the contact details provided below. Alternatively, visits may be arranged by prior appointment.

Figure 1 – Contact details

Operational and general enquiries (e.g. on water quality, pressure, supply, sewerage or leaks)	
Telephone number	Waterline 0345 7440088 (24 hours) Leakline 0800 028 2011 (24 hours)
Text Relay	Available through Waterline 03457 440088
Email	waterline@niwater.com
Address	PO Box 1026, Belfast BT1 9DJ
Lines Open	24 Hours
Website	www.niwater.com
Billing enquiries	
Billing line	0345 8770030
Accounts helpline	0345 8770050
Email	customer.billing@niwater.com
Address	Payments: PO Box 1025, Belfast BT1 9DH Direct debit requests: PO Box 1023, Belfast BT1 9DG
Lines Open	Monday – Friday: 8am to 8pm Saturday: 8am to 6pm Sunday: 8am to 6pm
Developers services	
Developers Services	0345 8770002
Business Line	8.30am to 4.30pm Monday to Friday

Calls to 0345 numbers will cost no more than calls to geographic numbers (i.e. numbers starting 02) and must be included in inclusive minutes and discount schemes in the same way. Calls from landlines are typically charged between 2p and 10p per minute; calls from mobiles typically cost between 10p and 40p per minute. Calls from landlines and mobiles are included in free call packages.

Self Service

2.2 NIW have developed an internet based self-service facility. This enables customers to access their NIW account online at a time that is convenient to them. After registering, customers can use the self service facility to:-

- View the account balance;
- View their bill and payment history;
- Pay a bill;
- Manage account details; and
- Request the septic tank desludging service (online registration is not required)

To register, use the following address <http://selfservice.niwater.com>, click on 'Create an account' and follow the steps.

Complaints procedure

2.3 NIW has a formal complaints procedure to deal with complaints about any aspects of the service provided. This procedure has been agreed with the Northern Ireland Authority for Utility Regulation (NIAUR). Details of the Complaints Procedure are available on request, free of charge.

2.4 If you are not happy with how we have dealt with your complaint or would like free independent advice, you should contact the Consumer Council. The Consumer Council is an independent body that promotes and protects the interests of all consumers in Northern Ireland. The Consumer Council has the legal power to investigate a complaint on behalf of a consumer. However, generally it will not begin investigations unless it is satisfied that you have used our own complaints procedure first.

2.5 Consumer Council contact details

Address: Consumer Council for Northern Ireland,
Floor 3, Seatem House,
28-32 Alfred Street,
Belfast,
BT2 8EN

Telephone: 0800 121 6022

Web: www.consumercouncil.org.uk

E-mail: complaints@consumercouncil.org.uk

3 Value Added Tax

- 3.1 All charges in this Scheme of Charges do not include VAT.
- 3.2 The supply of water is zero rated unless it is supplied to a customer whose main business activity is listed within divisions 1-5 of the Standard Industrial Classification (SIC) 1980. If a customer does not provide us with sufficient details to determine their SIC when they register with us, they will be charged at the standard rate of VAT until such details are provided. More information regarding these classifications can be obtained at:
<http://www.ons.gov.uk/ons/guide-method/classifications/archived-standard-classifications/>
- 3.3 For customers whose main business activity is listed within divisions 1-5 of the Standard Industrial Classification (SIC) 1980, charges for building water are subject to VAT at the standard rate. Building water charges are zero rated for all other business classifications.
- 3.4 Charges for the reception, disposal and treatment of foul water, sewerage and trade effluent are zero-rated. Charges for the emptying of cesspools and septic tanks are standard rated when supplied to industrial users as defined above.
- 3.5 Charges for the cleaning, maintenance and unblocking of sewers and drains are standard rated.
- 3.6 Water and sewerage infrastructure charges are outside the scope of VAT.
- 3.7 New connection charges are standard rated unless for a new build domestic property, relevant residential or relevant charitable properties which are zero rated. Relevant residential purpose means use as:
- (a) a home or other institution providing residential accommodation for children;

- (b) a home or other institution providing residential accommodation with personal care for persons in need of personal care by reason of old age, disablement, past or present dependence on alcohol or drugs or past or present mental disorder;
- (c) a hospice;
- (d) residential accommodation for students or school pupils;
- (e) residential accommodation for members of any of the armed forces;
- (f) a monastery, nunnery or similar establishment; or
- (g) an institution which is the sole or main residence of at least 90 per cent of its residents, except use as a hospital, prison or similar institution or an hotel, inn or similar establishment.

Relevant charitable purpose means use by a charity in either or both the following ways, namely:

- (a) otherwise than in the course or furtherance of a business; or
- (b) as a village hall or similarly in providing social or recreational facilities for a local community.

A reduced rate of 5% will apply in the following two circumstances (work must be performed within the immediate site of the property):

- 1) Converting premises to a different type of residential use e.g. to:
 - a 'single household dwelling';
 - a different number of 'single household dwellings'; or
 - a 'multiple occupancy dwelling' premises intended for use solely for a 'relevant residential purpose'.
- 2) The renovation or alteration of empty residential premises, which must have been empty for at least 2 years.

3.8 Further to paragraph 3.7, zero rating can also apply if the supply of the water and the first time connection are both made by NIW to a customer who applies for the connection and is also the end user of the water and their SIC code is not listed within divisions 1-5 of the SIC. However, if the customer is involved in a relevant industrial activity and has a SIC code 1-5 the supply of the water and any connection will be standard rated.

3.9 This section is not a definitive description of the liability to VAT of charges and is subject to changes in VAT legislation.

4 Summary table of main charges

4.1 The figure below is a summary of the main charges for non-domestic and domestic services provided by NIW. Details on charges for other miscellaneous services offered by NIW can be found in section 12.

Figure 2 - Non-domestic charges

Description of charge.	Full charge	2016-17 charge
<u>Unmeasured water tariff (see section 6)</u>		
Standing charge (£)	55.10	27.55
Variable charge (£/£000 net annual value)	21.16	10.58
Charge cap (standing charge + variable charge) (£)	860	430
<u>Unmeasured sewerage tariff (see section 6)</u>		
Standing charge (£)	76.70	38.35
Variable charge (£/£000 net annual value)	28.88	14.44
Charge cap (standing charge + variable charge) (£)	910	455
<u>Assessed water tariff (see section 5.24)</u>		
Standing Charge (£) – full charge applies as domestic allowance is available	55.10	55.10
Assessed charge – (£) per loading unit per annum	5.54	5.54
<u>Assessed sewerage tariff (see section 5.24)</u>		
Standing charge (£) – full charge applies as domestic allowance is available	76.70	76.70
Assessed charge – (£) per loading unit per annum	8.51	8.51

Figure 2 – Non-domestic charges continued

Description of charge.	Full charge	2016-17 charge
<u>Measured water tariff (see section 5)</u>		
Standing charge (£):		
Water supply pipe size up to 20mm	65	65
Over 20mm up to 25mm	110	110
Over 25mm up to 40mm	203	203
Over 40mm up to 50mm	318	318
Over 50mm up to 75mm	629	629
Over 75mm up to 100mm	1,139	1,139
Over 100mm	1,618	1,618
Volumetric charge (£/m ³)	1.030	1.030
Large user volumetric charges (£/m ³):		
Annual consumption over 100,000 up to 250,000m ³	0.824	0.824
Annual consumption over 250,000 up to 500,000m ³	0.773	0.773
Annual consumption over 500,000m ³	0.721	0.721
Building water volumetric charge (£/m ³)	1.030	1.030
<u>Measured sewerage tariff (see section 5)</u>		
Standing charge (£):		
Water supply pipe size up to 20mm	77	77
Over 20mm up to 25mm	128	128
Over 25mm up to 40mm	234	234
Over 40mm up to 50mm	368	368
Over 50mm up to 75mm	726	726
Over 75mm up to 100mm	1,313	1,313
Over 100mm	1,869	1,869
Volumetric charge (£/m ³)	1.666	1.666
<u>Trade effluent tariff (see section 7)</u>		
(R) Reception charge (£/m ³)	0.2046	0.2046
(V) Volumetric charge (£/m ³)	0.2307	0.2307
(B) Biological charge (£/m ³)	0.1528	0.1528
(S) Sludge charge (£/m ³)	0.1782	0.1782
Standard strength combined charge (£/m ³)	0.7663	0.7663
Standard strength Chemical Oxygen Demand (mg/l)	260	260
Standard strength suspended solids (mg/l)	240	240

Figure 3 – Domestic charges

Description of charge.	Full charge	2016-17 discount
<u>Unmeasured water tariff</u>		
Variable charge (£/£000 capital value)	1.5418	100%
Charge cap (standing charge + variable charge) (£)	616.70	100%
Charge for lock-up garages (£)	2.93	100%
<u>Affordability Tariff (water):</u>		
Capital value up to and including £70,000 (£)	47.12	100%
Capital value over £70,000 up to and including £100,000 (£)	70.67	100%
Capital value over £100,000 (£)	94.22	100%
<u>Unmeasured sewerage tariff</u>		
Variable charge (£/£000 capital value)	2.1590	100%
Charge cap (standing charge + variable charge) (£)	863.55	100%
Charge for lock-up garages (£)	3.80	100%
<u>Affordability Tariff (sewerage):</u>		
Capital value up to and including £70,000 (£)	53.28	100%
Capital value over £70,000 up to and including £100,000 (£)	79.92	100%
Capital value over £100,000 (£)	106.56	100%

Note: NIW will not issue bills to domestic customers in 2016-17. The Department for Regional Development will pay for these services on domestic customers' behalf.

4.2 Tankered waste disposal charges

The charges for septic tank de-sludging are only applicable to domestic customers if the service is requested on more than one occasion in a 12 month period. Non-domestic customers will be charged for each empty.

Figure 4 – Tankered Waste Disposal Charges

Option	Service type	Cost per service
1	Septic tank de-sludge (includes removal and treatment of up to 4.5m ³ of sludge)	£75
2	Package plant de-sludge (includes removal and treatment of up to 4.5m ³ of sludge)	£62
3	Difficult to access septic tanks (includes the removal and treatment of up to 4.5m ³ of sludge)	£100
4	Fast response de-sludge for septic tanks and package plants (includes removal and treatment of up to 4.5m ³ of sludge)	£95
5	Full tanker de-sludge for customers with larger tanks (includes removal and treatment of up to 9m ³ of sludge)	£155
6	Aborted visit charge as a result of erroneous customer supplied information.	£26
Privately tankered waste		
7	Charge for reception and treatment of privately tankered domestic type septage (per cubic metre payable in advance for the projected volume during the month)	£10 / m ³

5 Measured water and sewerage charges

5.1 Measured water and sewerage charges are paid by occupiers of non-domestic properties at which a water meter has been installed by NIW. NIW has powers under the Water and Sewerage Services (Northern Ireland) Order 2006 to require certain categories of property to be metered. Once a meter has been installed in a non-domestic property, measured charges will be payable for the property. There is no right to revert to unmeasured charges.

Measured water charges

5.2 There are two elements to measured water charges:

- A standing charge based on the diameter of the supply pipe serving the property; and
- A volumetric charge, based on the consumption recorded on the water meter, less a domestic allowance, where applicable.

5.3 The standing charges for each charging meter are determined by the diameter of the water supply pipe (there are no charges for subsidiary meters). If the size of the customer's supply pipe is not recorded and cannot be determined by the customer then NIW will assess a notional pipe size according to the size of the meter or the internal diameter of the communication pipe; whichever is the smaller. The customer will then be charged accordingly. Figure 5 sets out the standing charges for 2016-17.

Figure 5 – Standing charges for measured water

Supply pipe internal diameter	Standing charge (£)
Up to and including 20mm	65
Over 20mm up to and including 25mm	110
Over 25mm up to and including 40mm	203
Over 40mm up to and including 50mm	318
Over 50mm up to and including 75mm	629
Over 75mm up to and including 100mm	1,139
Over 100mm	1,618

- 5.4 The volumetric charge will be calculated on the volume as recorded by the meter. For non-domestic customers the volume will be charged at a rate of £1.030 per m³ in addition to the standing charge.
- 5.5 If your supply pipe has been sized to serve a fire hydrant point, and as a consequence, is larger than necessary to serve the normal consumption you may be granted a standing charge reduction of one size band. This reduction does not apply to dedicated fire supply mains and does not apply in cases where a supply pipe was sized to serve a projected consumption which has since diminished. Customers should notify NIW where this affects a measured account. Any adjustment granted will be applied from the date of application and will not be applied retrospectively. Where a supply is solely for the purposes of fire-fighting, no standing or volumetric charges are payable.

Domestic allowance for eligible metered water customers

- 5.6 Where a metered water customer pays business rates for their metered property, a domestic allowance of 100m³ per 6 month billing period may be available for each individually rated property. The domestic allowance is subtracted from the volume as recorded by the meter, before calculating the volumetric charge and is worked out for the exact number of days covered by the bill. Any unused portion of the allowance cannot be carried forward into a new bill period. The domestic allowance does not affect the standing charge.
- 5.7 Customers wishing to apply for the domestic allowance should contact NIW; proof of your rateable status may be required to confirm eligibility. The domestic allowance may be backdated to the date you can show that you started paying rates for the property, up to a maximum of 6 years. Existing non-domestic customers who received a domestic allowance for water supplied during 2015-16 will receive the same allowance in 2016-17. In the case of caravan parks where reduced rates are paid for static caravan units, the domestic allowance will be applied at a similarly reduced rate per rateable static unit.

Large user tariff

- 5.8 Customers using in excess of 100,000m³ of water per annum and who have implemented a range of water efficient practices can apply for the large user tariff.
- 5.9 The large user tariff is similar to the standard metered rate in that it is made up of a standing charge and a volumetric charge. Whilst the standing charges are the same as those that apply to the standard metered tariff, the volumetric charge is discounted for usage in bands of consumption above 100,000m³ of water per annum.

Figure 6 – Volumetric charges for large water users

Consumption band	Discount	Volumetric charge
Annual consumption up to 100,000m ³	None	£1.030
Annual consumption over 100,000 and up to 250,000m ³	20%	£0.824
Annual consumption over 250,000 and up to 500,000m ³	25%	£0.773
Annual consumption over 500,000m ³	30%	£0.721

- 5.10 A customer on the large user tariff will pay the standard volumetric charge for the first 100,000m³ consumption each year. The 20% discount rate will be applied to further consumption up to 250,000m³. The higher discount rates will apply to further consumption above 250,000m³ and 500,000m³ respectively.
- 5.11 Customers wishing to apply for the large user tariff should write to NIW. Eligibility will depend on consumption and on the commitment of the customer to water efficiency. This may include, but is not restricted to, the installation of water saving devices, recycling plants and a review of water efficiency by independent industry experts. The granting of a large user tariff shall be at the discretion of NIW and will be granted for each financial year.
- 5.12 Where a customer in receipt of the large user tariff persistently fails to comply with agreed payment terms NIW reserve the right to withdraw the tariff and

revert the customer to the standard tariff.

Measured sewerage charges

5.13 There are two elements to measured sewerage charges:

- A standing charge based on the diameter of the water supply pipe serving the property, and / or where appropriate the diameter of the pipe from a borewell (see section 5.28) ; and
- A volumetric charge based on the total water consumption within the property, normally this will be the consumption recorded on the water meter less that volume not returned to the sewer less the domestic allowance where applicable. Where the water supply to the property is augmented or substituted by other sources this will be taken into account (see section 5.29).

5.14 There will be an annual sewerage standing charge for each charging water meter based on the water supply pipe size as set out in the following table.

Figure 7 – Standing charges for measured sewerage

Supply pipe internal diameter	Standing charge (£)
Up to and including 20mm	77
Over 20mm up to and including 25mm	128
Over 25mm up to and including 40mm	234
Over 40mm up to and including 50mm	368
Over 50mm up to and including 75mm	726
Over 75mm up to and including 100mm	1,313
Over 100mm	1,869

5.15 The volumetric charge will be calculated on the volume of water recorded by each charging water meter, less a non-return to sewer allowance for any volume not discharged to the sewer. The volume will be charged at a rate of £1.666 per m³.

5.16 The non-return to sewer allowance will be 5% unless it has been agreed with NIW that a different allowance will be applied in respect of either:

- Any further proportion of water used but not discharged to a sewer;

- Any volume subject to the trade effluent charge; or
- Any discharge to the sewer from any source not recorded on the water meter (except surface water drainage).

5.17 Where more than 5% of the water supplied is not returned to the sewer, the customer may apply for an allowance against the total volumetric charge using the appropriate application form (which can be requested by telephoning Waterline, see section 2 for details). The fee(s) charged for assessing applications for non-return to sewer allowances are as follows:

Figure 8 - Fees for non-return to sewer applications

Description	Charge
Application claim administration	£60
Site Inspection fee (it may be necessary to arrange a site inspection in order to assess your claim)	£210

5.18 All fees are fully refundable if your application is approved. Any allowance granted will be applied from the date of application and will not be applied retrospectively. Customers must return the annual self-certification in order to maintain the allowance.

5.19 After an allowance has been granted, any changes which affect the percentage of water returned to the sewer must be notified to NIW. Any adjustment to the allowance will be given from the date the change was notified or from the date we become aware of the change. The allowance may be reviewed at any time. The customer must provide accurate records to enable the calculation of the allowance. Failure to provide this information will result in no allowance being given.

5.20 NIW may require customers to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use.

Domestic allowance for eligible measured sewerage customers

- 5.21 Where a measured customer pays business rates for their metered property a domestic allowance of 95m³ per 6 month billing period may be available for each individually rated property. The domestic allowance is subtracted from the volume as recorded by the meter, before calculating the volumetric charge and is worked out for the exact number of days covered by the bill. Any unused portion of the allowance cannot be carried forward into a new billing period. The domestic allowance does not affect the standing charge.
- 5.22 Customers wishing to apply for the domestic allowance should contact NIW. Proof of your rateable status may be required to confirm eligibility. The domestic allowance may be backdated to the date you can show that you started paying rates for the property up to a maximum of six years. Existing non-domestic customers who received a domestic allowance during 2015-16 will receive the same allowance in 2016-17. In the case of caravan parks where reduced rates are paid for static caravan units, the domestic allowance will be applied at a similarly reduced rate per rateable static unit.

Combined domestic and trade effluent discharges

- 5.23 Measured sewerage charges are only applied to 'domestic strength' effluent. Where a discharge to NIW's sewers comprises both domestic sewage and trade effluent, trade effluent charges are payable on the trade effluent portion and measured sewerage charges on the remainder. Where there is no domestic sewage discharged, trade effluent charges alone will be payable. More details about trade effluent charges are set out in section 7.

Assessed charges for non-domestic customers

- 5.24 Where it has been agreed with a customer that it is not possible to install a meter on a supply, NIW will offer an alternative assessed charge for water and sewerage. The assessed charge will be calculated by NIW and will have two elements: the full unmeasured standing charge and a variable charge based on an assessment of water consumption on the property using the loading units referred to in Section 11 Figure 19. If the customer pays business rates for their property then a domestic allowance will be available

against water and sewerage in accordance with paragraphs 5.6 and 5.21. Assessed charges will apply from the beginning of the charging year in the year of application and will not be applied retrospectively to previous years. Customers who opt to be billed according to assessed charges will not have the option of reverting to unmeasured bills based on NAV.

Rainwater harvesting systems

5.25 A rainwater harvesting system collects and recycles surface water, so as to reduce the volume of water supplied by us and used at the premises. The use of such a system means rain water is collected and only foul effluent will enter the sewer. We therefore discount the measured sewerage tariff accordingly with a volume based charge of £1.119 per m³ will be levied. The volume charged will be determined in one of two ways:

- Where a meter can be fitted to the rainwater harvesting system this charge will be based on the consumption recorded on the water meter less that volume which it can be proved is not returned to the sewer; or
- Where a meter cannot be fitted, the volume will be based on the area of catchment of the system and 80% of the NI long term annual rainfall (1.14m per annum).

5.26 Customers using rainwater harvesting systems should note that they are notifiable items under the Water Supply (Water Fittings) Regulations 2009. As such customers must inform NIW by completing the Water Regulations Notification form which can be downloaded from the Water Fittings Regulations section of our website, www.niwater.com/about-your-water/water-fittings-regulations.

Customers with borewells

5.27 Customers using water from a borewell or other private supply, and who also discharge to the mains sewer, are required to have a meter fitted on the supply to establish the volume of sewage returned so that an appropriate charge can be levied. The charge will consist of two elements:

5.28 The standing charge, will be calculated based on the following criteria:

- If the borewell is to augment a mains supply the sewerage standing charge based on the existing mains supply pipe size will continue to apply based on the standard tariffs.
- If the borewell is to replace a mains supply then the sewerage standing charge will be based on the borewell supply pipe size, based on the standard tariffs.

5.29 The volumetric charge will be calculated using the volume of water recorded by the water meter, less a non-return to sewer allowance for any volume not discharged to the sewer. The volume will be charged at a rate of £1.666 per m³.

Other matters relating to metered customers

5.30 Customers whose measured bills are issued after 31 March 2016, which include consumption prior to this date will be charged proportionally according to the 2015-16 and 2016-17 tariffs.

5.31 Charges will be calculated by:

- Firstly, applying the 2015-16 tariff to the estimated use for the period up to 31 March 2016; and
- Secondly, applying the 2016-17 tariffs to the remainder of the consumption. Standing charges will be applied on a pro rata basis.

Leakage affecting metered bills

5.32 If a leak occurs on a customer's pipe-work after the meter, water will be registered as consumption on the meter and a high bill for water and sewerage services may result. All water supplied through a meter for non-domestic purposes, whether consumed or lost through leakage, will be billed. The billed amount will be the measured consumption less any appropriate domestic allowances. Information on leakage and how to read the meter is available in our Code of Practice 'Billing and metering for non-domestic

customers', copies are available free of charge from NIW or on the NIW website (see contact details in section 2).

5.33 Sewerage charges are based on water used and returned to the sewer. Where a leak has occurred, customers can apply to have the sewerage charges on their bill adjusted to take account of the water which leaked and did not reach the sewer. This can be requested on each occasion provided it can be demonstrated that any previous leaks were effectively repaired. The sewerage charges on the bill will be adjusted (averaged based on previous normal consumption records) subject to the following conditions:

- The leak occurred on underground pipe-work within the customer's property;
- The leak has been repaired within 4 weeks of the date of its discovery;
- There is no evidence that the leak has been caused by a customer's negligence or wilful damage;
- All claims should be made within 6 weeks of the date the leak was repaired or the bill on an actual read issued, whichever is later; and
- Any allowance granted will relate to the period from the date of the last bill (based on an actual read) until the date of its repair.

5.34 If a leak occurs within the domestic portion of a property used for both domestic and non-domestic purposes this will register as consumption on the meter. A large bill may result even though non-domestic usage (and therefore chargeable consumption) may not have increased. In these circumstances, customers can apply to have both the water and sewerage elements of the bill adjusted subject to the conditions set out above.

5.35 If a leak has occurred on that section of the supply pipe for which NIW has responsibility (the portion between the meter and the property boundary) or, if the leak has occurred as a result of damage caused by NIW or NIW contractors, then both the water and sewerage elements of the bill will be averaged based on previous normal consumption records.

5.36 NIW will write to customers if the recorded consumption, according to meter readings, is significantly higher than normal. Abnormal consumption may be due to genuine usage but it may also be an indication of a leak on the supply. NIW encourages metered customers to regularly monitor consumption by reading the meter so that any leak which may occur is identified as early as possible. Further guidance on leakage and how to read the meter is available on our website and in our Code of Practice titled 'Billing and metering for non-domestic customers'. Copies of that document will be available on request, free of charge, from NIW or can be accessed on the NIW website (see contact details in section 2).

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

5.37 Meters are normally read on a 6 monthly frequency and bills are issued accordingly. Bills are based on the actual usage shown on the meter. If a reading is not available, the usage will be estimated based on previous consumption. Where a meter has stopped recording or fails to register the quantity of water consumed correctly, the usage will be estimated for any period when the meter was out of order, based on the most reliable data available (normally either previous or subsequent consumption). Appropriate adjustments will subsequently be made when an actual meter reading is received at a later stage.

5.38 Customers receiving an estimated bill can provide NIW with a meter reading by either returning the bill with their reading written on it, or telephoning or emailing NIW within 7 days of receiving the estimated bill. A replacement bill based on the customer's reading will be issued, normally within 10 days.

Queries over the accuracy of a meter

5.39 A customer who believes the meter supplying their property is inaccurate may request NIW to test the accuracy of a meter. A charge will be levied for this test for a screw in meter within a boundary box, although NIW will perform a check on the meter before carrying out this test that will not be chargeable. See Figure 9 below for charges per size of meter. For bulk meters any additional excavation and reinstatement costs may also be charged. All fees

will be reimbursed should the test show that the meter is recording outside acceptable tolerances at various flow rates.

Figure 9 –Meter accuracy testing charges

Size of Meter	Charge
Up to 50mm	£125
50-100mm	£190
>100mm	£300

5.40 If a customer wishes to request that an accuracy test be carried out on their meter, they are asked to contact NIW, the problem will be discussed and NIW will advise the customer of the costs. Upon receipt of payment NIW will arrange for the meter to be replaced and the original meter tested. The customer will be advised of the results of the test as soon as they are available. The charge for testing will be retained by NIW if the test demonstrates that the meter was working within acceptable tolerance parameters. If the meter fails the test the fee will be refunded. In accordance with The Measuring Instruments (Cold-Water Meters) Regulations 2006, a meter which has been in service is considered to be recording with acceptable accuracy if the test is within +/- 2.5% at the nominal flow rate for the meter being tested and the minimum flow-rate is within +/- 6%.

5.41 If the meter is found to have been over-recording or under-recording flow NIW will normally adjust the last two bills (unless it can be shown that the meter became faulty at a later date) by applying the test results to the previously recorded consumption. If the last two bills have been based on estimated readings the charges will be amended on the basis of retrospective application of current consumption determined from meter readings taken by NIW from the replacement meter.

Change in meter position

5.42 Where it is possible to satisfy a customer’s request to reposition a meter, the work will be charged at cost. Meter relocations to facilitate readings by customers with a disability will be free of charge. This work is likely to involve the installation of a new meter chamber and alterations or replacement of the

service pipe which will require excavation and reinstatement of surfaces. The estimated cost of the work will be billed to the customer and will be payable in advance. Any adjustment between the estimate and the actual cost will either be billed or returned to the customer following completion of the work.

Automatic consumption monitoring by customers

- 5.43 If a customer wishes to install monitoring equipment (automatic meter reading equipment (AMR) or other data logging devices) on the NIW meter serving their property they must obtain prior permission by completing the relevant application form (which is available on request). Installation of such equipment without seeking prior approval may constitute an offence of tampering with the meter. There will be a fee of £80 for processing the application which will cover administration and a site visit to supervise the installation of the equipment. If the customer decides not to proceed NIW will refund £20 for the installation site visit. Additional site visits to supervise equipment installation, maintenance or removal will be chargeable at £20 per occasion payable in advance. If the existing NIW meter needs to be replaced or upgraded to facilitate such monitoring, NIW will pay for the meter but the customer will be liable for all of the costs associated with removal of the existing meter and installation of the replacement meter. This work will be charged at cost.
- 5.44 In cases where consumption monitoring equipment has been installed by customers and the billed consumption is disputed, the meter dial reading shall provide the basis for billing.
- 5.45 NIW reserves the right to accept or refuse any request to permit the installation of consumption monitoring equipment or requests to upgrade the existing meter to facilitate such monitoring. Prior to installation of equipment the customer will be required to sign an agreement with NIW.

Customer requested disconnection.

5.46 If a customer wishes to request disconnection of the water supply to their property they must inform NIW by completing and returning the 'Request to disconnect a metered water supply' form which can be downloaded from the 'Your bill and our charges' section of the NIW website, www.niwater.com.

5.47 There are two types of disconnection – permanent and temporary.

- Permanent disconnection - applies when a customer confirms that a supply of water is no longer required. There is no charge for a permanent disconnection but any future request to reinstate a water supply following permanent disconnection will be regarded as a request for a new water connection and charged in accordance with Section 11 of this document. Standing charges will not apply following permanent disconnection. Water and sewerage standing charges continue to apply when a metered property is unoccupied and unfurnished or; furnished and no water consumption is being recorded by the meter.
- Temporary disconnections - Customers can request to have the supply temporarily disconnected to reduce any charges for which they will be liable. Customers no longer requiring a water and sewerage connection on a temporary basis can request such a disconnection by completing and returning a "Request to Disconnect a Metered Water Supply" form. There is no charge for temporary disconnection but a reconnection charge will apply when reinstatement of the water supply is requested. The reconnection charge is shown in Figure 15 of this document.

6 Unmeasured Water and Sewerage Charges

- 6.1 Unmeasured charges for water and sewerage services are paid by non-domestic customers who are occupying properties connected to the water main and public sewer but do not have a meter.
- 6.2 There are two elements to both the unmeasured water and sewerage charge:
- A standing charge applied to all unmeasured properties; and
 - A variable charge based on the property valuation.
- 6.3 For non-domestic properties the property valuation is the Net Annual Valuation (NAV) assigned to the premises in the Land and Property Services (LPS) Non-Domestic Net Annual Value List. For the 2016-17 charging year, unmeasured bills will be based on the latest valuation list which came into effect on 1st April 2015. Customers who wish to enquire about their property valuation should contact LPS on 0300 200 7801.
- 6.4 As a result of the decision to defer domestic charges in full for 2016-17, the domestic allowance will be retained in full for eligible metered water customers. As it is not possible to offer a volumetric domestic allowance to unmeasured customers, unmeasured water and sewerage charges will continue to be billed at half the full charge.

Unmeasured water charges

- 6.5 The standing charge will be an annual charge of £27.55 applied to all chargeable unmeasured non-domestic properties.
- 6.6 The variable charge will be £10.58 per £1,000 of the chargeable net annual valuation of a non-domestic property.
- 6.7 There will be a cap on unmeasured water charges of £430 (i.e. the total charge payable – standing charge plus variable charge – will be limited by the cap).

Unmeasured sewerage charges

- 6.8 The standing charge will be an annual charge of £38.35 per chargeable property for non-domestic properties.
- 6.9 The variable charge will be £14.44 per £1,000 of the chargeable net annual valuation of a non-domestic property.
- 6.10 There will be a cap on unmeasured sewerage charges of £455 (i.e. the total charge payable – standing charge plus variable charge – will be limited by the cap).

Assessed charges for unmeasured customers

- 6.11 NIW have the right to install meters for charging purposes on non-domestic properties and we prefer to bill our non-domestic customers this way. We are continuing to survey properties to check if meters can be installed. Where it has been agreed with an unmeasured customer that it is not possible to install a meter, NIW will offer an alternative assessed charge for water and sewerage. More information in relation to assessed charges is provided in section 5.24 of this document.

7 Trade Effluent Charges

- 7.1 Trade effluent is defined as ‘any liquid, either with or without particles of matter in suspension in the liquid, which is wholly or in part produced in the course of any trade or industry carried on at trade premises’, but does not include domestic sewage.
- 7.2 A customer requires the consent of NIW to discharge any trade effluent to a public sewer. Failure to obtain permission before discharging trade effluent is a criminal offence.
- 7.3 Any customer who considers that the material which they wish to discharge could be considered to be trade effluent should contact NIW Waterline on 03457 440088.
- 7.4 Trade effluent charges are payable in addition to sewerage charges. Where there is no domestic sewage discharged, trade effluent charges alone will be payable. A new discharger of trade effluent will be liable to pay charges from the date of consent of the discharge.

Calculating trade effluent charges.

- 7.5 Trade effluent charges will be calculated using the Modgen Formula, which takes account of both the volume and strength of the discharge. The trader may be required to incur additional charges for the monitoring and/or treatment of other substances. The customer will be informed of any charges before they are levied. Unless otherwise stipulated in the consent, monitoring and sampling costs will be included in the annual trade effluent charges calculated in line with the formula.
- 7.6 The Mogden formula is: $C = R + V + (O_t/O_s)B + (S_t/S_s)S$
- C is the unit charge in pence per cubic metre for the trade effluent discharge.
 - R is the unit cost in pence per cubic metre of reception and conveyance of sewage.

- V is the unit cost in pence per cubic metre of the volumetric and primary treatment of sewage treated and disposed of in sewage treatment works.
- O_t is the chemical oxygen demand in mg/l of the trade effluent after 1 hour quiescent settlement at pH7.
- O_s is the chemical oxygen demand in mg/l of the settled sewage – standard strength.
- B is the unit cost in pence per cubic metre of the biological oxidation treatment of settled sewage.
- S_t is the total suspended solids in mg/l of the trade effluent at pH7.
- S_s is the total suspended solids in mg/l of crude sewage – standard strength.
- S is the unit cost in pence per cubic metre of treatment and disposal of primary sludge.

7.7 The standard unit costs in the Mogden Formula for the 2016-17 charging year will be as follows:

Figure 10 – Mogden unit charges.

	Charge (£/m³)
R - Reception and conveyance	0.2046
V - Volumetric treatment	0.2307
B - Biological treatment	0.1528
S - Treatment and disposal of primary sludge	0.1782
Standard unit charge	0.7663

7.8 For standard strengths in the Mogden Formula, those strengths will be:

- O_s Settled Chemical Oxygen Demand: 260 mg/l; and
- S_s Suspended solids: 240 mg/l.

Calculation of volumes for billing purposes

7.9 The volume of effluent discharged will be obtained from a flow recorder installed by the trader, or in the absence of such equipment, the volume will be derived from records of total water consumption including metered water supplied by NIW and any private sources of water supply augmentation such

as borewells or rainwater harvesting. In cases where the volume of trade effluent is determined by reference to total water consumption deductions will be made as follows:

- a) 25 litres per working day for each member of the workforce where there is no canteen serving cooked meals;
- b) 50 litres per working day for each member of the workforce where there is canteen serving cooked meals;
- c) An estimate of the volume of water exported from the premises as a part of the product;
- d) Water losses from cooling towers, boilers etc.

Where the above information is used for calculation of the volumes for billing purposes, the customer should notify NIW of any changes in circumstances which would impact on the calculated volume.

7.10 Please refer to para 5.15 – 5.20 when seeking to apply for any non return to sewer allowances.

7.11 Where a discharger has neither a metered water supply nor an outflow meter, an assumed volumetric figure will be agreed between NIW and the discharger. However any such agreement should be regarded as interim arrangement. The condition stipulated in both consents and directions, which requires the provision of an adequate flow measuring device, may be enforced.

Determining strength for billing purposes – industry fixed strengths

7.12 NIW reserves the right to apply fixed strength values for industries in the same sector. NIW will determine fixed strength by sampling a range of dischargers in that sector, or alternatively we may use water industry recommended fixed strengths.

7.13 For 2016-17 the following fixed strengths will be used to calculate trade effluent charges for each industry sector listed.

Figure 11 – Industry fixed strengths.

Industry type	O_t (mg/l)	S_t (mg/l)
Vehicle wash (jet)	517	421
Vehicle wash (roller)	108	315
Industrial Laundry	722	158
Swimming pool filter back-wash	36	123
Small Brewery	2,648	150
Cattle Marts	1,404	1,160
Mobile Domestic Wheelie Bin Cleaners	406	183
Laundrettes	478	97

7.14 If a customer believes their discharge deviates from the fixed strengths, as outlined above, they should provide scientific evidence of the discharge strength to support this claim, for consideration by NIW. In such circumstances, a bespoke agreed strength for that particular discharge may be considered appropriate.

7.15 NIW reserves the right to apply an agreed bespoke strength to individual customer discharge types. The strength used will be based on representative sample results taken of the discharge. Samples may then be collected periodically to validate the agreed strength.

Determining strength for billing purposes – sampled strengths

7.16 Where the annual discharge volume is 5,000m³ or greater, the effluent may be sampled for billing purposes. Where the annual discharge volume is less than 5,000m³, it may, depending on the nature of the trade process and the variability of the effluent, be assumed to be of standard strength and charged at the standard rate. However, where a discharger can demonstrate that the effluent is below standard sewage strength, it will be sampled and a lower charge applied if appropriate. Conversely, if it is suspected that the discharge is above standard sewage strength and this is confirmed from samples, charges will be based on actual strength.

7.17 From the analyses of samples collected, the average O_t and S_t strength of the effluent shall be determined on a six monthly rolling average.

7.18 Should a discharger make changes to the processes generating trade effluent or install an effluent treatment plant which significantly alters the strength of the discharge, a new rolling 6-monthly average should commence from the date on which the changes were made.

Capital contribution – abatement of trade effluent charges

7.19 When a trader makes a capital contribution, charges shall be abated for the first 5 years, subject to an overriding maximum abatement, in any one year, of 10% of the amount paid by the trader towards the capital cost.

Agreement to discharge tankered trade effluent to a wastewater treatment works

7.20 The amount due to NIW for any charging period will be calculated in accordance with the Mogden formula less the conveyance fraction of R. This fraction is usually set at 50%.

7.21 In the case of tankered waste, the average O_t and S_t strength of the effluent shall be determined from the analyses of samples collected on a six monthly rolling average. In the case of a tankering agreement for a period of less than 6 months, the average settled O_t and S_t will be determined from samples taken in the billing period.

Further matters relating to trade effluent consents

7.22 NIW may issue consent to discharge trade effluent. This consent may have conditions stipulated such as:

- The sewer or sewers into which the trade effluent may be discharged;
- The nature, temperature or composition of the trade effluent which may be discharged;
- The maximum quantity of trade effluent which may be discharged on any one day, either generally or into a particular sewer; and
- The highest rate at which trade effluent may be discharged, either generally or into a particular sewer.

7.23 Additionally requirements for any of the following conditions may be stipulated in the consent on an individual basis:

- The period or periods of the day during which the trade effluent may be discharged;
- The exclusion from the trade effluent of all condensing water;
- The pH of the trade effluent at the time when it is discharged;
- The payment for the reception and disposal of the trade effluent;
- Provision and maintenance of sampling facilities;
- Provision, location, testing and maintenance of such meters as may be required to measure the volume and rate of discharge of any trade effluent;
- Provision, testing and maintenance of apparatus for determining the nature, temperature and composition of any trade effluent being discharged;
- Retaining records of the discharge volume, flow rate, nature, temperature and composition of any trade effluent being discharged and, in particular, the keeping of meter readings and other recording apparatus; and
- The making of returns and giving of other information to NIW concerning the volume, rate of discharge, nature, temperature and composition of any trade effluent discharged.

7.24 The consent will also include arrangements for determining the volume of discharge which will be treated as domestic sewage. This determination is based on allowances for domestic discharge depending on such factors as the number of employees and the presence of a canteen on site.

7.25 Where a customer makes an application for a new trade effluent consent and subsequently withdraws the application, NIW reserves the right to recover any costs it has incurred (including analysis, sampling and inspection costs) in connection with the original application.

7.26 In accordance with The Water and Sewerage Services (Northern Ireland) Order 2006, a customer may appeal to the Utility Regulator against any condition imposed. The Utility Regulator's contact details are provided below:

Utility Regulator contact details:

Address: Queen's House
Queen Street
Belfast
BT1 6ED

Telephone: 028 9031 1575

Website: www.uregni.gov.uk

8 Disposal of Tankered Waste

8.1 NIW will provide a discretionary service for the de-sludging of septic tanks, domestic treatment plants and cesspools. Each domestic customer will be entitled to one free tank empty in any 12 month period. If the septic tank serves more than one domestic property, one load will be removed free of charge per property served. In the case of caravan parks where reduced rates are paid for static caravan units, one standard de-sludging of up to 4.5m³ will be performed per two static caravan units. Caravan parks without static units will be treated as non-domestic customers. Non-domestic customers and subsequent requests for collection and treatment of sewage of a domestic nature within a 12 month period (e.g. septic tanks, domestic treatment plants and cesspools) will be charged as follows:

Figure 12 – Charges for septic tank de-sludging service.

	Service type	Cost per service
1	Septic tank de-sludge (includes removal and treatment of up to 4.5m ³ of sludge)	£75
2	Package plant de-sludge (includes removal and treatment of up to 4.5m ³ of sludge) - See Note 1.	£62
3	Difficult to access septic tanks (includes the removal and treatment of up to 4.5m ³ of sludge) - See Note 2.	£100
4	Fast response de-sludge for septic tanks and package plants (includes removal and treatment of up to 4.5m ³ of sludge)	£95
5	Full tanker de-sludge for customers with larger tanks (includes removal and treatment of up to 9m ³ of sludge)	£155
6	Aborted visit charge as a result of erroneous customer supplied information.	£26
	Privately tankered waste	
7	Charge for reception and treatment of privately tankered domestic type septage (payable in advance for the projected volume during the month)	£10 / m ³

Note 1: a package plant is a private domestic sewage treatment plant which contains moving parts and is powered by an electrical motor.

Note 2: difficult access is where a tanker (18 tonne) vehicle cannot get to within 30m of the septic tank and park on a hardstand suitable of supporting the weight of the vehicle. Gates to properties need to be at least 3.5m wide to allow the vehicle access to the site. NIW will charge £26 if a visit has to be aborted (e.g. due to problems with access to a property).

- 8.2 Customers can make a request to have their septic tank desludged online at <https://selfservice.niwater.com>.
- 8.3 NIW aims to respond to option 1, 2, 3 and 5 requests within 12 working days from the date of the request. NIW aims to respond to option 4 requests within 2 working days from the date of the request but this service is only available on a charged basis.
- 8.4 NIW is required under the Waste and Contaminated Land (Northern Ireland) Order 1997, the Waste Management Licensing Regulations (Northern Ireland) 2003 and the Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations (Northern Ireland) 1999 to verify the nature and source of any tankered waste water and reserves the right to refuse to accept any discharge and / or to charge the appropriate charge, at its discretion, dependent upon the quality of the information, provided by the discharger.

Disposal of privately tankered waste

- 8.5 Private licensed waste carriers may dispose of domestic type septage at designated sludge reception centres subject to prior application and approval. The charge to dispose of sludge is £10 per cubic metre. This fee is payable in advance for the projected volume during the month.
- 8.6 Sludge deposited must be of domestic septage only. NIW reserves the right to complete random sampling on all vehicles at anytime. Carriers must apply in advance to use this service. Validation of the NIEA Waste Carrier License and DVA Operators License will be undertaken.

- 8.7 Access to any of the sludge reception centres will not be permitted until payment has been received in full. NIW reserves the right to withdraw permission if the carrier fails to comply with the terms and conditions of the approval.

9 How to Pay Your Bill

9.1 Payments by unmeasured and measured customers can be made in the following ways:

- Direct Debit;
- NIW website self-service;
- At any bank or building society or via their bank or building society internet or telebanking facilities. Free in all branches of Danske Bank, charges may be applied by other banks or building societies;
- At Post Offices – charges may be applied by the Post Office;
- Debit / credit card payments by phoning the Billing line on 03458 770030. **Credit card transactions will be subject to an additional charge of 1.55%.** Credit card payments are only accepted against water and sewerage bills;
- BACS; or
- Postal payments by cheque.

9.2 NIW will not accept cash payments that are equal to or greater than £5,000 for any one transaction or lower amounts from the same person or company in relation to that same transaction that adds up to £5,000 or above. Any payments that are equal to or above £5,000 should be transacted by cheque or other secure payment method. Cash payments should not be sent by post.

Payment of measured water, sewerage and trade effluent charges

9.3 Measured charges are payable in arrears and unless a customer has agreed a different payment arrangement with NIW, they are payable on receipt of the bill. Payments received will be allocated against the oldest outstanding debt.

9.4 Metered bills are usually sent every six months, larger metered water customers are billed monthly. NIW aims to base each bill on a meter reading but may issue a bill based on an estimate. Details of when an individual meter is due to be read are issued to customers when they have a meter installed or move to a metered property.

- 9.5 NIW reserves the right to read meters and issue bills on a more frequent basis. In such circumstances written notice will be sent to customers at least one month in advance.
- 9.6 NIW operates a Meter Payment Plan for metered customers. Under the plan customers agree to pay a fixed amount each month. At the end of each year NIW will review the account and make any adjustments to the required monthly payment if water use has changed and the amount being paid is too high or too low. Customers can contact NIW to review their plan. Contact details are provided in section 2.
- 9.7 If the account is in credit, customers can choose to have the over-payment refunded or carried forward to reduce the next year's payments. If not enough has been paid, the customer can choose to clear the outstanding amount or have the debt added to the following year's bill and monthly payments re-set to repay the outstanding balance over the next 12 months.
- 9.8 Fortnightly or weekly plans for paying metered charges are available on request. Monthly, fortnightly and weekly plans are also available for repaying any arrears of metered charges, subject to agreement with NIW, and for the assessed volume charge.
- 9.9 For frequent payment plans customers should call the Accounts Helpline on 03458 770050 to discuss their requirements and to agree suitable plans. We will always require a payment plan to be set at a level which clears the current year's charges by the end of the annual billing period. However, if there are arrears on the account or retrospective billing has been applied to your account we may be able to agree a longer period of time to make instalments more manageable.

Payment of unmeasured water and sewerage charges

- 9.10 Unless a customer has agreed a different payment arrangement with NIW, unmeasured charges are payable in full 28 days from the date of the bill. Payments received will be allocated against the oldest outstanding debt.

9.11 NIW offers a range of payment plans for unmeasured customers:

- Payment by two instalments on 1 May and 1 October;
- Payment by a maximum of 10 instalments between April and January (if a customer asks to use this option after April, the charges due will be spread equally on a monthly basis so that they are settled by the end of the annual billing period). Payment is due on the first of the month; and
- Payment by 12 instalments is available on request.
- Further details of payment methods can be found on the 'Paying your bill' section of our website.

9.12 For frequent payment plans customers should call the Accounts Helpline on 03458 770050 to discuss their requirements and to agree suitable plans.

9.13 Where a customer has agreed a plan to pay a full year's unmeasured charges by a number of instalments and subsequently fails to pay one or more instalments, the balance of annual charges will become payable immediately. NIW reserves the right to take recovery action in respect of all unpaid charges unless an alternative payment plan is agreed with NIW.

Failure to pay charges when they are due

9.14 NIW will ensure that every attempt is made to work with the customer to secure a reasonable payment arrangement. Customers experiencing payment difficulties can contact NIW to discuss alternative arrangements such as smaller more frequent payments.

9.15 Measured charges are billed in arrears and are to be paid on the bill date, while unmeasured charges are billed in advance and are to be paid within 28 days of the bill date. If the bill has not been paid, a reminder notice is sent advising the customer that recovery action will follow. This recovery action, which would be initiated if payment is not made or if the customer has not contacted NIW to agree a payment plan, could either be legal action, disconnection of the supply (including action to separate shared supply pipes or mixed use supplies) or a combination of both.

If accounts are not settled within the agreed payment schedule, NIW reserves the right to claim statutory interest at 8% above the Bank of England reference rate in force on the date the debt becomes overdue and at any subsequent rate where the reference rate changes and the debt remains unpaid. This interest levied is in addition to a fixed sum, dependent on the level of debt but not less than £40. These charges are in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002.

9.16 If a supply is disconnected for non-payment of charges due, then full payment of the arrears and a reconnection fee (see figure 16) will have to be made before the supply is reconnected. NIW also reserves the right to require non-domestic customers to provide a security deposit in cash or some other form of secured funds. The security deposit will be equivalent to average charges over 1 billing cycle. Average charges will be based on consumption history. If a shared or mixed use supply has been separated to allow a disconnection to be made, the costs of the separation will be added to the arrears. In some circumstances, payment of a significant proportion of the outstanding debt and an agreed plan to clear the remaining arrears, in addition to the reconnection fee, will be accepted to reconnect the supply. Where our representative or agent visits premises to disconnect the supply and the disconnection is averted by late payment, a charge of £60 for the visit will be payable (see figure 16).

9.17 If a customer fails to honour a reasonable payment arrangement, in accordance with normal commercial practice, NIW will initiate action to disconnect the service to protect the company and other customers from further unrecoverable losses.

Recovery of legal expenses

9.18 All costs and fees incurred by NIW or its agents in the collection of outstanding charges, such as solicitor's costs, court fees and warrant costs will be recovered from the customer. Customers will be advised of the fees likely to be added to their arrears before that cost is incurred by NIW. In

cases referred to the Small Claims Court, a minimum court fee of £50 will be added to the amount outstanding.

Billing adjustments

- 9.19 Every effort is made to ensure that charges are billed correctly based on the information held on accounts and in accordance with this Scheme of Charges. Any adjustment to charges will normally be applied from the start of the charging year in which the change in circumstances are notified by the customer to NIW, or otherwise brought to the attention of NIW, except where the change occurs in the charging year when any adjustment will be applied from the date of the change.
- 9.20 In circumstances where a customer has been charged incorrectly because of an error by NIW, we may choose to make retrospective adjustment of the bill and will always do so where the adjustment is in the customer's favour. This may result in a refund if NIW have overcharged the customer or it could result in a bill for charges not previously applied. In accordance with The Limitations (Northern Ireland) Order 1989, any billing adjustments are limited to a maximum of 6 years from the date of notification of the error.
- 9.21 NIW reserves the right to make retrospective adjustment where a customer intentionally provides incorrect information or withholds information that may affect their charges.

Other payment matters

- 9.22 Bills are issued and paid in £ Sterling. Non-domestic customers whose trade is based in the Republic of Ireland will be billed in Sterling and be expected to pay in Sterling. If a customer pays in any other currency, it will be converted into Sterling with any bank charges and currency fluctuation adjustments being made to the customer's account. NIW is unable to facilitate Direct Debits in any currency other than Sterling.
- 9.23 Where a bill is reissued due to changes on the account this will be at no charge.

9.24 NIW reserve the right to recover any invoice processing charges imposed on NIW by customers or their agents.

10 Liability to Pay Charges

10.1 Water charges are payable for a property if a supply of water is available for use in connection with that property. Sewerage charges are payable for a property where the property drains either directly or indirectly to a public sewer for which NIW is responsible.

10.2 Unless there is an agreement between NIW and somebody else to pay charges for a property, the occupier of the property is liable to pay the charges. In the case of a tenanted property it is not sufficient for there to be a clause in the tenancy agreement that the landlord will pay the charges: the landlord must have confirmed in writing to NIW that they will pay the charges. Where premises are let for periods of less than 12 months, or are in multiple occupation, the owner may be regarded as the occupier.

10.3 NIW has no legal right to recover charges from anybody other than the occupier of a property except where provision is made by any agreement to which NIW is a party. It is still possible for a person to make a new agreement to pay water and sewerage charges for premises which they do not occupy. (See also Common Billing Agreement section 10.14).

Who is the “occupier of a property”?

10.4 The term ‘occupier of a property’ means, in addition to any person in actual occupation of a property or to whom NIW provides services to in relation to a property, any person who:

- Maintains an existing or newly constructed property in a condition such that it can be more readily put to use for its intended purpose;
- Maintains for residential accommodation a property which does not include exclusive occupation of one or more facilities for cooking, washing or sanitation (such as bed-sits, holiday or student hostels, or other accommodation for short term accommodation or letting);
- Has sufficient control over the property to owe a duty of care towards those who come lawfully onto any part of that property; or

- Is the occupier for the purpose of holding a licence to sell alcoholic drinks.

Liability for charges for unoccupied properties

- 10.5 Where a customer is liable to pay unmeasured water and sewerage charges, the charges are payable where a furnished property is connected to water and sewerage services regardless of whether or not services are actually used.
- 10.6 Where a property for which unmeasured charges are payable is both unoccupied and unfurnished and no refurbishment work is being undertaken on the property, NIW will not charge water and sewerage charges on the property from date of notification subject to agreement by NIW. A small amount of furnishings may be left in the property for security purposes but furnishings which make the property habitable will lead to the property being deemed to be furnished and full charges will be payable.
- 10.7 Properties which are declared to be unoccupied and unfurnished and on which no refurbishment work is being undertaken may be checked at least twice a year.
- 10.8 A customer wishing to leave an unoccupied property furnished for which unmeasured charges are payable, or the owner of such a property undergoing refurbishment, may opt to have the water supply temporarily disconnected by NIW. Customer's wishing to request a temporary or permanent disconnection of the water supply must complete the 'Customer Requested Disconnection' application form that can be downloaded from the 'Your bill and our charges' section of the NIW web site. Following disconnection there will be no charges for the provision of water but there will be a charge for reconnection. Reconnection charges are detailed in **Figure 16** in section 11.
- 10.9 Where a metered property is unoccupied and unfurnished or furnished and no water is being recorded by the meter, only the measured water and sewerage

standing charges will be payable. Customer's wishing to request a temporary or permanent disconnection of the water supply must complete the 'Customer Requested Disconnection' application form that can be downloaded from the 'Your bill and our charges' section of the NIW web site. Following temporary disconnection there will be no charges for the provision of water but there will be a charge for reconnection. Reconnection charges are detailed in **Figure 16** in section 11.

Liability for charges on change of occupancy

- 10.10 The occupier is responsible for notifying NIW of any change in occupation status. Our customer contact details are outlined in section 2.
- 10.11 If a customer fails to provide at least two working days' notice that they are vacating the property, that customer will continue to be liable for charges until the date of whichever of the following occurs first:
- Where the customer informs NIW of their vacating the property less than two working days before, or at any time after they cease to occupy it, the 28th day after NIW is informed;
 - The day on which the meter would normally have been read in order for the amount of the charges to be determined; or
 - The day on which any other person informs NIW that they have become the new occupier of the property.
- 10.12 Where a measured customer telephones NIW to notify it on the day of their vacating, NIW will close a meter account on the basis of a meter reading provided by the customer. If the customer is unable to provide a reading and is agreeable to closing and settling their account on the basis of an estimated closing bill provided by NIW, the account will be closed using that estimate.
- 10.13 Where an occupier of a property who is liable to pay measured charges vacates the property without notifying NIW and a new occupier takes up residence also without notifying NIW, once NIW becomes aware of the new

occupier it will take meter readings to establish average daily use. This average daily use will then be used to calculate charges due from the new occupier between the date they occupied the property and the date of the first meter reading taken by NIW.

Other matters regarding liability to pay charges

- 10.14 Common Billing Agreements - Where a property consisting of separate occupiable units has a single supply pipe, each separate occupier would normally be liable for billing on a measured or unmeasured basis as appropriate. However, if all the customers agree and appoint a representative, usually the landlord or management agent, this individual may enter into a common billing agreement (CBA) with NIW to accept liability for the water and sewerage charges on behalf of all customers within the property.
- 10.15 In this situation it may be possible to meter the property and charge on the basis of a single meter. NIW will not provide further meters to enable cost allocation within the property as this becomes a third party recovery issue. If we have previously metered a multiple occupancy property on the basis that an individual or managing company would be responsible for the initial costs and future water bills this is considered to be a common billing agreement (CBA). We will expect that representative to pay the bill and recoup from the occupiers as they see fit.
- 10.16 Liability for charges for conjoined buildings – If a person occupies more than one separately rated building or part of a building and has access between them other than by a highway (road), NIW will agree to add the relevant capital values together and bill the property on a single value basis (so that the occupier pays only one set of standing charges). This cannot apply if there are two separate supplies.
- 10.17 Shared supply - For both measured and unmeasured water charges, the fact that a property might receive its water through a shared private service pipe does not affect liability to pay the standing charge in full and no

reduction will be made to the standing charge.

10.18 Private sewers – for both unmeasured and measured sewerage charges, the fact that a property might drain to a public sewer via an intermediary private sewer for which the occupier is wholly or jointly responsible does not entitle the occupier to any reduction in the standard sewerage charges.

10.19 Single meter supplying multiple premises or customers – when a metered property is sub-divided, the owner or developer should provide separate water supplies to each new separately occupiable part. If this hasn't happened and no particular person has accepted, in writing, responsibility for the charges, we will bill the person considered to have the principal responsibility.

Liability for water and sewerage charges when the person responsible for payment applies for bankruptcy

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

11 Getting Connected to the Public Water main or Sewer

- 11.1 When a property is connected to NIW's mains for the first time, the customer pays for the specific costs associated with making the connection. The cost of a water connection will include a charge for making the connection to the public water main, a charge for building water used in new build properties and a water infrastructure charge. A water meter will be installed on new connections in accordance with legislative requirements and remains the property of NIW. Where a water meter is installed on a new non-domestic connection the metered tariff will apply. If connecting to the sewerage network, a separate sewerage infrastructure charge will also be payable.
- 11.2 NIW requires customers to provide separate water connections to each new separately occupiable unit or dwelling. This includes redevelopments of sites with an existing single water supply where the development increases the number of dwellings or units. In exceptional cases NIW will approve variants to this requirement. In such cases paragraph 11.28 will apply and a Common Billing Agreement must be put in place.
- 11.3 Where a water connection is provided but the boundary box / meter chamber is reset, readjusted or interfered with by the developer, such that a meter cannot be installed as per NIW installation guidance, the cost for all works to replace the meter chamber will be charged to the developer. The developer will be deemed responsible where the meter chamber has been reinstated by them, or a third party on their behalf, after connection.
- 11.4 A connection charge is payable in advance. Persons requiring a water connection should decide which of the following options is most suitable:
- (a) A connection only;
 - (b) A full service connection and all associated trench-work, pipe-work and reinstatement; or
 - (c) A mains connection, e.g. large diameter water supply connection.

- 11.5 If you have any questions or require advice on getting connected or if you wish to make an application, please contact NIW using one of the methods highlighted below:

Figure 13 – NIW contact details

Contact Details	
Telephone number	Waterline 03457 440088 (24 hours) Or Developer Services 03458 770002 (9am – 4.30pm)
Text Relay	Through Waterline 03457 440088
Email	waterline@niwater.com
Address	PO Box 1026, Belfast BT1 9DJ

Making a connection to a public water main or sewer.

- 11.6 In line with Roads Authority (TransportNI) legislation, NIW is the approved undertaker for the installation of water and sewer apparatus in the public verge, footway and carriageway. This includes responsibility for opening, closing and reinstatement of public property for making connections to public water mains and sewers. Persons who can obtain a Street Works accreditation from TransportNI may also open the public verge / footpath / carriageway. Where a valid Street Works Licence is presented to NIW, customers can undertake all excavation backfill and reinstatement, and may make the sewer connection in the public area with the written permission of NIW. NIW must make all connections to a public water main. Contact details for TransportNI are provided below:

TransportNI contact details:

Address: Clarence Court
10 - 18 Adelaide Street
Belfast
BT2 8GB

Telephone: 028 9054 0540

Email: transportni@drdni.gov.uk

Water connection only

11.7 Where the Street Works Licence requirements do not apply i.e. on private property or unadopted streets customers can undertake all excavation works, with NIW undertaking the physical mains connection only, including tapping the water main, laying the service communication pipe, installation of the boundary box and fitting the water meter. The charge will be £231 as shown in Figure 14. Connection charges are payable in advance. The applicant is responsible for obtaining third party land approval and providing written evidence of this to NIW. A standard connection is one which meets the following criteria:

- The external diameter of the pipe connecting to the water main does not exceed 32mm;
- The service supply between the water main and the boundary box is 10m or less;
- The trench in which the service supply pipe is laid should not be less than 0.5 metre in width;
- The opening does not encroach a public verge / footpath / carriageway; and
- Is carried out between 9.00am and 4.30pm Monday through to Friday.

11.8 Non-standard connections greater than 32mm external diameter will be charged for the actual cost of carrying out the connection.

11.9 Where NIW attends and is unable to complete the connection because the site is not ready, an aborted visit charge of £178 will be payable.

Installation of connections in contaminated lands

11.10 The potential presence of contamination in brown field sites requires careful selection and evaluation of an appropriate pipe material to provide long term protection to both water quality and structural integrity. NIW recommends customers refer to the United Kingdom Water Industry Research (UKWIR) Guidance 10/WM/03/21 for the selection of water pipes to be used in

brownfield sites. This guidance can be downloaded from the UKWIR website at www.ukwir.org/site/web/content/contact-us. Both plastic and metallic pipes through the presence of petroleum hydrocarbons, solvents and corrosive chemicals can be compromised if an inappropriate pipe material or components have been selected. Polyethylene water pipes can be affected by certain chemicals in contaminated land. Where polyethylene service pipes are to be installed in sites where ‘contamination’ may exist, a polyethylene pipe incorporating an impermeable aluminium layer (a barrier pipe) is available as an alternative means of construction. Connections that require a ‘barrier pipe’ up to and including 32 mm diameter will be charged at a rate of £6.50 per metre run.

Figure 14 – Standard water connection charges

Standard connection	Charge per connection
Includes connections that are up to 25mm nominal diameter (32mm external diameter). NIW will make the tapping to the public water main, provide the communication pipe and boundary box and connection to the customer’s service supply pipe.	£231
Standard Connections to mains that are in Public Realm Improvement areas e.g. under new slab footpaths.	At cost
Standard Connection (Self Certified) Includes connections that are up to 25mm nominal diameter (32mm external diameter). NIW approves the application for a Self-Certified Accredited Plumber to make the tapping to the public water main, the communication pipe and boundary box and connect to the customer’s service supply pipe. NIW will complete the inspection and fit the meter as appropriate.	£74

Full service pipe connection

- 11.11 Where a developer / house-builder requisitions a full service connection, all costs incurred in the laying of the communication pipe necessary to make the connection between the water main and the boundary box shall be recovered. Connection includes tapping, installation of a communication pipe, boundary box and up to 10m of service pipe, complete with excavation backfill and reinstatement.

- 11.12 Where conditions allow an additional connection / service pipe may be laid through the same duct or trench. Multiple ducts / service pipes that are laid in the same trench or duct will attract a discounted rate as indicated in Figure 15.

Figure 15 – Full service pipe connection charges

	Verge /Unmade Ground	Up to 2m from site boundary footpaths only	Up to 5m from site boundary in all surfaces	Up to 10m from site boundary in all surfaces
Band – A Standard connections to mains in public areas that are 100mm diameter or less	£448	£398	£688	£888
An additional service pipe connection through same duct or trench	£242	£291	£276	£290
Band – B Standard connections to mains in public areas that are 101mm and up to 225mm diameter	£351	£397	£598	£879
An additional service pipe connection through same duct or trench	£269	£297	£313	£333
Bands – A&B Additional cost per metre run up to 20m	£19.40	£35.80	£35.80	£35.80
Bands – A&B Additional cost per metre run up to 20m where the communication pipe is installed in a barrier pipe material	£6.50	£6.50	£6.50	£6.50
Band – C Standard connections to mains in public areas that are 250mm diameter or greater	At cost	At cost	At cost	At cost
Band – D Non-standard connections i.e. greater than 25mm diameter including mains connections / tie-ins	At cost	At cost	At cost	At cost
Application fee payable in advance, for full service pipe connections in Band C and Band D, which will be deducted from the final bill	£260	£260	£260	£260
Aborted connection charge	£178	£178	£178	£178

Figure 16 – Disconnection and reconnection charges (Water)

Type	Charge
Reconnection at NIW's stopcock (following temporary disconnection or following non-payment and subsequent disconnection) – payable in advance of reconnection	£120
Where our representative or agent visits premises to disconnect the supply and the disconnection is averted by late payment.	£60
Where the reconnection cannot be made at NIW's stopcock all the actual cost involved for the physical reconnection will be payable subject to a deposit of £50 being payable in advance of disconnection / reconnection	At cost
Permanent disconnection	No charge

Building water.

11.13 Where a water connection is provided for a new build property or unit, a fixed charge of £20 is payable for water consumed in the construction process for each individual connection requested for separately occupied properties / units capable of separate occupation. For non-domestic properties / units the charge payable will be calculated by reference to the water using appliances installed in them using the Loading Units in Figure 19 - Table of Nationally Agreed Loadings Units for Water Fittings. The building water charge will be calculated by adding together all the loading units for all the appliances in the building and dividing this figure by 24 to produce the relevant multiplier. If this figure is less than 1, the relevant multiplier will be 1.

Connection to sewers

11.14 Standard connection - Relates to all connections to the public sewer which do not encroach on public property. The work is carried out by the customer but supervised by NIW. A standard inspection charge of £128 is payable in advance for all connections to the public sewer supervised by NIW. The standard charge assumes materials are supplied and excavations made by the applicant and applies only to connections involving a pipe diameter up to 150mm to a single property. Where the standard charge does not apply, all costs incurred in making the connection shall be recovered. Any subsequent re-inspections will be charged at the same rate. Note: If a sewer connection does encroach on public verge footpath or carriageway the

developer may complete all excavation and reinstatement provided he obtains and presents to NIW a valid Street Works Licence in compliance with Roads Service Legislation.

11.15 Full service pipe connection - Where a developer cannot obtain a valid Street Works Licence, NIW carries out a full service sewer connection, including all associated trench work, pipe work and reinstatement involved in connecting a lateral drain to a public sewer. The customer will be charged the full cost of all work carried out (see Para 11.16 below). Customers will be required to pay an application fee of £128 in advance, which will be deducted from the final bill.

11.16 The actual costs will be calculated on the basis of:

- the diameter of the customer connection;
- the diameter and material of the public sewer;
- the existing surface where the sewer is to be laid;
- the make-up of the ground construction;
- the depth of the public sewer;
- traffic management requirements; and
- distance from boundary to connection.

By way of example a nominal 100 mm diameter drain connection connecting to a public 225mm diameter uPVC sewer at a depth of 1.6 metres in a bitmac road way, involving a 5.0 metre excavation will cost on average £1,875 including an initial survey, all excavation and reinstatement, provision of all pipes and fittings and administration charge.

11.17 Where NIW attends the site to carry out such work and the site is not ready, an aborted visit charge of £60 will be levied.

Refusal of a surface water connection

11.18 NIW can refuse any application to discharge surface water into the public sewer, where the following conditions are not met:

- The mode of construction or condition of the drain or sewer, or of any associated sustainable drainage system, do not satisfy the standards reasonably required; and
- The making of the connections would be detrimental to the sewerage system;
- A suitable alternatives exist, or could reasonably be provided.

Figure 17 – Sewer connection charges

Type of connection	Charge per connection
<p>Standard connection Inspection fee Applicant carries out all excavation, backfill and reinstatement for approved connection to the public sewer. Note: if this work is in public property the applicant must comply with the Street Works Legislation</p>	<p>£128</p>
<p>Aborted inspection charge</p>	<p>£60</p>
<p>Full Service Pipe Connections NIW will carry out all associated excavation, trench works, pipe work and reinstatement in accordance with Street Works Legislation. (see para. 11.7)</p>	<p>At cost</p>
<p>Application fee payable in advance will be deducted from the final calculated cost of the full service sewer connection.</p>	<p>£128</p>

Infrastructure charges.

11.19 Infrastructure charges are levied for the initial connection of premises to a water supply or to a public sewer. They relate to the additional capital expenditure costs incurred by an undertaker in enhancing and reinforcing the network of reservoirs, mains, sewers and treatment works, and developing other resources, to provide capacity for new customers.

11.20 For the purposes of both a water and sewerage infrastructure charge, a connection is defined as:

- The point in time at which a property is physically connected to a water or sewer main owned by NIW;

- Where a building supply has been provided, the point at which the supply changes to one for domestic purposes; and
- For sewerage only, where no water supply is taken from a statutory water undertaker, the point at which the property is physically connected to a sewer owned by NIW.

Figure 18 – Infrastructure charges

	Charges
Water infrastructure charge	£314 per connection
Sewerage infrastructure charge	£314 per connection

Application of the charges

11.21 NIW will provide an approval letter following a preliminary survey which will state the amount due for connection fees and infrastructure charges.

11.22 The infrastructure charge will be payable on a property which comprises a unit capable of separate occupation on the first occasion that it is connected directly or indirectly to a water main or a public sewer for domestic purposes. This does not mean that it is only payable on houses. It is payable where water will be used for domestic purposes, that is drinking, washing, cooking, central heating and sanitary purposes.

11.23 For the purposes of this charge every building or part of a building will be treated as a unit capable of separate occupation and liable to a separate infrastructure charge if:

- In the case of a dwelling:
 - i. It is used or will be used as a separate dwelling; or
 - ii. It includes separate facilities for sleeping, washing, cooking and a WC.
- In any other case, it has its own connection to a water supply or sewerage service and is in fact capable of separate occupation.

11.24 Except for non-standard cases (see section 11.29), the standard amounts of the charges will be payable for each unit connecting to NIW’s water mains

and/or sewers.

Liability to pay the charge

- 11.25 The connection and infrastructure charge is payable by the person requesting a connection to NIW's water mains and/or sewers.
- 11.26 Where no application for a water supply or sewerage service is received or where NIW is unable to recover the charge from the person who requested the connection, the charge will be payable by the person who has the benefit of the new supply or service on the charge becoming payable.

Payment of the charges

- 11.27 In the case of a new property the infrastructure charge is payable upon connection unless NIW has agreed alternative payment arrangements with the customer concerned. A customer wishing to agree alternative payment arrangements should contact NIW on receipt of a connection approval letter. Our contact details are outlined in section 2. Once agreed, NIW will confirm the arrangements in writing to the customer.
- 11.28 For existing properties which are occupied at the time a connection is required, either payment in full shall be made within six months of the connection or payment may be made in equal annual instalments up to a maximum of twelve including interest at 5.25% per annum.

Non-standard cases

- 11.29 In non-standard cases where payment is agreed under a Common Billing Agreement where either:
- (a) a person who has received a demand or undertaken to pay a water and / or sewerage charge in respect of two or more household premises subject to a Common Billing Agreement fails to pay such a charge within 14 days of the date of connection; or
 - (b) a Common Billing Agreement is terminated otherwise than in accordance with its terms by the person who has undertaken to pay charges under it, that person shall pay to NIW and NIW will recover from

that person the standard amount in respect of each such household premises connected.

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

Buildings where there is a common billing agreement.

11.31 Where a building is made up of a number of self-contained units and their future occupiers will not be billed by NIW for water and sewerage services but the bill will be paid by a third party (a Common Billing Agreement), the infrastructure charge will be calculated by reference to the water using appliances in the building. Figure 19 details the “Loading Units” for various water using appliances.

11.32 The infrastructure charge will be calculated by:

- (a) adding together all the loading units for all the appliances in the building;
- (b) dividing this figure by 24; and
- (c) dividing the resulting figure by the total number of self-contained units to which the Common Billing Agreement Applies.

This will produce a figure called the ‘Relevant Multiplier’ which will be multiplied by the standard infrastructure charge to determine the total infrastructure charge payable.

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

11.33 In this case the infrastructure charges due will again be calculated by reference to the water using appliances installed in them using the Loading Units in Figure 19. The infrastructure charge will be calculated by adding together all the loading units for all the appliances in the building and dividing this figure by 24 to produce the relevant multiplier. If this figure is less than 1, the relevant multiplier will be 1. The relevant multiplier figure will then be multiplied by the standard infrastructure amount to determine the charges due.

Caravans

11.34 In the case of additional caravans on a site, infrastructure charges will be based on the net increase in the numbers of caravans / bays on the site, and the use of the relevant multiplier based on loading units as set out in Figure 19.

Figure 19 –Nationally agreed loading units for water fittings

Water fitting (See Note 1)	Loading units (LUs)
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath (tap nominal size 20mm)	10
Bath (tap nominal size larger than 20mm)	22
Shower	3
Sink (tap nominal size 15mm)	3
Sink (tap nominal size larger than 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 LU's per house) (See Note 2)	3
Communal or commercial appliance	10
Any other water fitting or outlet (including a tap – but excluding a urinal or water softener)	3
Note 1 Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.	
Note 2 In any calculation of the total Loading Units for a property, a minimum of six Loading Units will be included in respect of each house for domestic appliances whether or not the house has any such appliances. The only exception to this will be in the case of any house where neither a washing machine nor a dishwasher can be provided and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance in the house.	

Development or redevelopment of sites formerly connected to water and sewerage services

11.35 Where a site is developed or redeveloped (including conversions or subdivisions of buildings) the number of infrastructure charges payable will be the total number of units with connections to water and / or sewerage services after development, minus the maximum number of properties which had connections to water and / or sewerage services at any time in the five years before redevelopment began. The credited properties are known as off-sets. Requests for off-sets must be clearly stated in writing at the time of

application, identifying the total number of connections applied for and which sites are requested to be off-set.

- 11.36 Where a site to be redeveloped consists of a large single non-domestic complex – such as a hospital or hotel – and which had a metered connection, NIW will take account of demand on services of the original use of the site in the five years before redevelopment began when calculating infrastructure charges (note – where part of a site only has been sold for redevelopment, the continuing water use at that part of the site not being redeveloped will be taken into account when calculating the infrastructure charges due).
- 11.37 NIW will do this by dividing the maximum consumption recorded by the meter in any of the five financial years prior to development by the average domestic household consumption in NIW's area. This will produce the number of off-sets which NIW will set against the infrastructure charges due.
- 11.38 In cases where infrastructure charge liability is calculated using the relevant multiplier principle referred to above, any off-sets due will be set against the total number of infrastructure charges which have been deemed payable using the relevant multiplier principle.
- 11.39 Where a large single non-domestic site is redeveloped which did not previously have metered connections NIW will be unable to use demand as a basis for calculating infrastructure charges. Charges will be calculated on the basis of the maximum number of properties in use on the site in the 5 years prior to redevelopment.
- 11.40 In certain circumstances an assessment of the demand on the infrastructure in the 5 years prior to redevelopment compared to after redevelopment of an unmeasured property may be taken into account if such an assessment is possible.

Requisitions

- 11.41 Extensions to the public water main or sewer networks to the boundary of the

property or development (the off-site water main or sewer) may be provided by NIW on receipt of a Requisition Notice from the owner or occupier of any premises in the locality provided the NIW's conditions are met. An application fee of £326 is payable at the time of application. This is non-returnable if NIW issued the decision letter having initially undertaken the technical and economic appraisal study and the applicant subsequently decides not to proceed. In the event a resubmission application is made, a resubmission fee of £85 is applicable.

11.42 Extensions to the public water main within the boundary of a development (the on-site water main) may be provided by NIW on receipt of a Requisition Notice from the owner or occupier of any premises within the development, provided the NIW's conditions are met. An application fee of £255 is payable at the time of application, for the first 30 properties within the development and £17 for each additional 30 properties or part thereof. This is non-returnable if NIW issued the decision letter having initially undertaken the technical and economic appraisal study and the applicant subsequently decides not to proceed.

11.43 In responding to a request, NIW will provide a costing for the work. The costs of the work will include the reasonable cost of design, labour, plant, materials, supervision and administration. They may also include, the costs of all pipes, tanks, service reservoirs and pumping works as it is necessary to provide in consequence of the new main or sewer, and a proportion of the cost of mains or sewers which have already been laid in the previous 12 years, but were oversized in anticipation of further demand. In calculating the cost to be taken by the person making the requisition NIW will contribute a reasonable cost allowance in respect of supplies of water to premises or drainage of premises for domestic purposes. Figure 20 shows the reasonable cost allowance that would apply for each domestic property. The reasonable cost allowance to be applied to other supplies of water or drainage for domestic purposes will be calculated on an individual basis.

- 11.44 Owners of rural residential properties which do not have a connection to a public water supply main, may make application under the requisition procedures for an economic assessment which can be used to support an application to the Department of Agriculture and Rural Development relating to the bore well requisition scheme, if available.
- 11.45 Different allowances are in operation for properties constructed before 1 January 2000 (which have not previously been connected to mains water or the public sewer). Any properties constructed before this would be deemed to be existing and subject to the existing cost allowance.

Figure 20 – Reasonable cost allowance

Requisition	New properties (Post 1 January 2000)	Existing properties (Pre 1 January 2000)
Water main	£1,800	£12,000
Sewer	£2,250	£4,000

Disputes

- 11.46 Any dispute about the decision of NIW in response to a requisition notice may be referred to the Consumer Council, contact details as follows:

Address: Consumer Council for Northern Ireland,
Floor 3, Seatem House,
28-32 Alfred Street,
Belfast,
BT2 8EN

Telephone: 0800 121 6022

Email: complaints@consumercouncil.org.uk

Web: www.consumercouncil.org.uk

12 Other Developer related charges

Standpipe hire

- 12.1 It is an offence to take water from a hydrant by any means other than a licensed approved standpipe obtained from NIW. Using water from a fire hydrant by any other means could lead to prosecution and a maximum financial penalty of £1,000 per occasion. Those who have a legitimate need may obtain a portable standpipe for drawing water on a temporary basis from a fire hydrant on a public water main system. A portable standpipe may be obtained by submitting a completed application form that can be requested from NIW through the Waterline number (03457 440088), from the Standpipe Rental Desk (03458 770002), or downloaded from the NIW website www.niwater.com

Rental charges – Standard 25mm diameter standpipes

- 12.2 The charge, including delivery by NIW, for a minimum period of one month and a maximum period of 12 months is shown in Figure 21. Where the customer agrees to collect and return the standpipe a lower charge will apply. In addition to the charges shown, a refundable deposit of £100 must also be paid for each stand pipe. The deposit will be returned when the stand pipe is returned to NIW without damage. All charges are payable in advance.

Figure 21 - Rental charges 25mm diameter standpipe

Hire period	Charge (Standpipe delivered & collected by NIW)	Charge (Standpipe collected & returned by the customer)
1 month	£131	£71
2 months	£165	£105
3 months	£198	£138
4 months	£232	£172
5 months	£265	£205
6 months	£299	£239
7 months	£333	£273
8 months	£366	£306
9 months	£400	£340
10 months	£433	£373
11 months	£467	£407
12 months	£501	£441

Rental Charges – 65mm Diameter standpipes

12.3 The charge, including delivery by NIW, for a minimum period of one week and a maximum period of 12 months is shown in Figure 22. Where the customer agrees to collect and return the standpipe a lower charge will apply. In addition to the charges shown, a refundable deposit of £100 must also be paid. The deposit will be returned when the stand pipe is returned to NIW without damage. All charges will be payable in advance.

Figure 22 Standpipe rental charges 65mm diameter

Hire period	Charge (Standpipe delivered & Collected by NIW)	Charge (Standpipe collected & Returned by the Customer)
1 week	£131	£71
2 weeks	£148	£88
3 weeks	£165	£105
4 weeks / 1 month	£182	£122
5 weeks	£199	£139
6 weeks	£216	£156
7 weeks	£233	£173
8 weeks / 2 months	£250	£190
9 weeks	£267	£207
10 weeks	£284	£224
11 weeks	£301	£241
12 weeks / 3 months	£318	£258
16 weeks	£385	£325
20 weeks	£453	£393
24 weeks	£521	£461
28 weeks	£589	£529
32 weeks	£657	£597
36 weeks	£725	£665
40 weeks	£793	£733
44 weeks	£860	£800
48 weeks	£928	£868
52 weeks	£996	£936

12.4 Charges include the issue of a stand pipe licence and delivery of the Stand Pipe to a designated address. At the discretion of NIW stand pipes may be collected from a central store and will attract a reduction in the cost of rental as indicated.

12.5 Where water consumption is required for a specified use which can be detailed, calculated and verified, an assessed rental charge may be applied at the discretion of NIW. This will be based on administration / delivery charges and the estimated cost of water consumed using the current rate per volumetric charge. All charges will be payable in advance. Where a

water connection is provided for a new build property or unit, a fixed charge of £20 is payable for water used in the construction process.

Renewal of your standpipe hire licence

- 12.6 Two weeks before your licence is due to expire we will send you a reminder letter and application form for you to renew your licence. If you do not renew your licence or return your standpipe on the due date, you will be liable to pay one full year's rental for your standpipe, i.e. invoiced for a full year's rental and the automatic loss of the returnable deposit.

Provision of Information Including Maps

- 12.7 Records may be inspected free of charge at Developer Services by prior appointment, see Figure 24 for contact details. Written requests for map information will be charged as follows:

- £15.00 per A4 printed copy for water and sewer details;
- £17.00 per A3 printed copy for water/sewers individually; and
- £4.50 each additional printed copy.
- £29 per A0 / A1 printed maps.

Requests for electronic copies will be based on the number of A3 equivalent sheets to cover the area requested.

- 12.8 The position of private drains, private sewers and service pipes are not normally shown on maps but their presence must be anticipated and you are strongly advised to carry out your own investigations to locate them.
- 12.9 Where a site visit is required to determine actual on site water supply, foul and surface water connections, a charge of £140 per visit will be payable in advance. Where NIW attends a site at a prearranged time but is unable to undertake the inspection because the site is not ready or inaccessible, an aborted visit fee of £60 will be charged.

12.9 NIW provides a routine response to requests from Planning Service and conveyancing solicitors where additional information is directly requested from NIW over and above the basic information previously provided. This service will be charged as follows:

- Standard response 10 days £35.
- Same day response (if received before noon) £70.
- Next day response £60.
- 48 hour response £50.

12.10 Where NIW agrees to undertake a search of its records for any person in relation to other types of request, e.g. history of flooding details, there will be a standard charge of £20 for each routine enquiry plus a charge of £6.00 for each copy document provided. Actual costs will be charged for any non-routine enquiries. Time will also be charged at £31 per hour or part hour with a minimum charge of £10. Postage will be charged at cost. Details of routine enquiries can be obtained from NIW prior to making a request. Copies of Article 161 agreements relating to development queries will be provided where available, at a cost of £37 for each agreement, and are subject to data protection regulations.

12.11 Where a customer lives in a supply zone, but is unable to attend a company office to inspect the drinking water quality register for the water in that supply zone, no charge will be made for sending the information needed to the customer. Charges will be made for providing information from the register about zones in which the enquirer does not live.

Other Information

12.12 NIW may charge for providing other photocopied information as follows:

Figure 23 – Photocopying charges

Colour	Size	Price
black & white	A4	£0.25/ sheet
	A3	£0.50/ sheet
colour	A3 or A4	£1.00/ sheet

- 12.13 Where more than 40 sheets are provided, time will also be charged at £25 per hour or part hour with a minimum charge of £5. Postage will be charged at cost.
- 12.14 Payment will be required in advance. In cases where significant amounts of information are being requested, NIW will estimate the cost of provision. Where the actual cost varies significantly from the estimate, NIW reserves the right to charge or refund this difference.
- 12.15 NIW is committed to openness and aims to release as much information as possible both routinely and in response to requests under information access legislation. NI Water will determine the appropriate legislative framework under which the request should be responded to, i.e. Freedom of Information (FOI), Environmental Information Regulations (EIR) or Data Protection (DPA) based on the context of the request.

The Freedom of Information Act 2000

- 12.16 The FOI Act states that fees can be charged for requests above the appropriate limit of £450. The Act does not oblige NIW to comply with a request for information if we estimate that the cost of compliance would exceed this limit. (Note: for the purpose of estimated the cost, staff costs charged at £25 per hour regardless of the seniority of the staff involved).
- 12.17 If the cost of complying with the request exceeds the appropriate limit NIW can:
- Comply with the request and waive the fee;
 - Issue a fees notice based on the estimated cost of complying with the request;
 - Decline the request on the basis that it exceeds the appropriate limit;
 - or
 - Ask the requestor to refine their request to a more manageable level.
- 12.18 NIW will not decline to provide information based on charge alone, or apply

a charge for information released under the disclosure provisions of the Freedom of Information Act, unless it exceeds an assessed cost of £450.

The Environmental Information Regulations 2004

- 12.19 NIW have the discretion to charge a reasonable fee for providing environmental information and our starting point is £25 per hour based on staff time spent locating, retrieving and extracting the information requested. We will notify you upon receipt of your request if a fee will be charged and the amount. If a fee is due and you wish to proceed, we will provide you with the information following payment of the fee. If you do not wish to proceed we will try to help you find information that could be provided without incurring charges. No fees will be charged for existing publications, or for information that is on our website, on the public register, or can be examined at a NIW office.

The Data Protection Act (1998)

- 12.20 When a request is deemed to be for personal information (subject access request) it is captured by the provisions of the Data Protection Act. The Act states that a payment of £10 can be levied, however, NIW's current Data Protection policy waives this fee.

Disbursements (The Freedom of Information Act 2000 and the Environmental Information Regulations 2004)

- 12.21 Whilst printing or copying the requested information and sending it to the applicant will be charged at a rate of £0.10 per page, any charge less than £5 will be waived by NIW. Postage fees over £5 will also be charged at cost. All documents will be sent 2nd Class Post.

Other miscellaneous charges

- 12.22 The following section gives details about the charges NIW will apply for the following:
- Pre-development enquiries including development encroachment; (Odour Modelling in proximity to Waste Water Treatment Works);

- Sewers for adoption – new and existing development;
- Building over or near public sewers;
- Diversion of water mains;
- Self-lay mains;
- Pressure testing water mains; and
- Fire hydrant installation.

More detailed information on how to apply for these services is contained within the NIW – Developers & House-builders Guidance Notes. Copies can be obtained by contacting NIW using one of the methods highlighted below, or by downloading from the NIW website at <http://www.niwater.com/services-for-developers-and-housbuilders/>.

Figure 24 – Contact details

Telephone number	Developers Services Team 03458 770002 (9.00 am – 4.30 pm)
Email	developerservices@niwater.com
Address	Developers Services, NI Water Ballykeel Office, 188 Larne Road, Ballymena, Co Antrim, BT42 3HA

Future development enquiries

12.23 Applications can be made to NIW to provide information about the availability and capacity of water and sewer infrastructure to service future development. NIW will advise if the existing sewer network, and / or wastewater treatment works can accommodate the proposed future development, or the availability of adequate water supply and pressure. Where a major development is proposed and additional information is required about our networks, a hydraulic network model of the water or sewer network may be required. Where a proposed development is in proximity to a wastewater treatment works, an odour model study may be required to determine the development boundary limits.

12.24 Charges for pre-development enquiries are as follows:

- Pre-development enquiry application fee (includes any service mark ups provided to the applicant) £129.
- Network Capacity Check (water network) application fee £1,400.
On receipt of the fixed fee, the hydraulic model will be updated to reflect the potential additional loading from the proposed development. The applicant will be advised of the point of connection to the water supply network, and the cost of providing the off-site infrastructure or upgrading the network to accommodate the proposed development.
- Network Capacity Check (sewer network) application fee at full cost, less a **£500 deposit** payable in advance.
On receipt of the deposit, an initial assessment will be undertaken and a quotation provided for producing a hydraulic model of the sewer network to reflect the potential additional loading on the sewers due to the proposed development. NIW will write to the applicant advising the actual cost of preparing the report. If the applicant then wishes to proceed the balance of the payment less the deposit should be paid. The final report if commissioned will identify the point of connection to the sewer network, and the cost of providing the off-site infrastructure or upgrading the network to accommodate the proposed development.
- Development Encroachment (development limits assessment) application Fee £230. Where a full Odour Model Appraisal is necessary to determine the development limits, a letter of quotation will be issued which will advise on the limit of development and the cost of any related capital works. If the applicant decides to proceed, the fee will be payable in advance at cost,

Sewers for adoption – new development

12.25 An application can be made for an article 161 agreement for the adoption of a development drainage system at a future date provided the sewers are constructed to a satisfactory standard. Details of a drainage layout to serve a new development should be submitted accompanied by the appropriate application fee. Charges are as follows:

Application fee:

- Application Fee (non-returnable) £285.
- If an application has to be resubmitted a fee of £85 will be charged.
- Replacement Article 161 Agreements will be provided for a fee of £85.

Inspection / Adoption Fee:

- Sewer inspection / adoption requests will be charged at 2.5% of the estimated cost of sewer construction (£500 minimum) using a schedule of rates prepared by NIW. The application fee is deducted from the calculated total fee.

Bond Surety (Cash or Guarantee Bond):

Bonding arrangements are required to the value of:

- 40% of estimated cost of gravity sewer based on NIW's schedule of rates (with a minimum of £2,000).
- 50% of estimated cost of pumping stations and pumping mains (with a minimum of £5,000).

Legal / Administration Fee:

Covering the provision of agreement and transfer of lands:

- Adoption of gravity drainage system only £230.
- Adoption of gravity sewers with associated pumped drainage system £315.

Sewers for adoption – existing drainage systems

12.26 An application can be made for an article 159 sewer adoption. Charges will be applied as follows:

Figure 25 – Sewer adoption charges for existing sewers only

	Charge
Application / Assessment Fee (non-returnable)	£285
Inspection / Adoption Fee <ul style="list-style-type: none"> • Single sewer leg up to 300m. • Multiple sewers within a development (cost of construction calculated using a schedule of rates prepared by NIW based on current sewer contract rates) 	£705 2.5% of construction cost. (£705 min)
Legal fee for the provision of agreement and transfer of land	£105 minimum

12.27 Sewer inspection / adoption requests made for the adoption of sewerage systems previously approved under article 17 of the Water and Sewerage Services (Northern Ireland) Order 1973 that are deemed to apply under the Water and Sewerage Services (Northern Ireland) Order 2006 will be set at the minimum inspection / adoption fee of £705 where inspection / adoption fees have not previously been charged by TransportNI (previously DRD Roads Service) prior to 1st April 2007.

12.28 Preliminary / Final Certificate of Completion Adoption applications for mature Article 17 / 19 development sites that pre-existed 1st April 2007 has a one off fee of £285.

Building over or near a sewer

12.29 Agreement to carry out any building work over the top of or within 3 metres of a public sewer must be sought from NIW. Proposals should be forwarded to NIW for assessment. This assessment process is in two stages, with each stage having separate charges:

- Stage one appraisal considers if a build-over is necessary or is there an alternative. The size, depth, material, gradient and condition of the

sewer and position and construction / location of the proposed building is taken into account. If there is an alternative the build-over application may be refused. If a building over application is refused NIW will advise if there is potential for the realignment of the public sewer. (See 12.27).

- In Stage two the build over application is approved and may have conditions attached about the construction, inspection and approval / sign-off of the on-site construction.

12.30 The stage one application / assessment fee is £230 payable at the time of application and includes a technical assessment of the condition of the existing public sewer. Multiple applications in the same location and on the same sewer leg will attract a discount for third and subsequent applications as shown in Figure 26. The stage two fees involve checking that the building over works has not affected the integrity of the public sewer and that any conditions attached to the approval have been met. Charges are shown in Figure 27.

Figure 26 – Application / assessment fee

Number of properties	Fee per property	Discount
1 – 2	£230	0%
3 – 5	£207	10%
6 – 10	£184	20%
11 or more	£173	25%

Figure 27 – Building over or near a sewer – Inspection and sign-off (Including CCTV survey)

	Charge
Inspection and sign-off	£305
Inspection and sign-off - (non-routine e.g. large diameter sewers, pumping mains, large single curtilage development)	At cost (Minimum £305)

Sewer realignment

12.31 NIW will appraise submitted proposals for the realignment of public sewers and advise of the initial recommendations, which may have conditions attached, such as route, level and material. It should be noted that realignment of public sewers may be expensive and NIW may not agree to the realignment of critical sewers. Assessment, inspection and approval charges in connection with the realignment of the sewer by the applicant are as follows:

Figure 28 – Sewer Realignment

	Charge
Assessment and Appraisal - All sewer diameters (including pumped sewers)	£240
Inspection and sign-off	£240
Inspection and sign-off - (non-routine e.g. large diameter sewers, pumping mains, large single curtilage development)	At cost (Minimum £240)

Diversion of water main

12.32 Building over a public water main is not permitted. If an existing water main crosses a new development / redevelopment site, it is preferable for the layout to be designed to avoid the main and provide an agreed clearance. If this is not possible the main must be diverted before any building works start. The applicant can propose a scheme and ask NIW to consider whether such a diversion is technically possible. A technical assessment fee of £175 will be payable.

12.33 Where a large or multi-element project has multi interfaces that will affect our water and sewer infrastructure, and requires additional support or site visits from our technical assessors this can be provided at an hourly rate of £35.

12.34 When the initial realignment scheme is agreed, a deposit of £2,000 is required for preparation of detailed design. NIW requires all preparation,

excavation and restoration work to be carried out by the applicant, subject to compliance with the Street Works (Northern Ireland) Order 2005. NIW will complete the works associated with the mains diversion on a fully rechargeable basis and recover all costs from the applicant. The applicant will be advised of the full cost. If they wish to proceed they will be asked to pay in advance. A 100% security bond may be required to cover the cost of the works in the event the applicant defaults.

12.35 Where the applicant is unable to obtain a valid Street Works Licence NIW will undertake all works associated with the diversion on an At Cost rechargeable basis.

Figure 29 – Diversion of a water main

	Charge
Application / Assessment	£175
Design of diverted main, supply pipes and fittings, lay joint test, disinfect and commission, including all associated stakeholder liaison etc.	At cost (Minimum £2,000)

Self-lay water mains

12.36 NIW has a self-lay policy whereby a developer may enter into an agreement with NIW to adopt a water main, and as much of the service pipe as NIW would have been otherwise required to lay, upon satisfactory completion of the work provided the water main or service pipe is constructed in accordance with the terms of the agreement. Certain works are deemed non-contestable e.g. connection to a laid main, which NIW will undertake in all circumstances. Indicative charges for self-lay are as follows:

Figure 30 – Self-lay water mains

NIW design		Charge
Preparation by NIW of on-site water mains design layout	First 30 properties / units within development	£255
	For each additional 30 properties / units or part thereof	£16
Developers design		
Review / approve water main design layout submitted by approved contractor	First 50 m of water main	£125
	For each additional 50m of water main or part thereof	£20
Re-submitted design		
Review / approve water main design Layout re-submitted by approved contractor	First 50m of water main	£80
	For each additional 50m of water main or part thereof	£18
Approve design, inspect sign-off and adopt		
Review / approve water main design layout submitted by approved contractor, inspect, sign off and adopt	First 50m of water main	£490
	For each additional 50m of water main or part thereof	£63
Inspect sign-off and adopt		
Inspect, sign off and adopt	For first 50m of water main	£370
	For each additional 50m of water main or part thereof	£80
Disinfect self-laid mains		
Disinfection of self-lay water mains	For first 300m or part thereof	£165
	For each additional 300m on same job	£40
Swabbing of self-lay mains		
Swabbing new water main to cleanse main before commissioning	For first 300m or part thereof	£135
	For each additional 300m on same job	£40

12.37 Bond Security (Cash or Guarantee Bond)

- Bonding arrangements shall be provided by way of security to the value of 40% of the total estimated cost of installation of the self-lay water main based on a schedule of rates prepared by NIW to cover the discharge of any obligation on the part of the applicant (minimum of £500).
- Legal / Administration Fee for provision of a self-lay water main agreement - £105.

Pressure testing water mains

12.38 For pressure testing mains up to and including 300 metres in length the fee payable in advance is £228. Each additional 300m or part thereof per single application is £30.

Fire hydrant installation

12.39 Fire Hydrant Installation - includes construction of chamber on existing main up to and including 250mm diameter pipes:

Figure 31 – Fire hydrant installation

	Charge
Unmade ground	£1,020
Footpaths or paved areas	£1,030
Minor roads	£1,030
Major carriageways	£1,065
Decommissioning fire hydrant	£545

13 GLOSSARY

At cost - where the price of requested work is being calculated, this will include company costs for administration, technical assessment, on site surveys, pipes fittings and materials as appropriate, capital costs for work under taken by our contractors, charges levied by statutory agencies and other bodies, land costs and company on-costs.

Catchment area – The surface area in square metres from which rainfall will be gathered to a central storage container for the purpose of non-potable water use within the premises.

Capital contribution - An agreed payment for the capital cost of constructing, improving or extending any sewers, pumping systems and / or waste water treatment works which is necessary to facilitate the discharge from a proposed development to the public sewerage system. Capital contributions do not include infrastructure charges or connection charges.

Communication pipe - A small diameter water supply pipe which is installed between the public water main and the boundary of the property, in public areas.

Common billing agreement - This term applies to those situations where a third party, such as a property management company, receives and pays the bill for water and sewerage services on behalf of the occupiers of self-contained units within a building.

Connection charge (Sewer connection) - The cost of making a connection to the public sewer; which includes the provision of the lateral drain and fittings; to make the connection to the public sewer; and provide the connection to the curtilage of the property on the public area. A sewer infrastructure charge may also be included on the letter of quotation.

Connection charge (Water connection) - The cost of making a connection to the public water main, which includes the provision of the communication pipe and fittings to make the connection to the public water main and provide the boundary box at the curtilage of the property on the public area. The connection charge quotation will also include the building water charge, the water infrastructure charge and where applicable the sewer infrastructure charge.

Cubic metres (m³) - This is a standard metric unit of measurement for liquids, 1 cubic metre is equivalent to 1,000 litres.

Curtilage - the enclosed area of land adjacent to a dwelling house.

Domestic allowance – Where a metered water customer pays business rates for their metered property, a domestic allowance of 100m³ for water and 95m³ for sewerage per 6 month billing period is available for each individually rated property. The domestic allowance is subtracted from the volume as recorded by the meter, before calculating the volumetric charge and is worked out for the exact number of days covered by the bill. Any unused portion of the allowance cannot be carried forward into a new bill period. The domestic allowance does not affect the standing charge.

Domestic customer/ domestic purposes - the use of water and sewerage services for domestic purposes includes washing, cooking, drinking, central heating and sanitary purposes associated with the occupation of a property as a dwelling together with activities outside the dwelling such as vehicle washing and watering of gardens. The occupant of a property which appears on the domestic property valuation list prepared by Land and Property Services will be considered as a domestic customer unless there is evidence to the contrary.

Drinking water quality register - This is the record of water quality laboratory monitoring tests and the reported compliance against the legal standards contained in The Water Supply (Water Quality) Amendment

Regulations (Northern Ireland) 2009 which incorporate the requirements of the European Commission's Drinking Water Directive 98/83/EC. These Regulations are enforced by the Drinking Water Inspectorate.

Full service connection - A complete service provided by NIW to provide the pipe work needed to bring drinking water from the water main to the boundary of a property. A full service connection includes tapping the water main, providing and installing the communication pipe in public property up to 10m in length, provision and installation of the stop cock / boundary box and completing all excavation backfill and reinstatement, in accordance with the Street Works Order requirements.

Infrastructure charge - A one-off payment, payable on the point of connection when a property is first connected to the public water main or public sewer either directly or indirectly. Infrastructure charges income is used to pay for the reinforcement or enhancement of the existing public water system and sewer network to cater for the increasing demand and loading on the water main distribution system or sewer network.

Infrastructure charging units - The total infrastructure charge is calculated from the number of infrastructure charging units within a development. One domestic dwelling / unit equates to one infrastructure charging unit. The number of infrastructure charging units assessed within a non-domestic development is based on a calculation of water loading units derived from the number of water using appliances within the development, as provided by the developer / builder.

Lateral drains – Pipes under public land which go from the boundary of the street to the existing public or private sewer.

Non-domestic customer/non domestic purposes - the use of water and sewerage services for purposes which are not related to the occupation of a property as a dwelling. The occupant of a property which appears on the non-domestic property valuation list prepared by Land and Property Services will

be considered as a non-domestic customer. In cases where a property is used for both non-domestic and domestic purposes, the use of water and sewerage services will be considered as non-domestic use.

Reasonable cost allowance - A fixed contribution for each identified property / unit, payable by NIW towards the provision of requisitioned water mains and sewers that are required to service existing, and / or new, development.

Relevant multiplier - Applies to non-domestic development and is the calculated value of the number of infrastructure charging units within a development.

Requisitions - A request for an extension of the public water main or public sewerage system to service a new property / properties, existing property / properties, or a new development.

Septage - waste material contained in or removed from a septic tank.

Sewer adoption - A process where a private sewer that meets specified construction standards is offered to NIW and once vested becomes an NIW asset. The adopted asset is then operated and maintained by NIW from an agreed date.

Sewer connection - Making a connection to the public sewer. The cost of the connection includes, the provision of the lateral drain, fittings to make the connection and provision of the connection to the curtilage of the property on the public area.

Standing charges - This covers the cost of installing, maintaining and reading meters, billing and collection and enquiries. It is a scaled charge, increasing as the size of the supply pipe increases, reflecting the fact that the cost of making available a supply of water increases with the size of the pipe delivering the supply.

Standpipe - An appliance used for making a temporary connection to a public water main, by connecting to a fire hydrant.

Supply zone - This identifies a geographic area supplied by a water supply source. There may be more than one water supply zone associated with a water supply source.

Water Loading Units Assessment - A system applied to non-domestic development which uses a table of nationally agreed weightings for water using appliances within the development, to calculate the water usage and then convert it into infrastructure charging units.