

The niwater logo consists of the word "niwater" in a lowercase, sans-serif font. Below the text are three wavy lines representing water.

Delivering what matters

# SUMMARY OF CHARGES

The niwater logo is repeated inside the central circular graphic.

Delivering what matters



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This guide provides a summary of the main charges we apply for non-domestic water and sewerage services. Full details of the charges and policy changes are published in the Scheme of Charges on our website.

This leaflet can be requested on audio cassette/CD, in large print and Braille.

A stylized illustration of a city skyline with various buildings and houses, rendered in white outlines against a blue background. The buildings are of different heights and shapes, some with windows. There are also small clouds and a house with a chimney.

**For Non-Domestic  
Customers  
2024/2025**

Effective 1 April 2024

## If You're on a Water Meter

Where a meter is fitted, water and sewerage charges are based on the amount of water you use. Sewerage is normally charged on the assumption that 95% of the water used returns to the sewer.

Measured charges have two elements: a standing charge based on the internal diameter of your supply pipe; and a variable charge based on the volume recorded by the meter. We will read the meter at least once per year.

Our **Measured Charges for 2024/2025** are summarised in the tables below:

### Standing Charges

Supply Pipe Size	Water	Sewerage
Up to 20mm	£85	£106
21 to 25mm	£144	£179
26 to 40mm	£266	£328
41 to 50mm	£419	£516
51 to 75mm	£835	£1,020
76 to 100mm	£1,515	£1,848
Over 100mm	£2,153	£2,633

### Variable Charge

	Water	Sewerage
Volumetric Charge per m <sup>3</sup>	£1.362	£2.342

You can apply for a domestic allowance against measured water and sewerage charges if you pay rates.

Measured charges relate to services already provided and are billed at least twice per year with payment due on receipt unless agreed otherwise.

[niwater.com/paybill](http://niwater.com/paybill)

**Water is precious - use it wisely**

## Leaks Affecting Metered Bills

All water supplied through a meter for non-domestic purposes, whether consumed or lost through leakage, will be billed.

If a leak has occurred, you can apply to have the sewerage charges on your bill adjusted to take account of the water which leaked and did not reach the sewer.

Full details are published in our Scheme of Charges available on our website at **[www.niwater.com](http://www.niwater.com)**

We strongly recommend that you check your consumption regularly by reading the meter so that any leak which may occur is identified and repaired as early as possible.

## If You're Not on a Water Meter

Unmeasured charges for water and sewerage consist of two elements - a standing charge applied to all unmeasured properties; and a variable charge based on the property valuation. The property valuation is the Net Annual Valuation assigned to the premises by Land and Property Services (website [www.finance-ni.gov.uk/land-property-services-lps](http://www.finance-ni.gov.uk/land-property-services-lps)).

Our **Unmeasured Charges for 2024/2025** are shown in the table below:

	Unmeasured Water	Unmeasured Sewerage
Standing Charge	£39.88	£55.52
Variable Charge per each £1,000 Net Annual Value	£15.31	£20.90
Charge Cap	£600	£645

Where customers occupy a rated property, which is used for non-domestic purposes but where metering is not reasonably practical or a customer has not previously refused the installation of a water meter, we will offer an alternative standard rated property charge. This charge will comprise of a standing charge element only.

Where an unrated property is using water for non-domestic purposes and metering is not possible, we will apply a standard unrated property charge. This charge will comprise of two elements: a standing charge and a volumetric charge.

Our **Standard Rated and Standard Unrated Charges for 2024/2025** are shown in the table below:

Standard Rated Charge	Water	Sewerage
Standing Charge	£79.76	£111.04
Standard Unrated Charge	Water	Sewerage
Standing Charge	£79.76	£111.04
Set Volumetric Charge	£175.90	£287.34

Unmeasured and Standard Rated & Unrated Charges are billed once per year in advance for services to be used during the coming year with payment due within 28 days unless agreed otherwise.

### Trade Effluent Charges

You will be billed trade effluent charges if you are consented to discharge liquid waste, other than surface water and domestic waste, to our sewer.

The charge is determined by:

- The volume of effluent discharged
- The level of sewage treatment supplied
- The strength of effluent discharged

Trade effluent bills are calculated using a formula agreed between the water industry and the Confederation of British Industry (the Mogden Formula) with samples taken of the discharge where applicable.

**The standard unit costs in the Mogden Formula for 2024/2025** are shown in the table below:

(R) Reception Charge (£/m <sup>3</sup> )	0.3093
(V) Volumetric Charge (£/m <sup>3</sup> )	0.3488
(B) Biological Charge (£/m <sup>3</sup> )	0.2308
(S) Sludge Charge (£/m <sup>3</sup> )	0.2693
Standard Strength Combined Charge (£/m <sup>3</sup> )	£1.1582
Standard Strength Chemical Oxygen Demand	260 mg/l
Standard Strength Suspended Solids	240 mg/l

Please read Section 5 of our Scheme of Charges 2024/25 for a full explanation of trade effluent charges.

## Miscellaneous Charges

For details of all other charges, including payment charges, privately tankered waste charges, standpipe hire, connection charges, meter testing, developer services charges and septic tank desludging please view our Scheme of Charges 2024/2025 which can be found on **www.niwater.com** under the heading of 'Your bill and our charges'.

## Value Added Tax

VAT will be added to water charges for customers who are defined to be within divisions 1-5 only of the Standard Industrial Classification (SIC) list. The same applies to our septic tank and cesspool emptying service for industrial users on SIC codes 1-5. All other charges for the reception, disposal and treatment of foul water, sewerage and trade effluent are zero-rated.

## Code of Practice

A Code of Practice on Billing and Metering is available to view at **www.niwater.com**

## Complaints

We are committed to giving you the service you expect, all day, every day. If you are disappointed with our service, we want to hear from you. This gives us the chance to put things right for you and make improvements so that other customers may benefit. A free leaflet is available from us, which details the procedure.

## Customer Representation

If you are not happy with how we have dealt with your complaint or would like independent advice, contact the Consumer Council.

Phone		0800 121 6022 (calls to this number are free)
Textphone		028 9025 1600
Fax		028 9025 1663
Email		contact@consumercouncil.org.uk
Website		www.consumercouncil.org.uk

**Bogus Callers -  
No Identity No Entry**

## Contact Us

For billing queries, fault reports, general enquiries, complaints and service requests you can contact us via our Social Media channels or Live Chat which are operated from 8am – 11pm 7 days a week:



Facebook: Northern Ireland Water



X (formerly Twitter): @niwnews



Live Chat: Visit [www.niwater.com](http://www.niwater.com)

You can use **Self Service** to:

- View the account balance;
- View bill and payment history;
- Pay a bill; and
- Manage account details, including paperless billing

To register for Self Service, please visit [www.niwater.com](http://www.niwater.com) and follow the steps.

If you wish to write to us, please either:



email: [waterline@niwater.com](mailto:waterline@niwater.com) (for operational queries) or [customer.billing@niwater.com](mailto:customer.billing@niwater.com) (for billing queries) or



post your letter to: Northern Ireland Water,  
PO Box 1026, Belfast, BT1 9DJ

For telephone enquiries (calls are charged at local rate) please contact:



Billing enquiries telephone **03458 770030**



If you have difficulties paying your bill please telephone Accounts Helpline **03458 770050**

Customers with hearing difficulties can use:



**Text relay** through Waterline **03457 440088**

You can obtain more information on charging and the services we provide on our website.



[www.niwater.com](http://www.niwater.com)

## Our Regulator

The Utility Regulator protects customers' interests. It sets price limits and minimum standards of performance for us. For further information see:



[www.uregni.gov.uk](http://www.uregni.gov.uk)