

# Schedule of Wholesale Charges

1 April 2021 to 31 March 2022



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WATER

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## Contents

1	Introduction .....	3
2	General Information .....	3
3	Unmeasured Water – Household Customers .....	5
4	Measured Water - Household Customers.....	6
5	Measured Water - Non-Household Customers .....	7
6	Unmeasured Water – Non-Household Customers.....	8
7	Special Agreement Tariffs .....	9
8	Non-Potable Supplies.....	10
9	Methods of Charging.....	11
10	Switching to Measured Charges.....	13
11	Non- Primary Services and Charges for Retailers .....	14
12	Bulk Supply Charges for New Appointment and Variations (NAVs) .....	20
13	Contact Details.....	24
	Appendix One – Bristol Water Area of Supply .....	25

## 1 Introduction

### Annual Charges Publications

#### Charges Scheme

Our charges to all **domestic customers** for the supply and billing of water.

#### Wholesale Charges Schedule

Our wholesale charges to **licensed retailers** supplying eligible **non-household (business) premises**; and the wholesale element of our charges to **household customers** for the supply of water, and to New Appointments and Variations (NAVs).

#### Charging Arrangements for New Connections

Our charges for setting up new water supply connections applicable to **developers, retailers, households and businesses**

#### Statement of Assurance

A statement of assurance provided by the Bristol Water plc. Board that our Charges Scheme, Wholesale Charges Schedule and Charging Arrangements for New Connection Service are compliant with the Ofwat charging rules.

## 2 General Information

- 2.1 Ofwat's PR19 Final Determination set separate controls for wholesale and household retail activities. The indicative charges presented in this schedule represent tariffs for **wholesale** activities only. The wholesale revenue control includes revenues for all wholesale activities to both households and non-households, as well as developer services activities. Combined wholesale and retail tariffs for customers not eligible for business retail competition ("household customers") are shown in the Bristol Water Charges Scheme document.
- 2.2 The wholesale charges stated in this document are payable by retailers, end user prices will be set by the retailer. Bristol Water exited the business retail market with effect from April 2017. Specific tariffs in this document cover charges to New Appointments & Variations (NAVs)
- 2.3 Bristol Water provides water to customers within the area of supply shown in Appendix One.
- 2.4 Bristol Water household customers are billed by Bristol Wessex Billing Services Ltd (BWBSL), a company jointly owned by Bristol Water and Wessex

Water, which is also responsible for billing Wessex Water customers for water and sewerage services.

- 2.5 All non-household customers are able to choose their retail service provider. Details of retailers currently operating in the non-household market can be found at <https://www.open-water.org.uk/for-customers/find-a-retailer/> .
- 2.6 All wholesale charges will be subject to VAT where appropriate and are stated net of VAT in this document.
- 2.7 Payment terms are set out in Schedule 3 of your Wholesale agreement for Wholesale services. All charges are payable in accordance with our agreement with you, where applicable. Failure to pay on time will result in recovery action and you may need to pay additional costs because of this.
- 2.8 Bristol Water offers Retailers two forms of payment, in line with the standard market code terms;
  - Post Payment which requires credit terms such as a 3<sup>rd</sup> party guarantee, a letter of credit, a Surety Bond or Cash
  - Pre-payment

Retailers who opt to post-pay their NHH charges have to post collateral with us. The collateral represents 50 days supply. We also provide Alternative Credit support allowance for post payment Retailers. Retailers whose collateral requirement is less than £10,000 no longer need to provide us with any collateral, subject to the retailer being able to demonstrate a good payment history with us. The terms, and the agreements with individual retailers who choose this option, are available on our website.

- 2.9 Bristol Water's PR19 Final Determination is being redetermined by the Competition and Markets Authority. The charges in this document are wholesale charges set to meet the revenue allowances from the Ofwat PR19 determination, adjusted for the 2019/20 Blind Year decision as published in November 2020.

### 3 Unmeasured Water – Household Customers

- 3.1 The charges listed in this section represent the wholesale element of the bill applicable to unmeasured household customers. Household customers are also subject to a retail charge. Details of the combined tariffs payable by customers are available in our Charges Scheme document, published on 1<sup>st</sup> February.
- 3.2 Standing Charge per annum: **£10.48**
- 3.3** Charge per pound of Rateable Value: **£1.0897**
- 3.4 Caravans - Caravans are charged the standing charge plus 75% of the standard RV charge. For 2021/22 the charge per pound of rateable value for caravans is: 81.72p
- 3.5 Vacant Properties – Unfurnished unmeasured vacant properties are not charged.
- 3.6 If an unfurnished unmetered property is undergoing refurbishment or renovation, unmetered charges are legally payable. The customer may however switch to a metered charge, by having a water meter installed. Where there is evidence of low water usage during the works, we may agree to charge only 50% of the unmetered charges due, on a pro rate basis for the period of refurbishment or renovation. The customer or the person carrying out the works must notify the Company and request this reduction in the charges. If a property is being used for storage, it will be considered occupied with charges made against the owner of the premises.
- 3.7 If a property is unoccupied due to the customer being hospitalised or residing in care charges will not normally apply. The customer or their representative should contact their retailer at the earliest possible opportunity to inform them of this situation.
- 3.8 Following the death of the sole occupier of a property, charges will not normally apply (from the date of death). The deceased's executors should contact their retailer at the earliest possible opportunity to inform them of these circumstances.
- 3.9 Sprinkler Charges - An unmeasured customer using a sprinkler or other automatic garden-watering device will be charged an annual fee of £50. The Company reserves the right to selectively meter customers using sprinklers or other automatic garden-watering devices.

## 4 Measured Water - Household Customers

- 4.1 The charges listed in this section represent the wholesale element of the bill applicable to unmeasured household customers. Household customers are also subject to a retail charge. Details of the combined tariffs payable by customers are available in our Charges Scheme document, published on 1<sup>st</sup> February.
- 4.2 Standing Charge: **£11.98** per annum
- 4.3 Volumetric Charge per cubic metre of water: **£1.2898**
- 4.4 Assessed Charges – Where it is not possible to fit a meter and the customer does not wish to remain on Rateable Value charging, an assessed charge will be levied. This will consist of the Standing Charge as set out in para 4.2 above plus a charge per bedroom of:
- First Bedroom: £71.29
  - Each Additional Bedroom: £48.30
- 4.5 Customers in sheltered accommodation may be eligible for a discounted level of assessed charge – see page 12 for details.
- 4.6 Where an assessed charge property is occupied by one person we will not charge for additional bedrooms. Customers must contact BWBSL to inform us of their eligibility for this discount. Proof of single-occupancy may be required.
- 4.7 Leakage allowances may be given, according to the terms set out in the latest version of our leakage allowance leaflet.
- 4.8 Vacant Properties – Measured vacant properties are not charged, however meter readings will still be taken and if any consumption is recorded normal charges will apply.
- 4.9 Premises that are undergoing refurbishment or being used for storage will be considered occupied, with charges made to the owners of the premises
- 4.10 If a property is unoccupied due to the customer being hospitalised or residing in care charges will not normally apply. The customer or their representative should contact their retailer at the earliest possible opportunity to inform them of this situation.
- 4.11 Following the death of the sole occupier of a property, charges will not normally apply (from the date of death). The deceased's executors should contact their retailer at the earliest possible opportunity to inform them of these circumstances.

## 5 Measured Water - Non-Household Customers

- 5.1 These charges are for the wholesale services provided by Bristol Water. Charges for retail services provided by retailers will be added to the tariffs payable by customers. Details of these tariffs are available from your Retailer.
- 5.2 Non-Domestic charges are grouped into bands based on annual consumption. These tariffs are detailed in the table below.

Band	Forecast annual use in cubic metres	Fixed annual charges £	Volume charges (£ per cubic metre)
A	to 500,000	23,733.00	0.9379
B	to 250,000	9,443.00	0.9971
C	to 100,000	4,054.00	1.0537
D	to 50,000	1,836.00	1.1094
E	to 15,000	37.96	1.2520
F	to 5,000	11.03	1.2701
G	Under 1,000	5.09	1.2866

- 5.3 Assessed Charges - Where water is not used by the customer in a production process a banded charge will be levied. Bands will consist of up to 5 employees. The first band is charged at £55.72 subsequent bands are charged at £40.05. In addition a standing charge of £5.09 will be made.
- 5.4 Where water is used by the customer as part of a production process, we will undertake a site survey during which evidence of process consumption must be provided by the applicant. We will then make an individual assessment.
- 5.5 Leakage allowances may be given, according to the terms set out in the latest version of our leakage allowance policy.
- 5.6 Vacant properties – Normal charges apply to vacant measured agricultural properties. We do not charge for other vacant measured non-household properties. A vacant property is one where the previous occupant has notified us or via their retailer to this fact, and the property remains unoccupied by the previous occupant and no new occupier is in place.
- 5.7 Where meter readings record consumption, then normal charges will apply where an occupier of the premises is identified. These meter readings will have been recorded by the relevant retailer through the MOSL central settlement system, and in the case where there is no occupant the retailer should reflect this through the normal market processes.



## 6 Unmeasured Water – Non-Household Customers

- 6.1 These charges are for the wholesale services provided by Bristol Water. Charges for retail services provided by retailers will be added to the tariffs payable by customers. Details of these tariffs are available from your retailer.
- 6.2 Standing Charge per annum £10.48
- 6.3 Charge per £RV £1.0897
- 6.4 Trough Charges - Field troughs unless metered, fixed standpipes and similar devices will be charged at: £309 per annum.
- 6.5 Vacant Properties – Unfurnished unmeasured vacant properties are not charged.
- 6.6 If an unfurnished unmetered property is undergoing refurbishment or renovation, unmetered charges are legally payable. The customer may however switch to a metered charge, by having a water meter installed. Where there is evidence of low water usage during the works, we may agree to charge only 50% of the unmetered charges due, on a pro rate basis for the period of refurbishment or renovation. The customer or the person carrying out the works must notify the retailer and request this reduction in the charges. If a property is being used for storage, it will be considered occupied with charges made against the owner of the premises.



## 7 Special Agreement Tariffs

- 7.1 Bristol Water is currently engaged in special agreements with a small number of customers, where discounted water supplies are provided, normally in exchange for historic access arrangements.
- 7.2 Each agreement is subject to separate terms and conditions relating to the end user tariff, but for the purpose of wholesale charges we have simplified these into six special agreement tariffs.
- 7.3 Each tariff may comprise some or all of:
- a fixed charge per customer per year,
  - a volumetric charge per cubic meter,
  - an allowance of water for which no charge is made; or
  - an allowance of water to be charged at a discounted rate
- 7.4 Our wholesale special agreement charges for 2021/22 are:

Special Agreement Tariff Short Code	Fixed Annual Charge 2021-22 (£)	Volume Charge 2021-22 (£/m <sup>3</sup> )	First Block Charge (£/m <sup>3</sup> )	First Block Volume (m <sup>3</sup> )
SA1	0.00	1.2062	0.0204	273
SA2	0.00	0.7947	n/a	n/a
SA3	0.00	0.00	n/a	n/a
SA4	3,087.50	0.00	n/a	n/a
SA5	11.03	1.2701	n/a	n/a
SA6	5.09	0.7076	n/a	n/a

- 7.5 We also have a small number of customers who receive free supplies of potable or non-potable water. These are designated as Band Z.

## 8 Non-Potable Supplies

- 8.1 Where a customer's circumstances do not require water to be treated to normal standards, we may be able to offer a non-potable supply, if this is technically possible.
- 8.2 Any application for a non-potable supply should be made to Bristol Water to assess the technical feasibility.
- 8.3 Non-potable supplies are charged at the following rates. Customers anticipating to use more than 50,000m<sup>3</sup> should contact the Company for a specific tariff based on the site.

Band	Forecast annual use in cubic metres	Fixed annual charges £	Volume charges (£ per cubic metre)
A	to 500,000	on application	on application
B	to 250,000	on application	on application
C	to 100,000	on application	on application
D	to 50,000	1,836.00	1.0206
E	to 15,000	37.96	1.1519
F	to 5,000	11.03	1.1685
G	Under 1,000	5.09	1.1837

## 9 Methods of Charging

### 9.1 Household Unmeasured Charges

- a) Customers on unmeasured charges are charged a standing charge, and a variable charge calculated by the Rateable Value (RV) of their property. Unmeasured customers may choose to switch to Measured Charges.
- b) Notional Rateable Value - Where unmeasured properties have been structurally altered then we will use a 'notional rateable value' that is based on comparable households or similar properties of the same type. These may be used on a temporary basis or as a permanent charge depending on circumstances. This may also apply where the property has been substantially altered so that the loading units have increased by 25%. (A standard property has a loading unit of 24 through such items as taps and other water fittings). These charges are detailed in the table below:

Property Type	No. of Bedrooms	Notional RV £	Property Type	No. of Bedrooms	Notional RV £
Bedsit	1	80	Semi detached	1	230
Flat/ Maisonette	1	110		2	260
	2	140		3	290
	3	170		4*	320
	4*	200	Detached	1	290
Terrace	1	170		2	320
	2	200		3	350
	3	230		4*	380
	4*	260			
Temporary caravan charge		95			

\*note: Add £30 Notional RV for each additional bedroom.

- c) Where none of these applies, a fixed annual fee of £250 will be used.

### 9.3 Household Measured Charges

- a) Customers on measured charges are charged a standing charge, and a variable charge based on their water consumption, which is measured by a water meter fitted by Bristol Water.
- b) Retailers are responsible for reading customer meters.
- c) If a customer believes that the consumption recorded on their bill is incorrect they may contact their retailer who will investigate. A guide to the normal consumption of a household can be found on the Bristol Water website

[www.bristolwater.co.uk](http://www.bristolwater.co.uk) and in the “Now you’ve turned on to water metering” leaflet provided to new measured customers.

- d) The retailer may request that the meter is tested to check its accuracy. The cost of this to the retailer is £70, plus VAT. If the meter is found to have been recording inaccurately the cost of the meter testing will not be payable.

#### 9.4 Household Assessed Charges

- a) Where a household customer has requested to be charged on a measured basis, but it is not possible to install a water meter at their property, the customer may be offered an assessed charge, based on the number of bedrooms in their property.
- b) Where customers live in sheltered accommodation with communal laundry facilities, we may discount the bedroom-related portion of the assessed charge by 15%. Please contact Pelican for more details of this discount.

## 10 Switching to Measured Charges

- 10.1 Household customers who are charged on an unmeasured basis have the option to switch to a measured charge, by having a water meter installed. The cost of the meter installation is normally free to domestic customers.
- 10.2 Bristol Water operates a change of occupier metering policy, whereby the Company may install a meter at a customer's property. When there is a change of occupier at that property, measured charges may commence.
- 10.3 Household customers who wish to switch to a measured charge should contact Pelican.
- 10.4 Non-Household customers who wish to switch to a measured charge should contact their retailer.

## 11 Non- Primary Services and Charges for Retailers

- 11.1 Our non-primary charges for services we provide to Retailers are set out in this section.
- 11.2 If the work related to the non-primary services is completed outside of the agreed code service level, unless this is outside of our control, then any non-primary charge will not be passed on to the Retailer.
- 11.3 Verification or confirmation of a supply route - At a retailer's request we will carry out supply route, leakage and/or high consumption checks. For a meter confirmation or supply route check where our data is found to be incorrect then no charge will apply to the Retailer.

Product/Service – Verification/SRC	Charge Basis	Wholesale Charge
Single person site visit during Standard Hours (services and/or meter details are as specified)	Fixed Price	£71
Single person site visit outside Standard Hours (services and/or meter details are as specified)	Fixed Price	£95
Additional resource (irrespective of time) when services and/or meter details are as specified	Fixed Price	£71

- 11.4 Water Regulations Breach/Inspections - following a Water Regulations Breach or Inspection, we will carry out follow up visits. We encourage the Retailer to contact and support their customer during this process. If the work to rectify the breach or infringements has not been successfully started or completed, then an abortive charge will apply (up to a maximum of 3).

- 11.5 At a retailer's request we will also provide Water Regulations advice/Information to either the Retailer or their Customer.

Product/Service – Water Regulations	Charge Basis	Wholesale Charge
Bristol Water's Water Regulation aborted visit	Fixed Price	£75
Repeat Inspection during Standard Hours	Fixed Price	£75
Repeat Inspection outside Standard Hours	Fixed Price	£101
Additional resource (irrespective of time)	Fixed Price	£75
Advice/Information on Water Regulations	Fixed Price	£75

- 11.6 Temporary Disconnections of a Supply - At a retailer's request we will carry out a temporary disconnection to their customer's supply.

Product/Service – Temporary Disconnection	Charge Basis	Wholesale Charge
Standard disconnection during Standard Hours where no pipework modifications or excavation is required	Fixed Price	£83

Product/Service – Temporary Disconnection	Charge Basis	Wholesale Charge
Standard disconnection outside Standard Hours where no pipework modifications or excavation is required (non-payment)	Fixed Price	£126
Standard disconnection outside Standard Hours where no pipework modifications or excavation is required (water regs breach/illegal use)	Fixed Price	£134
Non-standard disconnection where excavation or pipework modifications are required (water regulations breach/illegal use)	Quotation	Quote
Standard disconnection during Standard Hours where no pipework modifications or excavation is required (retailer request)	Fixed Price	£80.00
Standard disconnection outside Standard Hours where no pipework modifications or excavation is required (retailer request)	Fixed Price	£105.00
Non-standard disconnection where excavation or pipework modifications are required (retailer request)	Quotation	Quote

11.7 Permanent Disconnection of a Supply for non-payment - At a retailer's request we will carry out a permanent disconnection to their customers supply. Where the permanent disconnection is for non-payment, we may request that the retailer or their representative will also be on-site during this work.

Product/Service – Permanent Disconnection	Charge Basis	Wholesale Charge
Survey during Standard Hours	Fixed Price	£71
Survey outside Standard Hours	Fixed Price	£95
Survey requiring additional resources	Fixed Price	£71
Permanent disconnection	Quotation	Quote

11.8 Permanent Disconnect of a Supply following a Customer request to their Retailer – At the Customer's request via their retailer, we will carry out a survey and a permanent disconnection of the supply.

Product/Service – Permanent Disconnection	Charge Basis	Wholesale Charge
Survey charge will only be applied if the disconnection is cancelled at customers request	Fixed Price	£71
Permanent disconnection (Customer Request)	Fixed Price	£0

11.9 Reconnection of a Supply at a retailer's request following a temporary disconnection only.



Product/Service - Reconnection	Charge Basis	Wholesale Charge
Standard reconnection during Standard Hours where no pipework modifications or excavation is required	Fixed Price	£71
Standard reconnection outside Standard Hours where no pipework modifications or excavation is required	Fixed Price	£95
Non-standard reconnection where excavation or pipework modifications are required	Quotation	Quote
Reconnection following an Accredited Entity Disconnection	Fixed Price	£95

### 11.10 Metering

At a retailer request we will carry out the following metering activities, where the meter belongs to Bristol Water.

Product/Service - Metering	Charge Basis	Wholesale Charge
Survey during Standard Hours	Fixed Price	£70
Survey outside Standard Hours	Fixed Price	£95
Survey requiring additional resource	Fixed Price	£70
Exchanging a meter standard in existing chamber with minimal pipework modification (concentric in stop tap box)	Fixed Price	£90
Exchanging a meter - non-standard, where excavation or pipework and/or chamber modifications are required	Quotation	Quote
Exchanging a meter standard in existing chamber with minimal pipework modification (Inline up to 25mm)	Fixed Price	£200
Exchanging a meter standard in existing chamber with minimal pipework modification (Inline up to 40mm)	Fixed Price	£450
Exchanging a meter standard in existing chamber with minimal pipework modification (RF concentric in stoptap box)	Fixed Price	£150
Install a meter standard in existing chamber with minimal pipework modification (concentric in stoptap box)	Fixed Price	£150
Meter option installation	Quotation	Quote
Meter option installation Survey during Standard Hours	Fixed Price	£80
Meter option installation Survey outside Standard Hours	Fixed Price	£100
Meter Accuracy Test 15mm to 20mm Concentric meter, where the meter is found to be recording within the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988	Fixed Price	£175

Product/Service - Metering	Charge Basis	Wholesale Charge
Meter Accuracy Test in-line Meters, where the meter is found to be recording within the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988	Quotation	Quote

Bristol Water recognises the WIRSAE Scheme and has a AE Contribution scheme set out below. This contribution relates to work undertaken under the following Non-Household Market Process only – B6: Repair or replacement of a faulty Meter performed by an Accredited Entity.

Bristol Water would therefore like to encourage Retailers to use WIRSAE Accredited Entities (AE) to reduce costs and improve market efficiency.

Bristol Water make our 15mm and 20mm concentric meter stock available to the AE as part of this contribution. These meter are held at our Barrow Logistics Centre. For further information please contact Bristol Water Wholesale Services so an AE can be set out within our systems.

Product/Service – AE Contribution	Charge Basis	Contribution to Retailer
Exchanging a meter standard in existing chamber with minimal pipework modification (concentric in stop tap box up to 20mm in size)	Fixed Price	£25 plus Meter
Exchanging a meter standard in existing chamber with minimal pipework modification (concentric in stop tap box up to 20mm in size) – Where Bristol Water has failed to meet the Market Level of Service and agreed with the Retailer in advance	Fixed Price	£40 plus Meter

11.11 Water Quality Advice – on request we will provide water quality advice, for a fixed price of £67. Information on water quality can be obtained via the “in your area” section of our website

11.12 Accredited Entity Assistance –if we are requested by the retailer, we will assist an accredited entity in carrying out their work. Please refer to our website for the WIRSAE scopes recognised by Bristol Water and our Addendum.

Product/Service – AE Assistance	Charge Basis	Wholesale Charge
Visit during Standard Hours	Fixed Price	£71
Visit outside Standard Hours	Fixed Price	£95

11.13 Leakage repair follow up visit (following the issuing of a 14 day or 7 day leakage waste of water notice) – if we have been advised by the retailer that a private leak has been repaired and our follow up visit shows the leak to still be running,

then the abortive charge of £71 will apply (and for any further visits until the leak is repaired).

11.14 Abortive Visit or Missed Appointment - Where the retailer or their customer misses an appointment they have made with us, then a charge of £71 will apply.

11.15 Damage to Apparatus – Any damage to Bristol Water apparatus will be charged at cost. The cost recovered will be dependent on the equipment damaged and will be calculated as the total cost of the repair or replacement plus company overhead and margin.

11.16 Meter Reading – Bristol Water does not carry out any meter reading activities. Our household and non-market meters are presently read by Pelican Business Services. Should you wish to enquire about Pelican Business Services' meter reading services, please contact them directly on 0345 600 3600 or visit their website <https://www.pelican.co.uk/meter-reading-terms-and-conditions/>

11.17 No charge will be made by Bristol Water to provide data from our existing operational loggers where this is accessible and available. Please refer to our Data logger policy in advance of any request.

11.18 We do not provide replacement of lead service pipes or the provision and maintenance of fire hydrant services to water supply licensees. Charges to retailers to us are made under section 9 of Business Terms in the Market Code.

11.19 Gap Site Scheme:

Bristol Water has signed up via MOSL to the 'Water Services only gap site incentive scheme' from April 2021. This scheme offers a financial incentive to retailers in relation to gap sites that are identified by them. A gap site is an eligible NHH premise (occupied or not), as per Ofwat's guidance, that is presently not in the Central Market Operating System (CMOS) or our Domestic billing system.

Incentive Offered	All Sites		Entry charge of use payment	Erroneous Application Charge
	Initial Payment	Year one allowance cap		
Water Only	£75	£500	£0	£15

The qualifying Retailer applying for the incentive must already be entered into a "Wholesale Contract" with Bristol Water to apply under this scheme. The

Retailer will claim the incentive from Bristol Water following the successful registration of the gap site into the NHH market.

The gap site scheme set out the eligibility criteria, the application processes, covers duplicate and erroneous applications, payment terms and the dispute process. NB this does not include new connections and gap sites registered in the last 12 months. MOSL's Code Panel will provide Governance for the Scheme.

## 12 Bulk Supply Charges for New Appointment and Variations (NAVs)

- 12.1 In 2019/20 we developed a tariff that will provides New Appointment and Variations (NAV) Licence holders with a method through which to calculate the wholesale bulk supply charges that are due to them. Our NAV tariff applies to new NAV sites after 1 April 2019, but is also an option for existing NAV sites to agree to transition to at their option. This tariff has been updated for 2021/22 in line with our wholesale charges.
- 12.2 The starting point for our NAV tariffs is our wholesale charging structure, which sets standing and volumetric charges for households, and for non-households in seven different consumption bands.
- 12.3 The principle of our NAV tariffs is that we then deduct from the wholesale charges the costs that we avoid within the NAV site. This recognises that we do not incur certain types of costs within NAV sites because some activities that we undertake where we serve customers directly.
- 12.4 Standing Charges: We no longer apply a standing charge to households on NAV sites, or to non-households in Band G (those which use less than 1,000m<sup>3</sup> water per year). This forms part of the overall discount, with the remainder applying to the volumetric rates.
- We apply discounts in relation to:
    - the ongoing costs we avoid at NAV sites:
      - not having to replace communication pipes and stop taps
      - not having to replace meters and their chambers
      - not having to renew or replace water mains within the sites
      - not having to clean (“flush”) the water mains
    - leakage allowances for volumes not used by NAV customers compared to our bulk meter.
    - depreciation costs avoided at NAV sites (an annuity for asset replacement)
    - the operating margin for risks we do not face without end customers.
  - Where relevant we adjust the calculated discounts for larger non-household properties in recognition of the discounts already included within wholesale charges, reflecting that for larger users they are receiving a discount for on site operations, flushing and leakage etc.
- 12.5 The structure for the NAV tariff, compared to the standard wholesale tariff for each customer type, and the discounts applied, can be seen in the table below. This is the total amount, which is reflected in the household measured and lowest band non-household measured NAV tariffs, adjusted to reflect the element of operating cost reflected in wholesale standing charge discounts (as

no standing charges are applied to NAVs). This shows the individual cost components:

Cost element	£	£/m3
Scientific services sampling	£2.33 per property	0.028
Water regulations compliance	£0.62 per property	0.007
Leakage detection	£2.78 per property	0.033
Mains repair and replacement	£0.67 per m main	0.056
Communication pipe repair and replacement	£1.65 per property	0.020
<b>Total operating cost</b>		<b>0.153</b>
Annuity for Communication pipes and stoptaps	£929.13 replacement, 80 year life	0.0046
Annuity for Meter and meter chamber	£222.02 replacement, 40 year life	0.0027
Annuity for Water mains replacement and renewal	£9530.48, 80 year life	0.0477
Annuity for periodic Mains cleaning	£664.28, 80 year life cycle	0.0033
<b>Total depreciation</b>		<b>0.0584</b>
Leakage allowance	Based on 12% loss rate	0.0442
Operating margin	25% on operating costs	0.0383

12.6 The actual bulk supply charge tariff for the NAV will be calculated using a formula, based on the number of properties on the NAV site in each customer category. An assumed volume of use would be calculated based on the property type on the NAV site in order to apply the formula. The NAV will provide consumption information for each non-household property, with the remaining volume applied at the household rate. This will be based on the total volume recorded at the bulk meter, as an allowance for leakage are included in the cost of wholesale charges being discounted.

12.7 If the NAV does not wish to provide access to non-household property consumption data, then the property would be billed at the household tariff rate. However, this information should be available through the non-household central market system as the end customer has a choice of retail supplier (they may choose a different retailer from the NAV).

12.8 Where a NAV site has characteristics that are different from our standard calculation, we will consider whether an alternative calculation, based on our

standard approach, provides a better calculation of bulk supply charges based on our formula set out in the table below.

Tariff Band	Customer consumption (m3 p.a.)	Standard rate wholesale tariff £ per m3	On going costs - discount £/m3	Depreciation - discount £/m3	Operating margin and leakage	Variable NAV Tariff £/m3 2021/22
A	<500000	0.9379	-0.0058	0.0000	-0.0095	<b>0.9226</b>
B	<250000	0.9971	-0.0061	-0.0284	-0.0395	<b>0.9231</b>
C	<100000	1.0537	-0.0127	-0.0284	-0.0825	<b>0.9301</b>
D	<50000	1.1094	-0.0166	-0.0584	-0.0825	<b>0.9519</b>
E	<15000	1.2520	-0.1503	-0.0584	-0.0825	<b>0.9609</b>
F	<5000	1.2701	-0.1511	-0.0584	-0.0825	<b>0.9782</b>
G	<1000	1.2866	-0.1024	-0.0584	-0.0825	<b>1.0434</b>
Household	any	1.2898	-0.0335	-0.0584	-0.0825	<b>1.1154</b>

12.9 The table below shows the assumed volume for the weighted average tariff and the weighted average formula. Where the NAV provides alternative volume assumptions for the purposes of weighting then alternative assumptions will be agreed and set out in the bulk charges agreement

Tariff Band (number of customers)	Assume volume for weighted average tariff formula (m3 p.a.) (x)	Variable NAV Tariff £/m3 2021/22 (y)
A	500000	0.9226
B	200000	0.9231
C	100000	0.9301
D	50000	0.9519
E	12500	0.9609
F	5000	0.9782
G	100	1.0434
Household (H)	100	1.1154

*Weighted Average tariff*

$$= \frac{\{(A.Ax.Ay) + (B.Bx.By) + (C.Cx.Cy) + (D.Dx.Dy) + (E.Ex.Ey) + (F.Fx.Fy) + (G.Gx.Gy) + (H.Hx.Hy)\}}{\{(A.Ax) + (B.Bx) + (C.Cx) + (D.Dx) + (E.Ex) + (F.Fx) + (G.Gx) + (H.Hx)\}}$$

As an example, if there is a NAV site with 1 F, 10, G and 89 H customers then the Weighted Average Tariff would be:



Tariff Band	No. properties (a)	Assumed Volume per property m3 (b)	Assumed Total Volume m3 (c = a x b)	Volumetric tariff £/m3 (d)	Cost £ (e = c x d)
F	1	5000	5000	0.9782	4891.00
G	10	100	1000	1.0434	1043.40
H	89	100	8900	1.1154	9927.06
Total	100		14900		15861.46
Weighted average Total (e) / Total (c)				1.0645	

## 13 Contact Details

### **Bristol Water Wholesale Services (For Retailer enquiries and service requests):**

Address: Bridgwater Road, Bristol, BS13 7AT  
Tel: 03456041495 (Retailer line only)  
Website: [www.bristolwater.co.uk/your-business/wholesale-information/](http://www.bristolwater.co.uk/your-business/wholesale-information/)  
Email: [wholesale.desk@bristolwater.co.uk](mailto:wholesale.desk@bristolwater.co.uk)

### **BWBSL (For billing enquiries for household customers):**

Address: 1, Clevedon Walk, Nailsea, Bristol BS48 1WA  
Tel: 0345 600 3600 (Monday – Friday, 8am to 6pm)  
Website: [www.bristolwater.co.uk/your-home/billing-and-payments/](http://www.bristolwater.co.uk/your-home/billing-and-payments/)  
Email: [customer.services@bwbsl.co.uk](mailto:customer.services@bwbsl.co.uk)

### **Bristol Water (For operational enquires):**

Address: Bridgwater Road, Bristol, BS13 7AT  
Tel: 0345 702 3797 (Emergency Service only between 6pm and 8am)  
Website: [www.bristolwater.co.uk](http://www.bristolwater.co.uk)  
Email: [customer.services@bristolwater.co.uk](mailto:customer.services@bristolwater.co.uk)

### **Consumer Council for Water:**

*This independent committee aims to protect customers' interests and investigate customer complaints free of charge.*

Address:  
Consumer Council for Water, C/O 1st Floor, Victoria Square House, Victoria Square,  
Birmingham, B2 4AJ  
Tel: 0300 034 2222 (8.30-17.00 Mon-Fri)  
Email: [enquires@ccwater.org.uk](mailto:enquires@ccwater.org.uk)  
Website: [www.ccwater.org.uk](http://www.ccwater.org.uk)  
Email: [enquires@ccwater.org.uk](mailto:enquires@ccwater.org.uk)

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

Address: Centre City Tower, 7 Hill Street, Birmingham, B5 4UA  
Tel: 0121 644 7500  
Email: [mailbox@ofwat.gov.uk](mailto:mailbox@ofwat.gov.uk)  
Website: [www.ofwat.gov.uk](http://www.ofwat.gov.uk)

## Appendix One – Bristol Water Area of Supply

