



**ICOSA WATER SERVICES LIMITED**

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**WHOLESALE CHARGES SCHEMES**  
**2021-2022**

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## INTRODUCTION

This is the non-household wholesale charges scheme for the year 2021 – 2022 for Icosa Water Services Limited (Icosa Water).

The wholesale charges scheme is to be used in conjunction with the codes: [www.mosl.co.uk/market-codes/codes](http://www.mosl.co.uk/market-codes/codes)

This Scheme relates to charging periods commencing 1 April 2021.

This Scheme is in accordance with the Wholesale Charging Rules issued by the Water Services Regulation Authority under sections 66E and 117I of the Water Industry Act 1991. The rules apply to the charges that may be imposed by:

- a) a water undertaker under a section 66D agreement where a water supply licensee with a retail authorisation or a restricted retail authorisation is a party to that agreement; and
- b) a sewerage undertaker under a section 117E agreement where a sewerage licensee with a retail authorisation is a party to that agreement.

The rules are supplementary to statutory provisions that apply to Icosa Water under any enactment, or instrument made thereunder (including the conditions of our appointment), and in the event of any conflict between the rules and any statutory provision, the latter shall prevail.

Icosa Water are only able to present indicative charges at this time. Our costs of providing wholesale services depend to a great extent on the charges made by the local water company for the bulk supply of water to our site.

The Ofwat investigation into the NAV market identified these boundary charges as a key barrier to competition. Ofwat are currently consulting on boundary charges to NAVs and Icosa Water anticipates that the subsequent decision will result in different charges being applied. Icosa Water will review its wholesale charges when this has occurred.

In the meantime, Icosa Water will start from the position that it should typically be able to match the wholesale charges set by the water company in each area in which Icosa Water has a network, as reflected in the charges shown in this Charging Scheme. However, specific requests for wholesale charges for a non-household property will have to be considered on an individual basis in order to offer cost-reflective charges because boundary charges can vary significantly between sites even within the same water company area, and not necessarily with any connection to the level of on-site costs.

There are two main types of wholesale services:

- primary services related to the supply of water and the removal and treatment of foul sewerage, surface water drainage and highway drainage; and
- non-primary services for activities that are not directly related to the provision of primary services.

The Non-Primary service charges have been developed to support retailer service requests. These charges have been designed to meet both the OFWAT Wholesale Charging Guidelines and the Wholesale - Retail Code. The Wholesale Charges contained in this Charging Scheme are effective from 1st April 2021 until 31st March 2022.

Contact details for Icosa Water can be found on page 14.

# 1 Anglian Water Area

Wholesale Non-Household Measured Tariffs 2021/2022

Band	Recommended Annual Usage m <sup>3</sup>	Water Standing Charges p/a	Volumetric Water Charge per m <sup>3</sup>	Maximum Daily Demand Charge per m <sup>3</sup> of peak day demand	Sewerage Fixed Charge Full Service p/a	Sewerage Fixed Charge Foul Water & Highway Drainage Only p/a	Volumetric Sewerage Charge per m <sup>3</sup>
<b>Band 1</b>	0 – 500	£7.25	137.35p	n/a	£62.00	£26.00	155.00p
<b>Band 2</b>	500 – 5,000	£58.00	127.18p	n/a	£97.00	£45.00	150.85p
<b>Band 3</b>	5,000 – 10,000	£400.00	120.33p	n/a	£350.00	£220.00	146.96p
<b>Band 4</b>	10,000 – 25,000	£412.00	86.08p	£74.75	£350.00	£220.00	146.96p
<b>Band 5</b>	Over 25,000	£1,207.00	53.07p	£135.50	£2,570.00	£1,320.00	142.07p

Note: Water meters are installed on all premises that are supplied by Icosa Water.

<https://www.anglianwater.co.uk/siteassets/household/about-us/wholesale-charges-schedule-2021-2022-final.pdf>

## 2 United Utilities

### Wholesale Non-Household Measured Tariffs 2021/2022

Band	Recommended Annual Usage m <sup>3</sup>	Fixed Standing Charged based on volume £/pa	Water Volumetric Tariff p/m <sup>3</sup>	Maximum Demand £/m <sup>3</sup> /day
Band 1	0 – 50,000	£0.00	171.60p	n/a
Band 2	50,000 – 180,000	£20,200.00	131.20p	n/a
Band 3	180,000 – 750,000	£47,740.00	115.90p	n/a
Band 4	750,000 – 3,000,000	£262,990.00	87.20p	n/a
Band 5	>3,000,000	£262,990.00	39.80p	n/a

Sewerage	Recommended Volumetric Threshold m <sup>3</sup>	Volumetric Waste Charge p/m <sup>3</sup>
Band 1	1 – 50,000	116.60p
Band 2	>50,000	110.40p

### Meter Size Standing Charge

	12/15mm	20/22mm	25/28mm	30/32/35mm	40/42mm	50/54mm	75/80mm	100mm	150mm+	Animal Troughs
Meter Size Standing Charge	£15.87	£16.05	£25.22	£25.22	£35.23	£46.25	£52.41	£57.18	£61.83	£15.87

<https://www.unitedutilities.com/Business-services/wholesale-charges/>

United Utilities Continued

Band	Surface Water Drainage Only?	Highway Drainage Only	Surface Water & Highway Drainage
Up to 124	£88.31	£37.85	£126.16
125 - 299	£219.37	£94.01	£313.38
300 - 649	£488.87	£209.51	£698.38
650 – 1,499	£1,106.12	£474.05	£1,580.17
1,500 – 2,999	£2,313.60	£991.55	£3,305.15
3,000 – 6,999	£5,143.90	£2,204.53	£7,348.43
7,000 – 11,999	£9,772.82	£4,188.35	£13,961.17
12,000 – 17,999	£16,145.98	£6,919.71	£23,065.69
18,000 – 24,999	£23,142.81	£9,918.35	£33,061.16
25,000 – 49,999	£40,365.75	£17,299.61	£57,665.36
50,000 – 74,999	£67,276.63	£28,832.84	£96,109.47
75,000 – 99,999	£94,187.48	£40,366.06	£134,553.54
100,000 – 124,999	£121,098.34	£51,899.29	£172,997.63
125,000 – 149,999	£148,009.22	£63,432.51	£211,441.73
>150,000	£174,920.59	£74,965.96	£249,886.55

Note: Water meters are installed on all premises that are supplied by Icosa Water.

<https://www.unitedutilities.com/Business-services/wholesale-charges/>

### 3 Southern Water

#### Wholesale Non-Household Measured Tariffs 2021/2022

Band	Recommended Annual Usage m <sup>3</sup>	Water Standing Charges p/a	Volumetric Water Charge per m <sup>3</sup>	Volumetric Sewerage Charge per m <sup>3</sup>
Band 1	0 – 999m <sup>3</sup>	£23.00	136.50p	204.50p
Band 2	1,000 – 4,999m <sup>3</sup>	£101.00	144.60p	204.50p
Band 3	5,000 – 19,999m <sup>3</sup>	£540.00	133.80p	204.50p
Band 4	20,000 – 49,999m <sup>3</sup>	£2,020.00	126.40p	204.50p
Band 5	50,000 – 99,999m <sup>3</sup>	£2,020.00	126.40p	204.50p
Band 6	>99,999m <sup>3</sup>	£16,920.00	111.50p	147.80p

Meter Size	Full (Surface Water Drainage & Highway Drainage)	Abated (Highway Drainage Only)
Up to 19mm	£32.40	£10.80
20-24mm	£97.20	£10.80
25-39mm	£183.60	£10.80
40-49mm	£226.80	£10.80
51-80mm	£442.80	£10.80
81-100mm	£572.40	£10.80
>100mm	£1,436.40	£10.80

Note: Water meters are installed on all premises that are supplied by Icosa Water. <https://www.southernwater.co.uk/retail/wholesale-charges>

## 4 South West Water

Wholesale Non-Household Measured Tariffs 2021/2022

Meter Size	Water
Up to 20mm	£32.55
23-28mm	£48.64
29-42mm	£62.95
43-64mm	£112.88
65-80mm	£124.70
81-100mm	£136.53
>100mm	£148.50
Volume Charge per m <sup>3</sup>	193.36p

Forecast Annual Volume WATER	0-20ml	20-50ml	50-100ml	100-150ml	150-250ml	250-3,000ml
50-100ml	193.36p	193.36p	141.85p	141.85p	141.85p	141.85p
100-150ml	193.36p	193.36p	193.36p	103.95p	103.95p	103.95p
150-180ml	193.36p	193.36p	193.36p	193.36p	82.69p	82.69p
180-250ml	193.36p	193.36p	193.36p	193.36p	82.69p	82.69p
250-750ml	193.36p	193.36p	193.36p	193.36p	82.69p	82.69p
750-3,000ml	193.36p	193.36p	193.36p	193.36p	82.69p	82.69p
>3,000ml	193.36p	193.36p	193.36p	193.36p	82.69p	82.69p



South West Water continued

Standard User - SEWERAGE	Sewerage (foul, surface and highway)	Sewerage (foul and highway)
Up to and including 22mm	£52.93	£31.49
23mm to 28mm	£60.12	£38.68
29mm to 42mm	£67.15	£45.71
43mm to 65mm	£88.71	£67.27
66mm to 80mm	£95.75	£74.31
81mm to 100mm	£102.94	£81.50
Above 100mm	£110.13	£88.69
Volume Charge per m <sup>3</sup>	329.38p	278.38p

Forecast Annual Volume SEWERAGE	<50ml	50-100ml	100-250ml	>250ml	Separate Standing Charge
50ml	278.38p	251.79p	251.79p	251.79p	£51,000.00
100ml	278.38p	278.38p	239.77p	239.77p	£51,000.00
150ml	278.38p	278.38p	239.77p	239.77p	£51,000.00

Note: Water meters are installed on all premises that are supplied by Icosa Water.

<https://www.southwestwater.co.uk/siteassets/document-repository/charges/south-west-water-non-household-wholesale-charges-schedule-2021-22.pdf>

## 5 South East Water

Wholesale Non-Household Measured Tariffs 2021/2022

Annual standing charge

Meter Size (mm)	Six-monthly Read	Monthly Read
12/15	£6.36	£6.36
20/22	£21.19	£21.19
25/28	£28.78	£28.78
30/32/35	£44.06	£44.06
40/42	£54.84	£54.84
50/54	£67.97	£67.97
65	£75.56	£75.56
75/80	£93.68	£93.68
100	£134.78	£134.78
125/150	£196.13	£196.13
300	£237.83	£237.83

Standard volumetric charges per m<sup>3</sup>

West	East
£1.3945	£1.8374

## Block tariff

Volumetric charge per m<sup>3</sup>, monthly read

Annual Consumption	Volumetric Charges	
	West	East
0 – 10 ML / pa	£1.3945	£1.8374
10 – 150 ML / pa	£1.1221	£1.4797
150 – 250 ML / pa	£1.0937	£1.4474
250+ ML / pa	£1.0786	£1.4144

Note: Water meters are installed on all premises that are supplied by Icosa Water.

[https://wholesale.southeastwater.co.uk/media/1717/wholesale-charges-schedule-21\\_22.pdf](https://wholesale.southeastwater.co.uk/media/1717/wholesale-charges-schedule-21_22.pdf)

## 6 Ancillary Charges

In addition to the primary charges, Icosa Water has developed non-primary charges to support retailer service requests. These charges have been developed to meet Ofwat's Wholesale Charging Guidelines and the Wholesale/Retail Code.

In hours are Monday to Friday, 8.30am to 5.30pm, excluding bank holidays. Out of hours refers to all other times.

<b>Fire Hydrants</b>	<b>Standard</b>	<b>Abortive Charge</b>
Installing and maintaining fire hydrants	Recovery of reasonable costs	Recovery of reasonable costs

<b>Damaged Apparatus</b>	<b>Standard</b>	<b>Abortive Charge</b>
Repair of damaged apparatus	Recovery of reasonable costs	Recovery of reasonable costs

Charges apply in the event that costs are incurred in relation to the network becoming damaged by the act or omission of the customer or its agents or contractors or any third party. We will be entitled to recover from the responsible party the total costs incurred with the reinstatement and all other associated activities.

<b>Breach of Water Regulations</b>	<b>Time Period</b>		<b>Abortive Charge</b>
	<b>In Hours</b>	<b>Out of Hours</b>	
Site visit to assess Water Regulations breach	£100.00	£150.00	Recovery of reasonable costs
Additional visits	Recovery of reasonable costs	Recovery of reasonable costs	Recovery of reasonable costs

We can carry out inspections to ascertain whether any provision contained in or made or having effect under the Water Industry Act 1991 with respect to any water fittings or with respect to the waste or misuse of water is being or has been contravened.

Site Surveys Charges listed where applicable with each service	Standard	Abortive Charge
Hire of standpipe	By quotation	Recovery of reasonable costs
Water supplied by standpipe	See primary wholesale usage charges for volumetric charge by supply area	n/a

Portable standpipe hire arranged through nominated contractor and subject to their terms of hire. Volume usage is based on the supply area and charges applied aligns with Wholesale Volumetric Charging Scheme.

Meter Charges	Standard	Abortive Charge
Site survey to determine viability of meter exchange (upon request by third party)	£95.00	Recovery of reasonable costs
Meter testing	By quotation (max £70)	Recovery of reasonable costs
Meter installation	By quotation	Recovery of reasonable costs
Meter reading service	By quotation	n/a

Disconnection & Reconnection	Time Period		Abortive Charge
	In Hours	Out of Hours	
Standard disconnection (no network alterations required)	By quotation	By quotation	Recovery of reasonable costs
Non-standard disconnection (no network alterations required)	By quotation	By quotation	Recovery of reasonable costs
Standard disconnection (network alterations required)	By quotation	By quotation	Recovery of reasonable costs
Non-standard disconnection (network alterations required)	By quotation	By quotation	Recovery of reasonable costs

## COMPLAINTS

### Did we meet your expectations?

When you raise a query, or want to make a complaint about our service, we don't want it to be an unpleasant experience for either of us.

We want to provide you with a first-rate customer service at all times. We appreciate, however, that sometimes we don't always get it right. If you're unhappy, let us know straight away so we can discuss the situation with you and decide what we need to do.

Our complaints procedure has been developed to ensure that all employees and contractors working on our behalf are able to handle customer complaints effectively, whether face to face, over the telephone or in writing.

### What you can expect

Please contact us as soon as possible if you are not satisfied.

We aim to operate in a way that makes communication easy, offering a variety of ways of getting in touch with us, including by telephone, by email, by letter or face to face. If there is anything more we can do to make it easier for you to get in contact with us, please let us know.

We keep a record of all the complaints we get and use them to improve our service. These records are also monitored, reviewed and audited by us and our regulators.

If we fail to meet any of our standards, we'll pay you compensation in line with our customer charter. If we've made a mistake and you are entitled to compensation you can expect to receive it promptly.

## OUR COMPLAINTS PROCESS

### Stage One - Customer Care Team

We'll hand your complaint to our Customer Care Team. This person will write to you to make a telephone appointment to discuss the issue and set out how we plan to resolve it. They'll then personally look after your complaint, keeping you fully informed along the way until you're happy that the matter is resolved. We'll then confirm the outcome that we've agreed with you in writing, within 7 working days.

### Stage Two - Escalation to senior manager

In the rare case that you remain unhappy and feel that we haven't resolved the matter to your satisfaction, you can choose to escalate it to an appropriate Senior Manager or Director who will review the case. They'll then write to you explaining the outcome of their review.

### Stage Three - What happens if I'm still not happy?

If, having fully exhausted this process, we haven't resolved the complaint to your satisfaction, you may take your complaint to the Consumer Council for Water (CCWater) who may act on your behalf to try to resolve your complaint with us. They are an independent body set up to protect your interests and to champion customer issues.

We will respond to written complaints within the 10 working days which follow the day that we receive your complaint. In the unlikely event that we fail to meet this timescale, we will pay you £30. We must make this payment within the 10 working days from the date we were due to provide you a response by. If we fail to do this, you can claim a further £10.

**CCWater**

**0300 034 2222**

ccwater.org.uk; 1st floor, Victoria Square House, Victoria Square, Birmingham B2 4AJ

## GET IN TOUCH WITH US

There are a number of ways in which you can contact us.

### You can write to us at:

Icosa Water Services  
Sophia House  
28 Cathedral Road  
Cardiff  
CF11 9LJ

### Call us:

If you have any queries, please feel free to call our Customer Services Team on **0330 111 0780**

### Email us:

**customerservices@icosawater.co.uk**

### You can visit our website at:

**www.icosawater.co.uk**

### Our office hours are:

General queries and billing:  
Monday – Friday 8.30am – 5.30pm; excluding bank holidays

### Drainage emergencies:

Please call our 24 hour emergency number on **0330 111 2014**

You can also find us on social media on Twitter and Facebook, simply search 'Icosa Water'.

Our website, [icosawater.co.uk](http://icosawater.co.uk) contains further company information but if you do not have access to the internet, we can send you any relevant information that you require. If you would like to discuss any aspect of our service, please contact our Customer Service team on **0330 111 0780** or email us at **wholesale@icosawater.co.uk**.

