Charges Scheme for Inset Networks

South East Water – water
Southern Water – wastewater
2024 - 2025

- Rosewood Park, Bexhill on Sea
- Conningbrook, Ashford
- Forstal lane, Coxheath
- Hen Farm, Staplehurst
- Ospringe B, Faversham Headcorn
- Ulcombe Road, Headcorn
- Stones Farm, Sittingbourne

A Last Mile company

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Introduction

Within this document you will find our charges which we have produced for the period from 1st April 2024 to 31st March 2025 and is one of several documents approved by Ofwat which explains the services that we provide. More information about us can be found at icosawater.co.uk. You can find details of how to contact us on page 10.

Services

Icosa Water Services Ltd (Icosa Water) provides water and wastewater services to the inset network which comprises of domestic and non-domestic dwellings.

Our Charges

Our charges for water, drainage and sewerage are regulated by Ofwat and will not be any higher than they would be if your property was being supplied by South East Water (water) and Southern Water (wastewater). Water legislation requires that water companies charge domestic customers in accordance with a Charging Scheme.

Charges to commercial customers may however be made by agreement rather than in accordance with a Charges Scheme, subject to these charges being approved by Ofwat.

We reserve the right to make retrospective adjustments where we discover that a customer has been billed incorrectly for all or part of their service. If the adjustment is in the customer's favour, we will always make a retrospective adjustment. If the adjustment is in our favour, then we may make an adjustment to your bill unless there is evidence of an avoidable error on our part.

Metering

All properties are metered and our sewerage charges are calculated on the assumption that 92.5% of the metered water you have consumed will be returned to the sewer. If your property is unoccupied the water meter will record that no water is being consumed and only standing charges will be applicable.

Charges will accrue regardless of whether the property is occupied or not unless a written request is made by the account holder to turn off the supply. In this situation, surface water drainage charges may still apply.

We aim to read all of our customer water meters at least once annually. If you receive an estimated bill, you can provide us with the correct meter reading by calling us on 0333 000 0113 or submit it online to the email address on page 10. We will then send you a revised replacement bill.

If you have received a large bill as a result of a leak you may be entitled to a leakage allowance. Details of our leakage policy can be found in our Code of Practice on Leakage which can be found on our website.

Standing charges

Standing charges (also known as fixed charge) are calculated on a daily basis and apply from the date of connection to our networks. Standing charges are based on our published tariffs on page 7 (unless agreed otherwise for commercial customers).

Sewerage standing charges apply if the wastewater from your property drains directly or indirectly into a sewer. The sewerage standing charge includes the cost of disposing surface water and highway drainage. You may be entitled to a discount if the surface water from your property does not flow into the public sewer.

Please contact us if you think you may be entitled to a discount. We will give you a rebate in the event that your claim is successful.

Volumetric charges

Volumetric charges are based on the measured water consumption of your property as recorded by your water meter.

Volumetric sewerage charges are based on the assumption that 92.5% of the measured water used by your property is returned to the sewer.

This mirrors the approach that Southern Water would take if it provided you with wastewater services.

If you use large amounts of water which does not return to the sewer e.g. for watering gardens, then you must be able to demonstrate this for example by using a sub meter. We apply an additional standing charge of £5 pa for each sub meter.

Other tariffs

We offer an alternative tariff for metered domestic homes that may experience particular hardship and need to use large amounts of water. This tariff features higher standing charges and lower volumetric charges.

It is essential that you provide the appropriate documentation with your application when applying for this tariff.

Please note that it may also be necessary for us to contact appropriate authorities e.g. the Benefits Agency, Inland Revenue or a medical practitioner in connection with the information that you provide in order to validate your application.

We will treat all information in the strictest confidence and will not use it for any other purpose. You must inform us immediately if you cease to qualify for this tariff.

Watersure tariff

WaterSure provides financial assistance to household customers with a water meter who use large amounts of water for essential purposes.

You may be eligible if you or any member of your household receives any of the following benefits/tax credits:

- Child Tax Credit (other than just the family element)
- Housing Benefit
- Income Support
- Income based Job Seeker's Allowance
- Income related Employment and Support Allowance
- Pension Credit
- Universal Credit
- Working Tax Credit

There should be 3 or more children under the age of 19 living at the property for whom child benefit is being claimed, or someone in the household should have been diagnosed with one of the following medical conditions:

- Desquamation (flaky skin disease)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Abdominal stoma
- Crohn's disease
- Ulcerative colitis
- Renal failure requiring home dialysis (except where the health authority contributes to the cost of the water used in dialysis)
- Any other medical condition that uses significant volumes of water and can be supported by a doctor's certificate

For more details or to apply download the WaterSure application form available on our website at icosawater.co.uk or call our customer services team on 0333 000 0113.

Assessed Measured Charges

Where it is not reasonably practical to fit a Meter or to fit a Meter would involve unreasonable expense, we may offer an Assessed Measured Charge as detailed.

The Assessed Measured Charges will be based on the appropriate Measured Tariff (i.e. Standard Measured) which would have applied if a Meter had been fitted, taking account of the likely occupancy.

Who regulates us?

√ Defra
√ Ofwat
√ CCWater
√ Environment Agency
√ Drinking Water Inspectorate (DWI)

If you would like to know more about Icosa Water our other sites you can visit our website icosawater.co.uk for further information

Moving home

Please contact us as soon as possible if you are moving home. We require at least 5 working days' notice by telephone or 10 working days' notice by letter to produce a final bill from receipt of your final meter read received either from you.

When you inform us that you are moving out, you can either agree to provide us with a meter reading or allow us to use an estimated meter reading to calculate your final bill. If you would like us to take a final meter reading on the day that move out you must give us at least 5

working days' notice by calling us, sending us an email or by giving us notice to that effect when you notify us about moving home.

If you fail to provide an accurate meter read you will remain liable for all charges until the first to occur of:

- 28 days after we find out you are no longer at the premises
- the new occupier informs us that they have moved in and are now responsible for paying charges
- the date the meter is normally read.

Once we've got all the information we need, we'll send you your final bill within 6 working days. If there's a credit on your account we'll either transfer your credit to your new account, or process a refund within 5 to 15 days, depending on the amount we owe you and the way you made your payments.

Should you require a water supply to be disconnected, you must give us 14 working days notice.

Mixed use premises

Mixed use premises are premises that are used partly as a person's home and partly for business purposes and which receive a single supply of water.

If the premises are being used primarily for business purposes, our commercial tariffs will apply to you as if the whole of the premises was non-domestic premises. For our commercial tariffs please contact us on 0330 111 0780.

Liability for charges

The occupier of the property (whoever is living in the property) is normally responsible for paying water and sewerage charges unless any other person is liable (i) under the Water Industry Act 1991 or under any other Act of Parliament, as the case may be or as may otherwise be agreed by us in writing.

Charges are applicable when a supply of water is made available to the premises, regardless of whether or not the supply is used, or if the wastewater from the premises drains either directly or indirectly into a public sewer, or the premises benefits from any facilities that drain into a public sewer. This includes surface water drainage.

The occupier is liable for charges applied to each and every connected water and sewage service point where a service is provided by us. If more than one person shares a property, everyone is responsible, even if the bill is only in the name of one occupier. All occupiers are jointly and severally liable, meaning that we can recover its charges from any one or all of the occupiers.

In the case of two premises being supplied by one meter, the occupiers of each of the premises supplied through that meter shall be jointly and severally liable for the whole of the charges calculated by reference to the water passing through that meter.

Tenants

If you're a tenant, you are responsible for paying the bill, unless your landlord has made another agreement with us. If there is no such agreement or we have not received written confirmation from the landlord that they are responsible for the bill, you will be responsible for paying the bill. In some cases, we will hold you and the landlord jointly responsible. This happens if the landlord has failed to provide us with certain information that they are required to provide to us.

Local authority tenants

If you rent a property from the local authority, they may collect the charges on behalf of Icosa Water Services. This means your rent will include your water and sewerage charges. If you don't pay the charges part of the rent for any reason, the landlord may take legal action against you. You will remain responsible for any bill that is not included in your rent

Value added tax

VAT is applied in accordance with prevailing HMRC legislation. There is currently no VAT on domestic charges.

Security deposits for non-domestic customers

We may insist on the payment of a security deposit or other form of security in certain cases to cover payment of future charges. Such a demand may be made where a credit checks reveals there is no credit history for the customer or a risk of non-payment or late payment.

The amount of the security deposit will be equal to two times the amount for a normal billing period. The requirement for a deposit or other form of security may be reviewed by us periodically or at your request should changes occur in your usage, occupation or your credit rating.

Bankruptcy

If you are granted an Order for Bankruptcy which encompasses a water and sewerage charge debt, the debt will be limited to the charges that are outstanding as at the date of the Order for Bankruptcy, we will recover any charges that may accrue from the day after the Order for Bankruptcy as if the property had been newly occupied on that day.

Debt recovery

We understand that it can sometimes be difficult to manage your financial outgoings. If you're having problems paying your bills we are here to help. Please contact us as soon as possible to discuss alternative payment options.

If a household bill is not paid by the due date or if you default on your agreed payment arrangements, we will issue an appropriate warning reminder notice. If the bill remains unpaid we reserve the right to cancel payment arrangements and the whole of the outstanding debt will become due.

We will take appropriate enforcement action to recover the debt. We will also apply to the court for interest to be added from the date payment was due to be paid at the standard County Court rate if debt recovery proceedings are issued through the court.

We will recharge all third-party costs to you that we or our agents incur in the collection of outstanding debts.

This includes solicitor's costs, court fees, enforcement and warrant costs where legal action is taken.

We will send reminders where payments are overdue. We may refer your account to a debt collection agency, working on our behalf, to determine your circumstances and/or to collect the outstanding charges. Before doing so, we will write to you giving you the opportunity to pay the debt in full and avoid a referral being made.

We understand that it can sometimes be difficult to manage your financial outgoings. If you're having problems paying your bills we are here to help. Please contact us on 0333 000 0113 or email us at billing@icosawater.co.uk as soon as possible to discuss alternative payment options.

Payment options

By Direct Debit

If you choose to pay monthly, we will work out how much you need to pay each month and adjust this where necessary to ensure that you are paying the correct amount to cover the charges for your consumption.

The Direct Debit Guarantee means we will notify you at least 10 working days in advance if the amount you are paying or the payment date needs to change. If an error is made by either us or your bank or building society you will get a full and immediate refund from your branch.

You can cancel a Direct Debit at any time by writing to your bank or building society – please send us a copy of the letter so that we can manage your account and help to prevent any arrears.

By Post

You can pay your bill by cheque either in full or by agreed instalments. Please make your cheque(s) payable to Icosa Water Services Limited and post with the remittance slip on your bill to:

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

Consequence of Non-Payment of Account

Where payments fail which requires intervention by Icosa Water to resolve the payment, a charge will be made for this activity in the following cases:

(i) Cheque payments that have to be referred back to the account holder: £17.75
(ii) Unpaid Direct Debit / Credit Card transactions: £5.20

By Credit/Debit Card

Call us on 0333 000 0113 to use your credit/debit card to pay over the telephone. You can also arrange to pay by telephone in monthly instalments using your credit/debit card. Credit card payments are subject to an administration handling fee to cover card company charges.

By Online Banking

Please use the following details to pay your bill via your own online banking services:

Our bank:	HSBC
Our account number:	81029932
Sort code:	40-11-60

Please quote your customer reference found on your bill on all online banking transactions.

WaterDirect

If you receive income support, job seekers allowance, pension credits, or Income Related Employment and Support Allowance from the Department for Work and Pensions, you may be able to arrange to make payments directly from your benefit under WaterDirect. This only applies if you are in arrears with your water bill. Please contact DWP for more details and make sure you let us know.

Infrastructure charges

Infrastructure Charges are charges that are payable for the connection to a water main or a public sewer of premises which have not at any previous time been connected to a water main or public sewer. This is not limited to homes. It is payable where water will be used for domestic purposes, that is for drinking, washing, cooking, central heating and sanitary purposes.

The Infrastructure Charge is payable by the person requesting a connection to Icosa Water's water mains and/or sewers. Further information on Infrastructure Charges may be obtained by emailing us at developerservices@icosawater.co.uk.

Domestic Measured Tariffs

	Water Standing Charge p/a	Volumetric Water Charge (per cubic metre)	Southern Sewerage Standing Charge p/a	Southern Sewerage Standing Charge p/a abated	Southern Volumetric Sewerage Charge (per cubic metre)
Standard Household Tariffs South East area eastern	£32.48	£2.2499	£66.73	£40.75	£2.4610
Standard Household Tariffs South East area western	£32.48	£1.7045	£66.73	£40.75	£2.4610
WaterSure South East area eastern	£264.89	n/a	£278.00	n/a	n/a
WaterSure South East area western	£210.52	n/a	£278.00	n/a	n/a

Note: Water meters are installed on all premises that are supplied by Icosa Water Services. The volumetric sewerage charge is based on the assumption that 92.5% of the water consumed is returned to the sewer.

Commercial tariffs

We offer a number of different tariffs, for further information, please contact us at retail@icosawater.co.uk or 0330 111 0780.

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. 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. When this happens, you want us to fix the problem quickly. The best way to do this is by giving us a ring. One of our team will be able to explain what has happened and what we'll do to help fix it.

Our Complaints Process

Step 1: By telephone - This is the quickest way to get it resolved. We always aim to deal with a telephone complaint the first time you call us.

Step 2: Email or letter - If you've given us a ring and you still want to make a complaint, you can get in touch by email or letter. If you write to us, we will investigate the problem and respond within 10 working days of receiving your email or letter. If we fail to respond within 10 working days, we will apply a credit of £30 to your water account.

Step 3: Review by Director - If you are still unhappy with the reply to your complaint, or the way your complaint was handled, you can write to us and ask for one of our Directors to carry out a review.

Step 4: Review by Independent Customer Watchdog - If we have fully reviewed your complaint and you still remain dissatisfied, you can ask the Consumer Council for Water to review your case. This is an independent body which represents customers' interests and investigates complaints. You can contact them at:

CCWater,
1st floor,
Victoria Square House,
Victoria Square,
Birmingham
B2 4AJ.

We will respond to written complaints within 10 working days. In the unlikely event that we fail to meet this timescale, we will apply a credit of £30 to your water account. 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**

Email: enquires@ccwater.org.uk
Website: ccwater.org.uk
Address: 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
Rocfort Road
Snodland
Kent
ME6 5AH

Call us:
If you have any queries, please feel free to call our Customer Services Team on **0333 000 0113**

Email us:
billing@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**.

Our website, 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 **0333 000 0113** or email us at **billing@icosawater.co.uk**.