



Charges Scheme for Water and Wastewater Sites 2025/26

Contents Page

1. Introduction – Icosa Water
2. Our Services
3. Our Charges
4. Fixed Standing Charges
5. Volumetric Charges
6. Assessed Measured Charge
7. Leakage Allowance
8. Retrospective Charges
9. Infrastructure Charges
10. Moving Home
11. Mixed Use Premises
12. Liability For Charges
13. Tenants & Landlords
14. Value Added Tax
15. Security Deposits for Non-Household Customers
16. Debt Recovery
17. Formal Insolvency Procedure
18. Consequence of Non-Payment of Account
19. Payment Options
20. Help and Support
 - Water Direct
 - Breathing Space
 - Independent Advice
 - Affordability Assistance Tariff – Watersure
 - Social discount Schemes
21. Our Complaints Process
22. Getting In Touch With Us
23. Our Tariffs
 - Household Water Tariffs 2025/26
 - Household Wastewater Tariffs 2025/26
 - Standard Unmeasured Household Water and Wastewater Charges 2025/26

Introduction - Icosa Water

Icosa Water is a statutory water and sewerage company licensed by Ofwat to operate across England and Wales. We operate under the New Appointment & Variation (NAV) licensing process of the Water Industry Act 1991, providing networks to new or redeveloped sites. Icosa Water is part of Last Mile group who also provide ground source heat, electricity and gas networks to new developments.

For more information:
www.icosawater.co.uk/about-us
www.ofwat.gov.uk/regulated-companies/markets/nav-market

Our Services

We provide water and/or wastewater services to sites that comprise of domestic and non-domestic dwellings.

This document is applicable to sites where we provide both water and wastewater services.

The drinking water supplied by us to your property originates from the incumbent water company. Icosa own and operate the on-site networks that connects your home to the upstream local incumbent water company.

Our wastewater networks typically comprise of a foul sewer and a surface water sewer. The foul sewer takes wastewater away from properties for treatment and the surface water sewer takes rainwater away to be discharged in a controlled manner back to the environment. In most cases, the local incumbent sewerage companies treat the sewage that is discharged from our sites.

Our Charges

Most properties will be metered. Our measured bills are made up of fixed standing charges and volumetric charges. The volumetric charges are calculated using the volume of consumption recorded through your water meter.

In the unlikely event a meter has not been installed or has been removed, please read 'Assessed Measured Charge'. For other unmeasured charges, please read 'Rateable Value Charges'.

Charges will continue to be applied whether a property is occupied or not unless we are notified of a move (see 'Moving Home'), or we have been notified that a supply has been shut off. A surface water charge may still apply.

If you receive an estimated bill, you can provide us with the correct meter reading if it's safe to do so. We will then send you a revised replacement bill.

Fixed Standing Charges

Standing charges (also known as fixed charges) are set at the same level as those of the local incumbent water and sewerage company in your area. Fixed charges are applied daily from the date of connection to our networks.

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 of surface water/rainwater and highway drainage.

You may be entitled to a discount if the surface water from your property does not flow into the public sewer, and you can demonstrate that all surface water/rainwater enters a purpose-built private soakaway constructed at your property or runs to ground via your own private pipe.

Volumetric Charges

Volumetric charges are set at the same level as the local incumbent water and sewerage company in your in your area.

Wastewater volumetric charges are calculated based on the measured volume of water recorded through your meter. An allowance is made for

any water that does not return to sewer e.g. watering the garden or cleaning cars. This allowance is either made in the form of a non-return allowance and/or a reduction in the volumetric tariff.

If you use large amounts of water and believe that a greater proportion of water does not enter the sewer you may make a claim for a further reduction. You must be able to clearly demonstrate this measurement and provide evidence to us which may involve you installing a sub meter at your own cost.

In the event that the meter has not been read, or the meter has stopped recording, an estimate will be used. Water meters record volume in cubic metres. One cubic metre equals 1,000 litres.

Assessed Measured Charge

If a meter has not yet been installed, has been removed or has stopped recording, we reserve the right to either bill based on an estimate or bill the property on a measured tariff known as an Assessed Measured Charge. The Assessed Measured Charge may be property or occupier based.

Leakage Allowance

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

Retrospective Charges

We reserve the right to make retrospective charging adjustments where we discover an error.

Infrastructure Charges

Infrastructure charges are payable for a new connection to a water main or into the public sewer network. Infrastructure charges are also payable for a redeveloped property.

Infrastructure charges are payable on household and non-household premises where water will be used for domestic purposes, i.e. for drinking, washing, cooking, central heating and sanitary purposes.

Further information on Infrastructure Charges and cost may be obtained by emailing us at enquiries@icosawater.co.uk

Moving Home

Please let us know up to two days in advance of moving home. You will remain liable for payment of charges, even after leaving the property, unless we are given this notice.

Take a final meter reading on the day you move to be billed for what you have used.

If you cannot provide a final meter reading don't worry, we can calculate an estimated reading based on your past water usage.

You can notify us of a move by telephone, email or use our online form. If you fail to tell us, 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 sewerage charges
- the date the meter is normally read

Mixed Use Premises

Mixed use premises are dwellings that are used partly as a person's home and partly for business purposes and 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 is 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 payable when a service is available, regardless of whether the service is used. This includes surface water drainage.

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 & Landlords

Where a property is rented, the tenant is responsible for paying the water and or wastewater bill, unless the landlord has made another agreement with us. If there is no such agreement or we have not received written confirmation from the landlord, the tenant will remain responsible for charges. In some cases, we may hold the landlord and tenant jointly responsible.

Sometimes a landlord collects charges on behalf of Icosa Water, and this will be included in the rent. If a tenant fails to pay, the landlord may take legal action against them, and they will remain responsible for any bill that is not included in the rent.

Value Added Tax

VAT is applied to in accordance with prevailing HMRC legislation to water charges (including water for construction) to customers whose industrial activities are defined within divisions 1-5 of the Standard Industrial Classification List 1980 (SIC).

Security Deposits for Non-Household Customers

We reserve the right to require non-household customers to provide a security deposit. The amount of the security deposit will be equal to two times the amount for a normal billing period.

Any deposit will normally be based on actual consumption in the previous year or in the case of new customers, based on a reasonable estimate of charges to be paid in the current year.

The security deposit may be required where we consider it reasonably appropriate having regard to the customer's payment history, credit rating (if any) and financial resources and any other material factors relevant to the customer's ability or willingness to pay for services provided.

The requirement for a security deposit may be reviewed by us or at the request of the customer to reflect changes in the volume of services provided, occupation or changes to the customers' credit rating.

Debt Recovery

We understand that some customers may experience difficulty paying their bill. If you're having problems paying, we are here to help. Please contact us as soon as possible to discuss alternative payment options.

Please contact us on 0333 000 0113 or email us at billing@icosawater.co.uk.

We will issue a reminder if you fail to pay or make an instalment by the due date. If the amount remains unpaid, we reserve the right to cancel any payment plan and all outstanding charges will become due.

We may refer your account to a debt collection agency or take enforcement action through a court to recover payment. If this happens, we reserve the right to recharge costs that we or our agents incur, including solicitor's costs, court fees, enforcement and warrant costs.

Whatever the situation it is important that you contact us straight away.

Formal Insolvency Procedure

We will apportion the charges up to the date immediately before the insolvency procedure becomes effective. Any charges from that date onwards are payable as if the property had been newly occupied on that day.

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

Payment options

By Direct Debit

Direct debit plans can be set up online or you can call us. To complete this, you will need to provide your:

- Your name
- Your account number (if available)
- Contact number
- Email address
- Account address
- Bank details – including your account number and sort code

Please note, direct debit payments will show on your bank statement in the name of our billing provider, South East Water

Direct Debit Guarantee

- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by the organisation or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the organisation.

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 put your account number and address on the back of the cheque.

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

Please remember to allow 5 days for a payment to reach us.

By Debit/Credit Card

You can pay by using your debit/credit card, you can do so from your MyAccount portal or you can call us on 0333 000 0113 between 8.30AM and 5.30PM Monday to Friday excluding bank holidays.

Credit card payments may be subject to an administration handling fee.

Please have your bill to hand as you will need your Icosa Water account number and the account address.

HSBC bank

You can pay your bill with either cash or a cheque, made payable to Icosa Water Services Limited, in any HSBC branch. Please take your bill with you.

Your bank may charge a fee for processing your payment.

If paying by cheque, please write your Icosa Water account number on the back of your cheque.

Telephone banking (Household customers)

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 Icosa Water account number, which is found on your bill.

Help and Support

Water Direct

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 Water Direct. 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.

Breathing space

Breathing Space is a government scheme which is designed to give you time to receive debt advice and find a solution to sort out your debt problems. There are two kinds of Breathing Space.

- Standard Breathing Space is where most creditors will have to stop collection and enforcement of your debts. Creditors will also have to freeze interest and charges on any eligible debts.
- Mental health crisis breathing space can provide extra protection for people who are receiving mental health crisis treatment.

How can I apply for Breathing Space?

Breathing Space can only be started by:

- a debt advice provider who is authorised by the Financial Conduct Authority (FCA) to offer debt counselling
- a local authority (where they provide debt advice to residents)

The following is a list of some (but not all) of the debt advisers you may speak to:

- Step Change StepChange Debt Charity. Free Expert Debt Help & Advice
- National Debt Line Debt advice | Free debt advice | National Debtline
- Citizens Advice
- Money Helper
- Money Service Advice, free and impartial help with money, backed by the government.

Independent Advice

We are here to help but if you need to seek independent advice, here are some useful contacts. .

These centres include:

- Age UK (www.ageuk.org.uk)
- Disabled Living Foundation (www.disabledliving.co.uk)
- Action on Hearing Loss (actionhearingloss.org.uk)
- Relay UK (www.relayuk.bt.com)
- The MoneyPlus Group (moneyplus.com)
- The StepChange Debt Helpline (stepchange.org)
- The Debt Advice Foundation (debtadvicefoundation.org)
- National Debtline (nationaldebtline.org)
- Citizens Advice Bureau citizensadvice.org.uk
- The Money Advice Service www.moneyadvicetrust.org/

We offer the same social discount schemes as the local incumbent water companies. Please contact us if you would like to get further information and find out if you are entitled.

Affordability Assistance Tariff - Watersure

Watersure is a scheme to help households with their water bills. You must be on benefits and need to use a lot of water either for medical reasons or because your household has a certain number of children. This scheme will cap your bill at a fixed charge. This fixed charge is the average metered bill for the area in which your property is located. If your metered bill ends up being less than our Watersure fixed charge, you will be billed the lesser charge.

Here is the eligibility:

Any member of the household must receive one of the following:

- 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

and

3 or more children under the age of 19 live at the property who you can claim child benefit for

or

someone in the household has been diagnosed with a medical condition that requires significant use of extra water such as:

- 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

How to apply – download the application on our web or call us on 0333 000 0113.

Please provide copies of your supporting evidence not originals. All information is treated in the strictest confidence. If your circumstances change at any time which could affect this tariff you should let us know.

Social Discount Schemes

We offer the same social discount schemes as the local incumbent water companies. Please visit our website or contact us call us on 0333 000 0113. if you would like to get further information and find out if you are entitled.

Our Complaints Process

Initial contact - We aim to get things right first time, but if things do go wrong, please tell us.

The quickest way to contact us is via telephone.

For operational queries just call a member of our friendly Customer Service team on 0330 111 0780, for billing queries please call 0333 000 0113.

Stage 1 - If you are not happy with the resolution or need further help, please tell us. We will provide a response within 10 working days from the date we receive your contact.

- Email: customerservices@icosawater.co.uk
- Address: Sophia House 28 Cathedral Road, Pontcanna, Cardiff, CF11 9LJ.

Sometimes it can take longer than this to fully resolve a complaint, particularly if the problem is complicated, or we need to visit you before we can get everything resolved. If this is likely to happen, we will contact you and explain why.

In the unlikely event that we fail to meet this timescale, we will credit your water services account with a payment that is equivalent to that offered by the upstream regional water company for the area. If we fail to credit your account within 10 working days, you will be entitled to an additional penalty payment credited to your account.

Stage 2 - If you are still unhappy with the outcome or the way your complaint was handled, you can ask for one of our managers to carry out an independent review.

Stage 3 - If you remain dissatisfied following our final review, your issue is over eight weeks old or you just want some free, trusted, independent advice, you can call the Consumer Council for Water (CCW). CCW are the independent voice for water consumers in England and Wales.

- Telephone -0300 034 2222 (England) / 0300 034 3333 (Wales)
- Website - www.ccw.org.uk/contact-us
- Address -23 Stephenson Street, Birmingham B2 4BH.

Getting In Touch With Us

Accounts, Billing & Payments

Account registration, submitting meter readings and all other billing queries **0333 000 0113 Monday – Friday 08:30am – 5:30pm**

Email us: billing@icosawater.co.uk

Developer Services

New connections and adoption enquiries

0330 320 0762 Monday – Friday 08:30am – 4:30pm

Water & Wastewater Emergencies

No water, low pressure, water quality issues, water leaks, flooding or blocked drains.

0330 111 2014 - 24 Hour Emergency Helpline

Operational General Enquiries

No water, low pressure, water quality issues, water leaks, flooding or blocked drains.

0330 111 0780 Monday – Friday 08:30am – 5:30pm

Email us: customerservices@icosawater.co.uk

Additional Support

Relay UK

Helping people with hearing and speech difficulties communicate with anyone over the phone, using the national relay service.

Phone 0800 7311 888

Relay UK app (or Textphone)

0800 500 888

You can write to us at:

Icosa Water Services
Rocfort Road
Snodland
Kent
ME6 5AH

You can visit our website at:

www.icosawater.co.uk

Who regulates us?

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

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

Our Tariffs

Household Water Tariffs 2025/26

Icosa Water operates in many water company areas. Our standard tariffs match those of the local incumbent water company that supplies the area where you live.

Charges by Incumbent Water Company Region 2025/26	Domestic Fixed Water Charge	Domestic Measured Tariff p/m3	Watersure Fixed Charge (Water)
Affinity Central	£36.36	151.96	£209.81
Affinity East	£36.36	247.00	£259.30
Affinity South East	£36.36	247.00	£289.35
Anglian - Anglian	£52.25	268.82	£310.00
Anglian - Hartlepool	£43.50	151.18	£185.00
Bournemouth & West Hampshire	£33.29	143.64	£180.63
Bristol	£62.40	161.95	£234.36
Cambridge	£58.93	138.64	£192.64
HD Cymru Zones A&D	£48.72	224.37	£268.75
HD Cymru Zone B	£48.72	215.40	£268.75
HD Cymru Zone C	£48.72	210.01	£268.75
Northumbrian - Essex and Suffolk Water	£61.96	197.23	£289.81
Northumbrian - Northumbria	£59.96	152.54	£203.17
Portsmouth 15mm meter	£43.97	112.05	£158.61
Severn Trent A Zone1-8	£50.17	260.80	£321.23
Severn Trent B Zone9	£50.17	240.31	£321.23
Severn Trent C Zone10	£50.17	247.09	£321.23
South East - Eastern	£45.48	274.03	£316.16
South East - Western	£45.48	207.58	£251.56
South Staffordshire	£58.93	170.01	£218.65
South West A(Single Service)	£83.45	271.29	£263.68
South West B(Dual Service)	£59.51	271.29	£263.68
Southern	£38.06	275.30	£281.00
Sutton East Surrey Northern	£27.20	132.72	£229.57
Sutton East Surrey Southern	£27.20	170.25	£229.57
Thames	£63.96	247.43	£337.00
United Utilities 15mm meter	£24.46	273.30	£275.52
Welsh Water	£58.25	191.56	£218.28
Wessex	£29.00	309.02	£299.00
Yorkshire	£50.54	211.95	£260.89
Yorkshire - York Waterworks	£50.54	120.06	£188.56

Our Tariffs

Household Wastewater Tariffs 2025/26

Icosa Water operates in many water company areas. Our standard tariffs match those of the local incumbent sewerage company that supplies the area where you live.

Charges by Incumbent Sewerage Company Region 2025/26	Non Return Allowance	Domestic Fixed Sewerage Charge	Abated Charge	Domestic Measured Tariff p/m3	Domestic Measured Tariff p/m3 abated - no surface water	Watersure Fixed Charge (Sewerage)
Anglian - Anglian	90.00%	£116.25	£67.25	234.32	234.32	£323.00
HD Cymru Zones A&D - Detached Property	95.00%	£162.66	£58.25	244.26	244.26	£321.63
HD Cymru Zones A&D - Semi Detached Property	95.00%	£127.85	£58.25	244.26	244.26	£321.63
HD Cymru Zones A&D - Any other Household type	95.00%	£93.06	£58.25	244.26	244.26	£321.63
Northumbrian	100.00%	£124.93	£44.71	135.23	135.23	£237.37
Severn Trent - Detached Property	95.00%	£122.00	£56.80	150.04	150.04	£234.66
Severn Trent - Semi Detached Property	95.00%	£100.26	£56.80	150.04	150.04	£234.66
Severn Trent - Any other Household type	95.00%	£78.54	£56.80	150.04	150.04	£234.66
South West A(Single Service)	95.00%	£102.84	£77.65	427.11	378.88	£361.31
South West B(Dual Service)	95.00%	£75.65	£50.46	427.11	378.88	£361.31
Southern	92.50%	£104.80	£63.92	379.40	379.40	£421.00
Thames	100.00%	£130.22	£80.06	154.80	154.80	£302.00
United Utilities	100.00%	£150.05	£49.56	201.40	201.40	£322.31
Welsh Water	95.00%	£139.83	£97.53	249.82	249.82	£313.99
Wessex	95.00%	£68.00	£41.00	279.81	279.81	£306.00
Yorkshire	95.00%	£107.26	£29.19	270.85	270.85	£344.14

Standard Unmeasured Household Water and Wastewater Charges 2025/26

Icosa Water operates in many water company areas. We base our standard charges on those of the local water company that supplies the area you live in. Water and sewerage Rateable Value based charges are currently unique to the following area.

			Water Charges			Sewerage Charges				
			<i>Both these charges are used to calculate the water element</i> ↓			<i>One fixed annual charge shown here will be used along with the volumetric rate to calculate the metered sewerage bill</i> ↓				
Site Name	Property within the water supply area of	Property within the wastewater region of	Fixed annual charge	Charge per £ of property Rateable Value	Watersure annual charge	Fixed annual charge	Fixed annual charge minus surface water	Charge per £ of property Rateable Value	Watersure annual charge	Watersure annual charge minus surface water
West Raynham Norfolk	Anglian Water	Anglian Water	£458.95	£0.2624	£310.00	£427.45	£378.45	£0.2145	£323.00	£274.00