Dŵr Cymru
Welsh Water

Scheme of Charges

2020-21

dwrcymru.com

Version 5

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Change History

Version	Date of issue	Change	Reason
005	1 August 2020	New HelpU tariff applicable from 1 August 2020 added pg 20	Response to pandemic
004	19 May 2020	VAT Update Pg 33	Removal of VAT allocation
003	16 April 2020	Change to:- Fire Hydrants Pg 31	Correction to service type in table
002	13 February 2020	Change to charges:- Fire Hydrants Pg 31	To align with WTD booklet
		New Connections Rectification Works Pg 32	To align with DS booklet
001	03 February 2020	First Issue	

Definition of terms

In this Scheme, unless the context otherwise requires:

'**Act**' means the Water Industry Act 1991 and amendments thereto.

'**Billing Company**' for any premises is the company other than Dŵr Cymru Cyfyngedig that supplies the water service to the premises and is responsible for collecting the sewerage charges in respect of those premises on behalf of Dŵr Cymru Cyfyngedig.

'**Company**' means Dŵr Cymru Cyfyngedig, trading as Dwr Cymru Welsh Water.

'**Connection**' means a connection regulated by the Act and other relevant legislation by virtue of which the customer receives the benefit of the Company's services.

'**Customer or potential customer**' means a person either receiving a service from the Company or who is liable to pay charges in accordance with the Company's charges scheme, or a person who might become such a person on making an application to receive a service from the Company.

'**Domestic sewage**' means the content of lavatories, water which has been used for cooking or washing, and surface water but does not include water used for the business of a laundry or for a business of preparing food or drink for consumption otherwise than on the premises (cf Section 117 of the Act).

'**Fixed term tenancy**' means any tenancy other than a periodic tenancy.

'**Household**' any building or part of a building which is occupied as a dwelling house, whether or not a private dwelling house, or which, if unoccupied, is likely to be so occupied. (As described in Section 219 of the Act). In particular, a house includes a flat but not a caravan or mobile home which is temporarily situated.

'**Household purposes**' generally means a supply for drinking, washing, cooking, central heating and sanitary purposes and is defined in Section 218 of the Act.

'**Infrastructure charge**' means a water infrastructure charge or a sewerage infrastructure charge.

'**Measured charges notice**' means the request from the Customer to the Company to fix charges in respect of the supply by reference to the volume of water supplied. (As described in Section 6 of the Water Industry Act 1999). The Company will accept requests made via our website **dwrcymru.com** or by calling us on **0800 052 0140**.

Meters: A '**screw in**' meter has concentric ports for a single connection to pipework and is the type generally fitted in the Company's standard boundary box. An '**in line**' meter has a pipe connection at both ends.

'**Non-household**' a premises/customer other than a household premises/customer. For definition of household see above.

'**Non-potable water**' means water not intended to meet the standards of wholesomeness set out in regulations made under the Water Industry Act 1991.

'**Occupier**' includes, in addition to any person in actual occupation of premises, any person who:

- Maintains premises used or intended for use as a dwelling or as office or commercial premises furnished and ready for letting
- Maintains any newly constructed or converted premises ready for sale or letting
- Maintains any other premises in a condition in which they can be put to use for their intended purpose
- Maintains premises for multiple occupation with shared facilities or as a holiday or student hostel or other accommodation for short term occupation or letting.

'**Potable water**' means water intended to meet the standards of wholesomeness set out in regulations made under the Water Industry Act 1991.

'**Premises**' mean a permanent building, its grounds and appurtenances or any facility for which a supply of water is made available. A building includes a house or part of a building capable of separate occupation.

'**Rateable Value**' (RV) means the value shown in the valuation list maintained by a rating authority under Part V of the General Rate Act 1967 on 31 March 1990, and includes rateable values which are proposed at that date and are subsequently directed to become effective from a date on or before 31 March 1990.

'**Redevelopment**' is a site where connections are changed or their use is changed. Redevelopment includes, for example, replacement of old houses with new houses, alteration of a large house into flats, combining two or more properties into one, replacement of a factory with offices, extension of a factory or offices, and the change of a building water supply to a house connection.

'**Renovation**' means any work carried out within the property which can be anything from painting and decorating to structural work.

'**Service pipe**' means the pipe (or part of the pipe) to supply water from the Company's water main to any premises and is defined in section 219 of the Act.

'**Single site**' refers to premises within one location.

'**Supply pipe**' means any part of a service pipe which the Company could not be, or have been, required to lay under Sections 45 and 46 of the Act.

'**Trade effluent**' is any liquid, either with or without particles of matter in suspension therein, which is wholly or in part produced in the course of any trade or industry carried on at trade premises but does not include domestic sewage and is defined in Section 141 of the Act.

1. Introduction

This document is the Company's 'Charges Scheme' made under the provisions of the Water Industry Act 1991. The charges contained in this booklet will apply for the period 1 April 2020 until 31 March 2021.

In accordance with the Company's duty under the Act and its Licence (the Instrument of Appointment) as the water and sewerage undertaker for its area, the Company has taken steps to ensure that the charges do not unduly discriminate against, or show undue preference, to any class of customers or potential customers.

The Company supplies water, sewerage, and trade effluent services to homes, offices, businesses and factories in the area shownon the map below.

Where the Company supplies only water services and another company provides the sewerage services, Dŵr Cymru Welsh Water may issue a bill on behalf of both service providers. For the areas where only the sewerage service is provided by Welsh Water, the company providing the water service may be the billing company.



Customers who are planning to move to a new property can contact the Company on **0800 052 0145** in order to ascertain the basis on which they would pay charges for the property.

The Company produces a number of customer information publications about the services it provides. Details of these can be found on our website **dwrcymru.com**

2. Complaints

We always aim to get things right first time, every time – but we know that occasionally things can go wrong. Our preferred method of dealing with a complaint, is by telephone as this is the quickest way to get it resolved. Customers can call us on one of the following numbers:

Billing and accounts
0800 052 0145

Water services and emergencies
0800 052 0130

Sewerage services and emergencies
0800 085 3968

Business Customer Team (Open Water customers only)
0800 260 5051

If you have given us a ring and you still want to make a complaint, you can get in touch by email or letter. To make sure your complaint goes to the right team, please use one of the addresses below. 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.

To do this, please contact us again using the relevant address below:

Billing and accounts
water.enquiries@dwrcymru.com

Billing Customer Services
Dŵr Cymru Welsh Water
PO Box 690
CF3 5WL

Water services
water.operations.enquiries@dwrcymru.com

Water Customer Services
Dŵr Cymru Welsh Water
PO Box 3118
CF30 0BY

Sewerage enquiries
sewerage@dwrcymru.com

Sewerage Customer Services
Dŵr Cymru Welsh Water
PO Box 3118
CF30 0BY

Business Customer Team (Open Water)
bct@dwrcymru.com

Business Customer Team
PO Box 3162
Cardiff
CF30 0FD

If we have fully reviewed your complaint and you believe we could have done more, you can ask the Consumer Council for Water (CCWater) to review your case. This is an independent body which represents customers' interests and investigates complaints. You can visit their website **ccwater.org.uk**, call them on **0300 034 3333**, or write to them at;

Consumer Council for Water
c/o 1st Floor,
Victoria Square House,
Victoria Square,
Birmingham,
B2 4AJ

The CCWater will normally only investigate complaints that have previously been referred to the Company. When writing to them, it would be helpful to enclose a copy of the response from the Company.

If your complaint has been fully reviewed by us and CCWater, and you remain dissatisfied, you can contact WATRS. WATRS is a free and independent adjudication service which reviews disputes between customers and companies that CCWater have not been able to resolve and has reached a state of deadlock. Their contact details are below; you can make an application on their website or ask for an application form to be sent to you.

WATRS
International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

0207 123 4567
www.watrs.org

Certain complaints can be referred to Ofwat. These are mentioned in the relevant sections of this booklet. Their contact details are:

The Water Services Regulation Authority (OFWAT)
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

0121 644 7500
Email: mailbox@ofwat.gsi.gov.uk

Any correspondence with Ofwat should enclose copies of correspondence with the Company and CCWater.

Information about our complaints procedure is available in our booklet 'How we handle your complaints and compliments'. This can also be found on our website **dwrcymru.com**

3. Value added tax

VAT will be added to water supply charges (including water for construction) to customers whose industrial activities are defined within divisions 1-5 of the Standard Industrial Classification List 1980 (SIC). VAT will be charged at the rate prevailing at the time the bill is issued. Water supply charges to all other customers are zero rated for VAT purposes.

Sewerage charges are zero rated for VAT purposes unless otherwise stated.

4. Liability for charges

Water and sewerage charges are payable for all premises to which a supply of water or a sewerage service is made available, whether or not such supplies are actually used. Charges for these services are to be paid by the occupier of a property except where there is an express agreement between a third party and the Company to pay the charges. Where there is more than one person occupying a property then any occupant can be asked by the Company to pay the whole bill if the others do not. Where two or more separately occupied properties are supplied through one meter, charges are to be paid by the person identified by the Company as being responsible for the meter. It is the responsibility of the various occupiers to arrange the allocation of the overall bill and the collection of the money.

Generally it is the responsibility of the occupier to inform the Company of a change of occupancy. From 1 January 2015 the owner of a residential property also became responsible (under the Water Industry (Undertakers Wholly or Mainly in Wales) (Information about Non-owner Occupiers) Regulations 2014) for informing the Company who is occupying their property. Landlords must therefore now, having notified the tenants that they are providing this information and that it will be used by the Company for the purposes of all billing requirements including debt collection, tracing and enforcement (where appropriate), provide the Company with:

- The full names of all adults in occupation
- The dates of birth of all adults in occupation (where this information has been provided to the owner)
- The date or dates of occupation.

This information, together with the landlords' details, will form part of the Company's customer records and may be used for other purposes including account administration, tariffs, bill payments, improving services and regulatory requirements.

If an owner fails to inform the Company within 21 days of a customer occupying a property the owner becomes jointly and severally liable for the water and sewerage charges until these details are provided.

The easiest way for owners to provide this information is via the Landlord and Tenant Address Portal at www.landlordtap.co.uk

Alternatively they can contact the Company using the contact details below:

Web: **dwrcymru.com**

Phone: **0800 052 0145**

A customer receiving a water and sewerage service will continue to be liable for the charges in full whilst the premises contains furnishings and/or fittings, is being renovated or is otherwise occupied. Charges will remain as normal unless a request is made to turn off the water supply, however, surface water drainage charges may still apply.

Charges will be waived where it can be demonstrated that the property is unoccupied for exceptional reasons (e.g. long term hospitalisation).

The Company reserves the right to require non-household customers to provide a security deposit in cash or some other form of secured funds. The security deposit will be equivalent to charges over one billing cycle plus three months. Average charges 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 the Company considers 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 security or amount held may be reviewed by the Company or at the request of the customer to reflect changes in the volume of services provided or changes to the credit rating.

The Company reserves the right to make retrospective charging adjustments in cases of error or fraud.

5. How we charge you

Measured

All properties built since 1 April 2000 are metered and other properties have a meter where they have been requested. For these properties, the measured bill is based on the amount of water used. If you move into a property that is metered you cannot revert to paying on an unmeasured basis.

The Company reserves the right to meter a property, subject to certain conditions, where we have evidence that there is a significant additional use of water. Properties with a swimming pool that is automatically replenished or use automated watering devices (i.e. not hand held hose pipes) must be metered.

Household measured bills are sent half yearly and are based on the actual usage shown on the meter or an estimate if the meter has not been read. The Company aims to read all meters at least once every six months, however in the event that the meter is not read the Company may ask the customer to provide a reading where it is safe to do so, or may make a convenient appointment with the customer to obtain a reading, or may estimate the usage.

In general terms, the more water you use the higher the bill. Sewerage is normally charged on the assumption that 95% of the water used returns to the sewer. Where a meter bill spans a period before and after 1 April 2020, we will charge for the water used before1 April 2020 at 2019/20 rates and water used on or after that date at 2020/21 rates. We have the right to meter all non-households, including any private supplies which discharge to our sewer.

The measured charge is made up of three elements:

Water supply – based on the water used as measured by the meter in cubic metres. All water used is chargeable except that used for firefighting. Water used for fire tests and drills is chargeable unless 7 days written notice of use is given to the Company at the postal address shown in Section 2.

Sewerage – also based on the water used and measured by the meter.

The sewerage charge includes a charge for surface water and highway drainage. This covers the cost of draining, treating and disposing of rainwater. If none of your rainwater drains to the public sewer then you will be exempt from the surface water element of your charges. A Surface Water Drainage Rebate form can be requested on our website **dwrcymru.com** or by calling **0800 052 0145** (0800 260 5051 if you are an Open Water customer). Any rebate will be effected from 1st April 2014 or the date of occupation if later. Where it is evident that surface water does not return to the sewer, typically flats in a common building, the company may proactively notify customers and adjust their charges accordingly. While we continue to keep under review the option of making partial rebates to customers who have made efforts to reduce their surface water discharges a number of implementation issues would need to be addressed before such a rebate could be offered. For this reason the company can presently only offer full rebates. As Welsh Water does not charge for surface water drainage by reference to area, there is no reduction offered for community groups other than the full rebate.

For most customers we assume that almost all water returns to the sewer except, for example, that used for cooking or watering the garden. Therefore the sewerage element of the measured bill is calculated at around 95% of the volume of water consumed.

Where less than 10m^3 of water is consumed in any billing period this is fully charged for sewerage purposes. If you believe that less than 95% of your water returns to the sewer and you can prove this by measurement, you can claim a reduction in your sewerage charges. Application forms for a non-return to sewer allowance can be found on our website **dwrcymru.com** or by calling **0800 052 0145** (0800 260 5051 if you are an Open Water customer). The effective date of any claim is 1 April of the charge year in which the claim is received.

Service Charge – calculated on a daily basis and based on the size of the meter. The service charge includes the cost of reading and maintaining the meter and replacing it when it becomes necessary.

Redevelopment of premises

Any planning permission granted does not give a right to carry out any work on the public sewer network or water main network. Permission to do this must be given by us.

If any work means redevelopment is taking place for example merging or separating properties or units, merging two houses into one, converting two flats into three; each must be constructed with its own separate direct water connection to the water network (which will be metered) and each must have permission to drain into the sewer network. Our team on **0800 917 2652** can advise further as well as on **dwrcymru.com**

If there is a significant change of use, for example converting a Chapel into a dwelling, the supply needs to be such that a meter can be fitted.

Each customer must meet the costs of the connections or any alterations to pipework. In default, the Company may carry out the necessary work and recover the costs.

If metering is not practicable, or until a meter is fitted, a charging value or charge may be assessed by us based on either a Uniform Service Charge or an Assessed Metered Charge subject to the necessary information being available from the customer. In the case of an unauthorised connection, the Company will pursue all appropriate legal and civil remedies.

Option Metering

Household customers, (except household tenants with fixed term tenancies of less than six months, who may require consent in accordance with the terms of the tenancy agreement) can request a meter to be fitted to their supply. Requests to have a meter installed can be made on our website **dwrcymru.com** or by calling us on **0800 052 0140**. An easy to use online calculator is available on our website to help customers forecast if they would benefit from having a meter fitted.

Following receipt of a measured charges notice, the Company will fit a meter, free of charge, providing it is reasonably practicable to do so and doing so will not incur unreasonable expense. Unreasonable expense would include the cost of separating the customer's shared supply pipe, the cost of substantial alterations to existing plumbing to enable the meter to be installed or the cost of additional meters if the customer is served by more than one supply.

The Company will fit the meter within 3 months of receiving the request. If the Company fails to meet this standard the customer will receive a payment of £20 for each additional month beyond the target installation date. The payment will not apply when circumstances beyond the control of the Company prevent the meter being installed. The Company's preferred location for the meter is normally outside the premises in a boundary box. The customer may request that the meter be fitted in another location (providing the Company considers it is practicable to do so), however this would incur an additional charge payable by the customer. Details of the charge will be given on request.

The charge may not apply to qualifying customers on our Priority Services Register. The customer will be charged on an unmeasured basis until the meter is fitted. The meter remains the property of the Company.

Non-household customers can also request a meter to be fitted to their supply following the process described above. Requests to have a meter installed can be made on our website **dwrcymru.com** or by calling us on **0800 052 0140** (0800 260 5051 if you are an Open Water Customer).

Household customers are awarded a one off allowance against their water charges in respect of the metered water lost when a leak on the customers' part of the service pipe has been repaired.

For mixed use premises i.e. non-household premises combined with a household, for example, a farm supply including the farm house or pub with flat above, a water allowance will be granted on the household element of the bill only. We calculate the allowance for the household element on the basis of the annual consumption figures we use to calculate our assessed measured tariff. Water allowances are not given to non-household customers.

Household and non-household customers may be entitled to a sewerage allowance on the first and subsequent leaks where water lost due to leakage has not returned to the sewer. **Allowances must be applied for within six months of a leak being repaired. No allowances will be given if the leak has been caused through the carelessness of the customer or someone acting on behalf of the customer.**

Further details can be found in the Company's publications 'Leakage Code of Practice' 'Water Leaks – What you need to do' and 'Your Water Meter'. Copies of these publications can be obtained on our website **dwrcymru.com** or by calling us on **0800 052 0140** (0800 260 5051 if you are an Open Water customer).

If you have a query or dispute about any aspect of the meter installation you should in the first instance contact us on **0800 052 0140** (0800 260 5051 if you are an Open Water customer).

Assessed Measured Charge — Household

A household customer may choose the assessed measured charge (AMC) when it is not reasonably practicable to fit a meter, or it is unreasonably expensive to fit a meter. The AMC is based on the band of the water charge, the number of occupants and the assumption that 95% of the water is discharged to the sewer. On change of occupier the AMC will be recalculated based on the new occupiers with an option for the customer to revert to an unmeasured basis of charging. The new occupant will have the right to apply for an option meter at which point the feasibility of the premises for metering will be reassessed.

Reverting to unmeasured charges — Household

Any household customer switching to an option meter or AMC may, at any time up to one month after the Company has issued bills for 24 months from the date the meter was fitted or the assessed measured charge was applied, make a request to revert back to the previous unmeasured basis of charging providing that the customer has not previously had a meter fitted or been charged on the assessed measured charge and the supply would not be subject to compulsory metering.

Assessed Measured Charge — Non-household

When it is not reasonably practicable to fit a meter, or it is unreasonably expensive to fit a meter the Company may charge on an assessed basis. The AMC is based on the band of water charge determined by the type of business and the assumption that 95% of the water is discharged to the sewer. On change of occupier the premises will remain on the AMC however the band may be reassessed based of the type of business undertaken by the new occupier.

Properties fitted with a domestic fire sprinkler system

Properties fitted with a domestic fire sprinkler system under the Domestic Fire Safety (Wales) Measure 2011 will be charged on a measured basis according to the water used. Water used for firefighting purposes will not be charged.

Industrial Tariff

Where customers use a large volume of water at a single site (50,000 cubic meters/50Ml) and/or the discharge of sewage is 100,000 cubic metres (100 Ml) or more per annum from a single site they may choose one of the industrial tariff bands. Each band applies to all consumption and discharges between 1 April 2020 and 31 March 2021 and comprises:

- A fixed charge for the year
- An annual service charge for each meter serving the site based on the size on the meter
- A volumetric charge for all consumption

The charge will normally commence from the first day of the month in which the application is received and will continue in future years unless the customer requests, in writing, in advance for a change of band. The Company will not accept more than one request per calendar month for a change of tariff at any single site.

Trade Effluent Tariff

Traders are permitted to discharge Trade effluent directly or indirectly to a public sewer subject to a trade effluent consent being granted by the Company. A consent will specify the quantity and quality conditions and that the effluent is sampled regularly to ensure compliance with the conditions. Charges apply from the date of issue of a Trade effluent consent. Discharges may be made to sewage treatment works or to a sea outfall.

There are two types of effluent charge:

- The standard tariff for discharges below 100Ml per annum
- The industrial tariff for discharges more than 100Ml per annum

Trade effluent charges include a fixed charge and variable charges that vary with the volume and sampled strength of the discharged effluent.

A domestic sewerage charge which is calculated, normally, by taking into account facilities present, headcount and number of days worked is also chargeable and will be billed against a separate account along with any water charges that are billed by the company.

Unmeasured

If a property was built before 1 April 2000 and the occupier has not asked for a meter to be fitted they will pay unmeasured charges. The charge will not reflect how much water is used. There are two ways to calculate unmeasured charges:

Rateable value charge – a standing charge, plus a charge per pound of rateable value for water and sewerage services.

OR

Uniform service charge (for properties built between 1 April 1990 and 31 March 2000) – charges are based on the average rateable value of properties in Wales.

Water charges cover the costs of providing water to the property.

Sewerage charges cover the cost of removing, treating and disposing of the used water including a charge for surface water and highway drainage. This includes the cost of draining, treating and disposing of rainwater. If none of your rainwater drains to the public sewer then you will be exempt from this element of your charges. A Surface Water Drainage Rebate form can be found on our website **dwrcymru.com** or can be requested by calling us on **0800 052 0140**. Any rebate will be effected from 1st April 2014 or the date of occupation if later. Where it is evident that surface water does not return to the sewer, typically flats in a common building, the company may proactively notify customers and adjust their charges accordingly.

Affordability Assistance Tariffs

The Company offers a range of Affordability Assistance Tariffs designed to keep bills affordable for low income or vulnerable customers. Details of eligibility and how customers can apply can be found on our website **dwrcymru.com** or by calling us on **0800 052 0145**.

6. How to pay

Customers may pay online at **dwrcymru.com** (using Direct Debit or a Credit/Debit card) or use the 24 Hour Automated Payment Line **0800 028 5209**. Please have your customer reference number to hand.

A full list of payment options and where to pay is shown below and can also be found on the reverse of your bill.

Direct debit

Customers can set up a direct debit plan online at **dwrcymru.com** or can contact us on **0800 052 5604**. Direct debits can be paid annually, bi-annually, monthly or weekly. Metered customers can pay on any day of the month if paying monthly, or by a date agreed with the customer if paying bi-annually. Payment will be claimed 14 days after the bill is issued which will be determined by the date the meter was read. Unmeasured customers can pay on any day of the month if paying monthly, or on 1 April and 1 October if paying bi-annually, or 1 April if paying annually.

Credit/debit cards

Customers can pay by using their debit/credit cards, at any time, either online at **dwrcymru.com**, or by calling our automated payment line on **0800 028 5209**. Customers can pay by using most major credit/debit cards either in full or by instalments when the payment is due. Please have your customer reference number to hand.

Payment card

Customers paying using a payment card can pay monthly, fortnightly or weekly at a post office or by using a PayPoint outlet.

Cash payments

Customers can pay by cash either in full or by instalments using the payment stub on the bill or payment card at:

- A post office or bank (free at any branch of NatWest or the customers own bank)
- A PayPoint outlet
- Local authority offices (only some local authorities accept payments).

Cheque payments

Customers can pay by cheque either in full or by instalments. The customer reference number must be written on the back of the cheque, and crossed 'A/C Payee'. The customer must use the payment stub on the bill or payment card, and can pay at:

- A bank (free at any branch of NatWest or the customer's own bank)
- A PayPoint outlet
- Local authority (only some local authorities accept payments)
- Or customers can send a cheque made payable to 'Dŵr Cymru Cyf' to:

Dŵr Cymru Welsh Water, Customer Services, PO Box 690, Cardiff, CF3 5WL

Water Direct

If you receive benefits, paying directly through the Department for Work and Pensions could reduce your bill by £25 per year.

Unmeasured bills are normally sent out in February/March each year and are payable on 1 April, unless an alternative payment arrangement has been made with the Company. Where the unmeasured charges are paid, in full, by 1 April 2020 the Company will discount the annual bill by 1.5%.

Measured bills are normally sent to households, six monthly, in arrears and are due on demand unless an alternative payment arrangement has been made with the Company. The Company reserves the right to set the billing frequency of non-household customers. In general, however, non-household customers will be billed quarterly where the combined water and sewerage charges exceed £750 per quarter, or monthly where combined water and sewerage charges exceed £2,000 per month. Bills are due for payment within 14 days. Industrial tariff customers are billed monthly.

Trade Effluent bills will be sent either Monthly, Quarterly or Six Monthly in arrears, depending on the average monthly charge. Charges are payable within 14 days of a bill being sent and can be paid by Direct Debit, BACS or cheque.

Payment by instalments is available to all household customers and those non-household customers who do not pay VAT on the charges and are not in arrears at the time of the request. Failure to pay any instalment by the due date will result in the instalment plan being withdrawn without notice and the balance of the outstanding charges becoming due and payable immediately.

Details of payment options and where to pay can also be found on the reverse of your bill.

Having difficulty paying?

We recognise that our customers can be affected by circumstances that are sometimes beyond their control which cause them temporary or long term financial difficulty. Whatever the situation it is important that customers, household and non-household, should contact us by calling **0800 052 0145** (0800 260 5051 if you are an Open Water customer). We may be able to arrange for payments to be made weekly, fortnightly or by monthly instalments.

We may also be able to reduce customers' charges if their household is eligible for one of the Affordability Assistance Tariffs, details of which, can be found on our website **dwrcymru.com**

We also operate a Customer Assistance Fund that can offer financial assistance for household customers who meet the qualification criteria and have arrears. For more information customers can visit our website **dwrcymru.com** or call us on **0800 052 0145**.

We would also encourage all customers who are struggling with debt, or low incomes to consider contacting a free debt advice company. These organisations can help ensure customers maximise their budget and benefits and negotiate with creditors. If customers want independent advice, they can contact a local advice agency such as:

National Debtline
Freephone: 0808 808 4000
www.nationaldebtline.org

Step Change
Freephone: 0800 138 1111
www.stepchange.org

Citizens Advice
Check your local yellow pages or Thomson local directory for addresses and telephone numbers
www.citizensadvice.org.uk

Civil Legal Advice
Telephone: 0345 345 4345
www.gov.uk/civil-legal-advice

Shelter Cymru
Telephone: 0845 075 5005
www.sheltercymru.org.uk

Whatever the situation, it's important that customers contact the Company right away.

Customers entering into any formal insolvency procedure
Where a Customer enters into any formal insolvency procedure the Company will apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date'). Any apportioned charges after the insolvency date will be payable by the occupier of the property in question and apply from the next day of occupation after the insolvency date. Any such apportioned charges will not fall within the insolvency procedure. The charges will be payable by the occupier on the same payment terms as would apply if the property had been newly connected on that day.

7. Other charging schedules

Dŵr Cymru Welsh Water also publishes the following additional charging schedules:

Wholesale Tariff Document
Primary charges for eligible premises that could be supplied with water by a restricted retail authorisation.

Value Added Services
Charging information for Retailers.

Developer Services Schedule of Charges
Charges for new connections and other activities to support developers.

Schedule of Wholesale Charges
Wholesale elements of Welsh Water's water and sewerage charges for information only.

8. Household charges

Standard unmeasured charges

Unmeasured water services	(£)
Standing Charge	135.03
RV based charge – per poundage of RV	0.8631
Uniform Service Charge	247.23

Unmeasured sewerage services	(£)
Standing Charge	191.30
Standing Charge – Foul only	141.79
RV based charge – per poundage of RV	1.2441
Uniform Service Charge	353.03
Uniform Service Charge – Foul only	303.52
Surface Water only – includes highway drainage (for properties with a rateable value of £25 or less, no charge will be made)	46.23

Standard measured charges

	Water (£)	Sewerage (£)
Standard volumetric rate per cubic metre	1.3689	1.6531
Sewerage volumetric rate – Foul only per cubic metre		1.4686

Service Charge	Water (£)	Sewerage (£)	Sewerage – Foul only (£)
Up to 28mm*	38.39	93.56	69.09
30mm	38.39	93.56	69.09
40mm	38.39	93.56	69.09

Assessed measured charges

Water	Band A – Average use Based on loading units/appliances in property		Band B – Low use Based on loading units/appliances in property	
No of occupants	**Annual charge (£)**	**Assessed Consumption (m^3/year)**	**Annual charge (£)**	**Assessed Consumption (m^3/year)**
1	127.37	65	105.47	49
2	164.33	92	136.95	72
3 and above	208.13	124	175.28	100

Sewerage	Band A – Average use Based on loading units/appliances in property		Band B – Low use Based on loading units/appliances in property	
No of occupants	**Annual charge Full (£)**	**Annual charge Foul only (£)**	**Annual charge Full (£)**	**Annual charge Foul only (£)**
1	195.64	159.78	170.51	137.45
2	238.04	197.45	206.63	169.55
3 and above	288.29	242.09	250.60	208.61

Affordability Assistance Tariffs

Further information on customer eligibility can be found at **dwrcymru.com**

HelpU	Water (£)	Sewerage (£)
Annual charge (for existing HelpU customers at 31st July 2020, not available to new customers)	91.00	120.00
Annual charge (available to new applications from 1st August 2020)	108.00	142.00

WaterSure Wales	Water (£)	Sewerage (£)
Annual charge	143.00	200.00

WaterSure Wales AMC	Water (£)	Sewerage (£)
Annual charge	143.00	200.00

Welsh Water Assist – Transition for Sewerage only Customers	Sewerage (£)
Annual charge	184.65

Note: This is the transition tariff for customers eligible for and paying only the sewerage annual charge of the Welsh Water Assist – Transition charge. It is not available for customers previously paying either the combined water and sewerage Welsh Water Assist – Transition annual charge or the Welsh Water Assist – Unmeasured Transition annual charge.

9. Non-household charges

Standard unmeasured charges

Unmeasured water services	(£)
Standing Charge	102.70
RV based charge – per poundage of RV	1.0053
Uniform Service Charge	233.40

Unmeasured sewerage services	(£)
Standing Charge	135.84
Standing Charge – Foul only	79.09
RV based charge – per poundage of RV	1.4694
Uniform Service Charge	326.86
Uniform Service Charge – Foul only	270.11
Surface Water only – includes highway drainage (for properties with a rateable value of £25 or less, no charge will be made)	94.59

Standard measured charges

	Water (£)	Sewerage (£)
Standard volumetric rate per cubic metre	1.3835	1.7052
Sewerage volumetric rate – Foul only per cubic metre		1.5565

Service Charge	Water (£)	Sewerage (£)	Sewerage – Foul only (£)
Up to 20mm	29.01	71.91	39.96
25mm	97.49	254.91	218.16
30mm	174.09	354.91	318.16
40mm	325.57	524.91	488.16
50mm	493.33	937.61	900.86
65mm	659.66	1,507.61	1,470.86
80mm	873.31	2,187.61	2,150.86
100mm	1,037.37	3,797.61	3,760.86
150mm	1,334.16	8,712.19	8,675.44
200mm and over	1,334.16	15,607.81	15,571.06

Assessed measured charges

Water

Band	Assessed Consumption (m^3/year)	Annual charge (£)
Band 1	Less than 500	597.63
Band 2	501-1,000	1166.27
Band 3	1,001-2,000	2446.03
Band 4	2,001-4,000	4435.53

Sewerage

Band	Assessed Consumption (m^3/year)	Annual charge Full (£)	Annual charge Foul only (£)
Band 1	Less than 500	737.71	647.70
Band 2	501-1,000	1,403.49	1,255.42
Band 3	1,001-2,000	2,901.94	2,623.20
Band 4	2,001-4,000	5,231.42	4,749.54

Industrial tariffs

Potable water

Band	Indicative consumption (Ml/year)	Fixed charge (£)	Volumetric charge (£/m^3)
1	50 - 99	19,497.34	0.9555
2	100 - 249	23,835.41	0.9121
3	250 - 499	37,360.68	0.8580
4	500 - 999	79,393.60	0.7739
5	>1,000	128,768.80	0.7245

A Standard measured service charge will be payable on all meters

Non-potable water

Band	Indicative consumption (Ml/year)	Fixed charge (£)	Partial treatment Volumetric charge (£/m^3)	Raw water Volumetric charge (£/m^3)
A	<50		1.3135	1.2126
B PARTIAL	>50	40,829.73	0.4594	
B RAW	>50	41,441.97		0.3561

A Standard measured service charge will be payable on all meters

Sewerage

(For discharged sewage > 100,000 cubic metres per year)	(£)
Fixed charge	21,490.55
Fixed charge foul only	10,500.96
Volumetric charge – Full service per cubic metre	1.5982
Volumetric charge – Foul only service per cubic metre	1.4339

10. Trade effluent charges

New application for consent to discharge trade effluent (zero rated for VAT)	£358.12
Revision of existing consent at customer's request (zero rated for VAT)	£358.12

Trade effluent charges include a fixed charge and variable charges that vary with the volume and sampled strength of the discharged effluent.

Bills will be sent either Monthly, Quarterly or Six Monthly in arrears, depending on the average monthly charge. Charges are payable within 14 days of a bill being sent and can be paid by Direct Debit, BACS or cheque.

Payment must be made within 14 days by cheque, BACS or direct debit.

In addition to the trade effluent charge, a domestic sewerage charge will be payable. This is calculated, normally, by taking into account facilities present, headcount and number of days and will be billed against a separate account along with any water charges that are billed by the Company.

Trade effluent may be billed on the basis of incoming water supplies subject to an allowance depending upon the nature of the trade undertaken on site. Where the customer claims that the volume of effluent discharged is less than the volume of water supplied and the Company agrees this, the adjustment to charges will take effect from the start of the billing period in which the claim is made. Alternatively, charges may be calculated using flow data supplied by the customer when so agreed by the Company. Unless circumstances dictate otherwise the following sample strength may be used for charging purposes.

Discharge Type	COD mg/l	Suspended Solids mg/l
Car washes	177	165
Laundrettes	484	175
Swimming Pools	25	66

Discharge to sewage treatment works

Formula is either:

$$C = R + V + S\frac{S_t}{S_s}$$ (discharge to primary treatment only)

Or

$$C = R + V + V_b + B\frac{O_t}{O_s} + S\frac{S_t}{S_s}$$ (discharge to full secondary treatment only)

Where:

C = charge/m^3 of effluent

R = sewerage costs/m^3

V = primary settlement treatment costs/m^3

V_b = secondary volume-related treatment costs/m^3

B = secondary strength-related treatment costs/m^3

O_t = settled COD of the effluent in mg/l

O_s = settled COD of domestic sewage – 500mg/l

S = sludge treatment costs/m^3

S_t = suspended solids of the effluent in mg/l

S_s = suspended solids in domestic sewage – 350mg/l

Discharge to sea outfalls

For traders discharging to long sea outfalls

$$C = R + M$$

For traders discharging to all other outfalls

$$C = R \quad \text{or} \quad C = R + Vm$$

Where:

C = charge/m^3

R = sewerage costs/m^3

M = marine treatment costs/m^3

V_m = pumping, preliminary treatment costs/m^3

Standard tariff

Trade Effluent Fixed Charge	23.78

The standard unit charges per cubic metre are:

R	The average cost for receiving a cubic metre of foul water into the sewer, including conveyance to the treatment works or outfall	0.3181
V	The average cost for preliminary and primary treatment	0.3989
V_b	The average cost for the pumping and settlement elements of biological treatment	0.1628
B	The average cost of biological treatment, excluding pumping and settlement	0.2659
S	The average cost of treatment and disposal of primary sludge at the Company's larger sewage treatment works	0.2086
V_m	The average cost of pumping, preliminary treatment and discharge through outfalls	0.1681

Industrial tariff

Customers may choose this tariff where the discharge of trade effluent from a single site is 100Ml or more per annum.

Fixed Charge	232.43

R	The average cost for receiving a cubic metre of foul water into the sewer, including conveyance to the treatment works or outfall	0.2058
V	The average cost for preliminary and primary treatment	0.3683
V_b	The average cost for the pumping and settlement elements of biological treatment	0.1448
B	The average cost of biological treatment, excluding pumping and settlement	0.2411
S	The average cost of treatment and disposal of primary sludge at the Company's larger sewage treatment works	0.2086
V_m	The average cost of pumping, preliminary treatment and discharge through outfalls	0.1681

Excess licence charge

A limited number of discharges contain complex organic substances in such concentration that Natural Resources Wales or Environment Agency consider it necessary to control them by including concentration limits in discharge consents. Effluents with such limits attract a higher licence fee than normal. Where the increase in this fee is attributable to an individual trade effluent or effluents that are consented to discharge these substances the additional fee will be added to the trade effluent charge of the discharger.

Use of outfall

Charge for use of Welsh Water sea outfall where customer holds their own NRW discharge consent and discharges treated effluent directly into our outfall.

Fixed Charge (£)	232.43
Volumetric Charge per m^3 (£)	0.0638

Disputes

Any dispute regarding the discharge of trade effluent may be referred to the Water Services Regulation Authority (Ofwat) at the address shown on page 7.

11. Other charges for meters

Temporary Installation of a Data Logger to Detect Suspected Leakage	
Installation of a temporary data logger — available for meters 15-50mm A logger which measures demand in 1 minute intervals, may help customers to identify if there are any leaks on the supply. The charge will be refunded in the event excessive consumption is due to leakage from Dŵr Cymru's pipes. This service delivers data at the end of a two week period.	£58.33 + VAT
Installation of a temporary data logger abortive visit	Price on application + VAT

Company Data Logging Equipment	
Access to online data from Company data logging equipment installed at customers site	£20.92 + VAT per creation of a user profile
Printed copies of Company data logging information for customer site	£20.92 + VAT per copy of data logging information

Testing — Household (charges inclusive of VAT)	
Meter removed for testing Invoice will be issued to customer in the event the test results show meter is recording within permitted parameters. If the meter is found to be faulty then there will be no charge for the test.	Reasonable expenses up to a maximum of £70.00

Testing — Non-household	
If the meter is found to be faulty then there will be no charge for the test otherwise the charge will be as per 'Change of Meter' (see table opposite) plus the actual cost of the meter test.	Price on application + VAT

Extraordinary meter reading charges

In accordance with our Code of Practice for Meter Reading, we reserve the right to recover any additional meter reading costs incurred as a result of persistent unreasonable customer behaviour. These include but are not limited to the following:

Notice of Entry/Warrant of Entry	Price on application + VAT
Other legal or specialist costs	Price on application + VAT
Meter read requested by retailer or customer	£35.50 + VAT
Abortive visit	£35.50 + VAT

Change of meter

Where the Company is able to fit a new 'screw in' meter in the existing boundary box without further work the charge is £111.84, otherwise the charge made is shown in the table below. (If the meter no longer records flow correctly, it will be replaced free of charge). If the work is completed out of normal working hours we may apply additional costs.

Size of meter being installed	**Charge (£) without excavation + VAT**	**Charge (£) with excavation + VAT**
Up to 25mm	163.26	497.55
30mm	249.11	583.40
40mm	294.25	628.54
50mm	525.90	860.19
80mm	570.66	904.95
100mm	616.22	950.52
150mm	897.67	1,574.27
200mm	1,006.40	1,683.01
Above 200mm	Price on application	Price on application

Re-position a meter

Requests in writing to Customer Services Department, giving reasons. Customer may be charged reasonable expenses.	Price on application + VAT

Removed meter

Where a meter had been removed without our permission we may apply reasonable costs for its replacement.	Price on application + VAT

12. Miscellaneous charges

Charges are payable in advance unless otherwise stated. Unless otherwise stated 'price on application' can be requested by telephoning 0800 052 0130 (0800 260 5051 is you are an Open Water customer).

Item	Charge	Additional Information
Temporary Disconnection Note – It may not be possible to temporarily disconnect a joint supply.	Price on application	Surface Water drainage charge may still apply.
Reconnection following temporary disconnection	Price on application	
Disconnection — permanent.	Price on application	Requests in writing from the property owner to Billing and Accounts or email us at water.enquiries@dwrcymru.com or visit us at dwrcymru.com
Reconnection — following permanent disconnection.	Price on application	See New Connections Charges in Developer Services Charges.
Disconnection — non-payment of charges.	Price on application	
Reconnection — following payment of unpaid charges Note – we cannot disconnect household only premises for non-payment of charges.	Price on application	The charge will cover the costs incurred for disconnection and reconnection. We may require a security deposit from non-household customers (i.e. one billing cycle + 3months charges).
Abortive visit charge (for all of the above).	Price on application	

Ships Water (customer will be invoiced, Zero Rated VAT)

Standard volumetric rate per cubic metre	£1.3835 per cubic metre supplied
Service charge per hour	£27.00 per hour

Emergency planning services – provision of water

Service	Charge
Provision of water using emergency tankers, bowsers and pallets if available for use. Abortive visits will be charged at reasonable cost.	Price on application + VAT

Standpipes

Standpipes are not available to hire at our local depots. The hire of a standpipe will be from our appointed agent. The hire of a standpipe is restricted for certain use. Only standpipes hired from our appointed agent, with our consent, are allowed to be used on our network. All standpipes are metered and VAT will be added. For full details go to dwrcymru.com

Standpipes for use in building construction
The hire of a standpipe may not be granted. We may require you to obtain connection onto our network which will be metered.

Existing property or land with a water supply
The hire of a standpipe may not be granted. We may fit a meter to an existing supply when a property or land becomes unoccupied or unused, undergoes alteration or renovation. Please contact us at dwrcymru.com

Existing property or land without a water supply
The hire of a standpipe may not be granted. We may require you to obtain connection onto our network, which will be metered. Please contact our Developer Services at dwrcymru.com

Major building sites and civil engineering works
The hire of a standpipe may not be granted. We may require you to obtain connection onto our network which will be metered.

Fire hydrants

Service	Description	Charge(£)
Install hydrant	On new main (80-200mm diameter)	703.73
Install hydrant	On existing main (80-200mm diameter)	1,282.99
Install marker post/plate		136.32
Remove marker post/plate		136.32
Remove hydrant	From existing main (80-200mm diameter)	607.46
Repair hydrant	Category 1 (e.g. lid and frame)	238.57
Repair hydrant	Category 2a (e.g. lid, frame and chamber piece)	443.01
Repair hydrant	Category 2b (e.g. lid, frame, repack, rewasher)	711.14
Repair hydrant	Category 3 (replace hydrant complete)	786.68

Repairs to Company apparatus

All repairs to Company water or sewer network apparatus, caused by third party damage, will be charged at reasonable cost.

Water fittings inspections

The carrying out of an inspection 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.

Service	Charge(£)
Initial inspection and first follow up	No charge
Repeat inspections	57.97 + VAT
Abortive visit	35.74 + VAT

After an initial Water Fittings Regulations inspection where Dŵr Cymru has found contraventions, a programme of work and a timescale for completion will be agreed with the customer. Where the action agreed is not undertaken and additional visits are required to ensure compliance, an hourly charge will be applied to cover the cost of additional visits.

New water connection rectification work

All repairs, rectification or remedial work carried out by the Company on a water or sewerage connection installed in an unacceptable condition will be re-charged.

Rectification charges	Additional Comments	Charge(£)
Abortive visit (maximum charge)		183.00
New Connection Quality Inspection	First visit	No charge
New Connection Quality Inspection	Cost per additional visit	36.00
Abortive inspection (maximum charge)		37.00
Remedial work		Price on application

For further information on new connection charges please refer to Welsh Water's 'Developer Services Schedule of Charges'.

Disposal of cesspit, septic tank and tankered waste[1]

Fixed charge per load £8.00

Suspended Solids	Charge	Description
0 – 2,000 mg/l	£5.54 per cubic metre	Subject to a minimum charge based on a load of 4.5 cubic metres (approximately 1,000 gallons)
2,001 – 20,000 mg/Ll	£9.19 per cubic metre	
Greater than 20,000 mg/l	£13.29 per cubic metre[2]	

1 The Company does not provide a sewerage service for the collection of domestic septic tank or cesspit waste. The cesspit charge will be limited to sewerage works that have a permanent manned presence. Details of these sites can be obtained from our Sewerage Services department, please telephone 0800 085 3968.
2 The Company reserves the right to refuse waste which is found to have suspended solids in excess of 20,000 mg/l.

Other charges

Service	Charge	Additional Information
Operational Non-emergencies	Price on application + VAT	Charge will be invoiced following the incident.
Dishonoured Cheques	£20.00 (outside scope of VAT)	For each cheque. Charge will be invoiced following each occurrence.
Information and copy documents	Price on application + VAT	Standard charge for any routine information not provided free of charge. Other enquiries will be charged at cost. Information requested under the Environmental Information Regulations will be charged in accordance with our EIR charging policy (available at dwrcymru.com).
Copy billing stationery	£20.92 + VAT	Per bill or similar document. Normally waived for first request.

13. Infrastructure charges

The infrastructure charges for a supply for domestic purposes are payable under Section 146 of the Act and Licence Condition C (as modified) of the Company's Instrument of Appointment.

When new connections are made there is an increased burden on both the water and sewerage systems that can ultimately require work to be carried out. Therefore in addition to any water or sewerage connection charge and/or requisition charge, there is also an infrastructure charge for a new water connection and an infrastructure charge for a new sewerage connection. These charges may also be payable where a site has been redeveloped and the redevelopment results in a greater demand from the site than in the previous 5 years. These charges are normally billed at the same time as the connection charge. Infrastructure charges are outside the scope of VAT.

The standard charges below are for a standard household property:

Water	£398.00
Sewerage	£398.00

Charges for flat developments served by a bulk metered supply and for non-households are calculated by multiplying the above standard charge by the relevant multiplier. The relevant multiplier is calculated using the total loading units for all water fittings in the premises supplied and dividing by 24. The resulting number or 1 (whichever is greater) is the relevant multiplier.

The charge for flat developments with an individual meter will be 1 standard charge per flat.

		Charges for New Connections	**Credit Available if Abandoned < 5 Years**
Type of Property	**Type of Use**	**Relevant Multiplier**	**Relevant Multiplier**
Household	Domestic	1	1
Non-household	Domestic	Based on loading units	Based on previous usage
Non-household	Non-domestic	Based on proposed usage but refer to multiplier table over as a guide to the minimum	Based on previous usage

Guide to relevant multipliers

Charges for non-household supplies will be determined by agreement however, as a guide, the relevant multiplier applicable for each size of connection (which will be based upon the internal diameter of the pipe used in providing the connection) will normally not be less than the following:

External Diameter (Plastic Pipe)	**Internal Diameter**	**Relevant Multiplier**
	15 mm	1
25 mm	22 mm	1
32 mm	25 mm	4
50 mm	40 mm	9
63 mm	50 mm	16
80 mm	65 mm	25
90 mm	80 mm	36
125 mm	100 mm	64
180 mm	150 mm	144
250 mm	200 mm	256

Loading units are determined by reference to the following table and notes.

Water fitting	**Loading Units**
WC Flushing Cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath with nominal size 20mm taps	10
Bath with taps larger than 20mm	22
Shower	3
Sink with nominal 15mm taps	3
Sink with taps larger than 15mm	5

Water fitting	**Loading Units**
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of six loading units per house)	3
Communal or commercial appliance	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

Notes

1. References to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.
2. A bath includes a whirlpool bath and a Jacuzzi.
3. Domestic appliance means an appliance (including a dishwasher, washing machine and waste disposal unit) in a house.
4. Communal or commercial appliance means an appliance (including a dishwasher, washing machine and a waste disposal unit) elsewhere than in a house (including communal facilities).

Where a site is a Redevelopment and connections existed on the site within 5 years prior to the first new permanent connection of the new development, the total amount of water infrastructure charges for the site may be reduced. The number of domestic households that existed and had a water connection on the site within the 5 year period, or in the case of non-household premises development within the 5 year period, is deducted from the total of the relevant multipliers for the connections resulting from the new development. The revised total multiplied by the standard charge gives the total water infrastructure charge for the site. A similar reduction is made in respect of sewerage connections previously serving the site.

If a disconnection is made within two years of the connection being made and no further connections are made to the site, then 80% of the charge made will be refunded.

Interest payable to the Company, at the current rate may be added to any charges outstanding after the connection is made.

If there is any dispute between the Company and the person on whom any infrastructure charge has been levied it may be referred to the Water Services Regulation Authority (Ofwat) at the address on page 7.

Relevant multiplier for connections for non-domestic purposes

The category applies to all connections which are wholly or partly for non-domestic purposes (connections for building sites, field troughs and factories with services for manufacturing may be in this category).

The relevant multiplier for connections is determined based on the demand of the proposed connection, with a minimum charge based on the diameter of the connection as indicated in the 'Guide to relevant multipliers' shown above. If the cost of providing the necessary infrastructure exceeds twice the infrastructure charges calculated using the 'Guide to relevant multipliers' table, then the charge will be determined by special agreement based on the actual cost of providing the infrastructure.

For connections greater than 200mm, the infrastructure charge is determined by special agreement and is not less than the charge for a 200mm connection.