

Veolia Water Retail (UK) Ltd

Scheme of Charges - England - 2024/25

Introduction

This scheme of charges outlines the Charges applicable to Non-Household customers in England who are in a Deemed Contract with Veolia Water Retail (UK) Ltd. These Charges are based on the latest version of the Retail Exit Code.

These Charges are effective from 01 April 2024 and exclude VAT.

Step One: Identify Which Customer Group your Eligible Premises is in:

- **Customer Group One:** - Eligible Premises which either have unmeasured consumption, or are using or assessed to be using less than 500m³ of water or wastewater services per year.
- **Customer Group Two:** - Eligible Premises using or assessed to be using between 500m³ and 49,999m³ of water or wastewater services per year
- **Customer Group Three:** - Eligible Premises using or assessed to be using at least 50,000m³ of water or wastewater services per year

Step Two: Identify which Wholesaler(s) your Eligible Premises is supplied by and locate their scheme of charges.

If you do not know which Wholesale Area provides the water and/or wastewater services to your premises, you can enter your premises' postcode on the [Water UK Website](#). If you are still unsure, please get in touch with us.

Appendix 3 below has links to the web page with each Wholesaler's 2024/25 scheme of charges.

Step Three: Review the relevant Appendix to calculate your charges

Charges vary by Wholesaler and depend on which Customer Group your premises falls into.

Customers in Group One - refer to Appendix 1

Customers in Group Two and Group Three - refer to Appendix 2

Appendix 1
Customer Group One

Customers in Group One will be charged based on the number of unique services that they have at each Eligible Premises. A unique service counts as one of the following:

- Water
- Waste (which includes sewerage and/or Trade Effluent)

The maximum number of unique services per Eligible Premises is two and the Charges for each unique service will comprise the following elements:

- (i) the Wholesale Charges Veolia receives from the Wholesaler for your Premises
- (ii) an allowed cost to serve which applies to the unique service being taken
- (iii) a common allowed net margin
- (iv) a common allowance for customer bad debt costs
- (v) an allowed meter read cost component (only applicable to customers with a measured water service)

The Charges for each unique service will be calculated in accordance with the following formula, with a worked example shown in Appendix 4.

$$C_{ti} = [(acts_{ti} + mc + w_{ti}) \div (1 - nm_{ti} - b)]$$

Where:

C_{ti} = the charge for a unique service

$acts_{ti}$ = £41.53 for the customer type (i) and charging year (t)

mc = £10.20 for water metered services, and zero for all other unique services

w_{ti} = the wholesale charge, for the Wholesaler area and customer type (i) and charging year (t) for which the charge is being calculated

nm = 2%, the allowed retail net margin (expressed as a percentage)

b = 2.45%, the allowed customer bad debt cost allowance (expressed as a percentage)

Appendix 2
Customer Group Two and Group Three

Customers in Group Two and Group Three will be charged based on:

- (i) the Wholesale Charges Veolia receives from the Wholesaler for your Premises
- (ii) an allowed gross margin (as defined in the Retail Exit Code)

The Charges will be calculated in accordance with the following formula:

$$C_t = (1+gm) \times w_t$$

where

C_t = Charges

gm = the allowed gross margin based on the service being taken and charging year

w_t = the wholesale charge for your premises in the corresponding charging year

Service	Allowed Gross Margin¹
All Water Services	8%
All Wastewater Services	10%

A worked example can be found in Appendix 4.

The Wastewater Tariff Type will be used for all Trade Effluent related charges.

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Appendix 3
Links to each Wholesaler's website

Please note that whilst we will try to keep this list up to date, some Wholesalers may change their website links throughout the year. If this is the case, you should be able to easily find the relevant Wholesaler charges on their website, or by searching Google for non-household Wholesale Charges Scheme 24/25, including the name of the applicable Wholesaler.

- [Affinity Water](#)
- [Anglian Water](#)
- [Anglian Water \(Hartlepool\)](#)
- [Bristol Water](#)
- [Northumbrian Water](#)
- [Portsmouth Water](#)
- [Severn Trent](#)
- [South East Water](#)
- [Southern Water](#)
- [South West Water](#)
- [South West Water \(Bournemouth\)](#)
- [Sutton & East Surrey Water](#)
- [Thames Water](#)
- [United Utilities](#)
- [Wessex Water](#)
- [Yorkshire Water](#)

Appendix 4
Example Charges

Example Charge:

Customer Group 1:

Customer operates within Affinity Water's Central Region catchment area, has a 20mm meter and uses 200m³ of water in one year. The customer does not have any wastewater charges as their waste is treated by a septic tank.

$$C_{ii} = [(acts_{ii} + mc + w_{ii}) \div (1 - nm_{ii} - b)]$$

Allowed retail cost per customer: £41.53

+

Meter read cost component: £10.20

+

Wholesale Charges: £252.08 (comprising Standing Charge (1mm-25mm Meter) = £17.76, Volumetric Charge = £234.32 (200m³ x £1.1716))

Total Charge before allowed net margin and bad debt costs = £303.81

Total Annual Water Charge including allowed retail net margin and bad debt costs = £317.96

Customer Group 2 or 3

Customer benefits from water and sewerage services within Thames Water's catchment area, has a 50mm meter and uses 1000m³ of water per year. The customer has surface water draining to the Thames Water sewer.

$$C_i = (1+gm) \times w_i$$

Water Fixed Charge: £0

Water Volumetric Charge: £1,914.50 (£1.9145 x 1000m³)

Wastewater Fixed Charge: £942.40

Wastewater Volumetric Charge: £1,214.40 (£1.2144 x 1000m³)

Total Annual Water Charge before Retail gross margin = £1,914.50

Total Annual Water Charge including allowed retail gross margin of 8% = £2,067.66

Total Annual Waste Charge before Retail gross margin = £2,156.80

Total Annual Waste Charge including allowed retail gross margin of 10% = £2,372.48

Total Water and Wastewater Charge = £4,440.14