



ESP WATER WHOLESALE CHARGES

2025-26 Water and Sewerage Supply Charges



| | |
|---|----|
| Introduction | 03 |
| Primary and non-primary services | 03 |
| Metering | 04 |
| How to contact us: | 04 |
| ESP Water 2025/26 Non-Household Tariffs | 05 |
| 1: ESPW – SEVERN TRENT WATER AREA | 06 |
| 2: ESPW – UNITED UTILITIES AREA | 07 |
| 3: ESPW – YORKSHIRE WATER AREA | 08 |
| 4: ESPW – THAMES WATER AREA | 09 |
| 5: ESPW – SOUTH WEST WATER AREA (excluding the former Bournemouth Water area) | 10 |
| 6: ESPW – ANGLIAN WATER AREA | 11 |
| 7: ESPW – NORTHUMBRIAN WATER AREA | 12 |
| 8: ESPW – WESSEX WATER AREA | 14 |
| 9: ESPW – SOUTH STAFFS WATER AREA | 15 |
| 10: ESPW – BRISTOL WATER AREA | 15 |
| 11: ESPW – ESSEX & SUFFOLK WATER AREA | 15 |
| 12: ESPW – AFFINITY WATER CENTRAL AREA | 16 |
| Non-Primary Charges | 17 |

Introduction

This document provides details of ESP Water Limited (ESPW) charges, which will apply from 1st April 2025 to 31st March 2026 inclusive for the areas in which ESPW operates. Maps of the areas we serve can be found on our website www.espug.com.

These are the charges for wholesale services to Retailers who operate or plan to operate in our supply area.

This Wholesale Charges Scheme is made by ESP Water Limited (ESPW) and sets out its Water and Sewerage Wholesale charges under the provisions of the Water Industry Act 1991. By the Act and the Licence, the Company is authorised to set, levy and recover charges for any services provided while carrying out its duties as a water undertaker and as a sewerage undertaker.

ESPW matches the wholesale charges set by the water company in each area in which ESPW has a network, as reflected in the charges shown in this Charging Scheme and the accompanying tariff spreadsheet. A diagram showing water company areas is below.

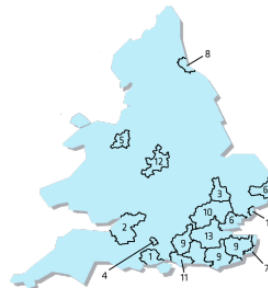
However, we are happy to receive specific requests for wholesale charges for both household and non-household (NHH) properties, which we will consider on an individual basis to offer cost-reflective charges.

We are owned by ESP Utilities Group, a company that owns and operates gas, electricity and water networks across the UK.

Water and sewerage companies



Water only companies



- | | |
|------------------------------------|--------------------------------------|
| 1 - Bournemouth and West Hampshire | 8 - Hartlepool Water (Anglian Water) |
| 2 - Bristol Water | 9 - South East Water |
| 3 - Cambridge Water | 10 - Veolia Water Central |
| 4 - Cholderton and District Water | 11 - Portsmouth Water |
| 5 - Dee Valley Water | 12 - South Staffordshire Water |
| 6 - Essex and Suffolk Water | 13 - Sutton and East Surrey Water |
| 7 - Veolia Water South East | 14 - Veolia Water East |

Primary and non-primary services

There are two types of wholesale services that we provide:

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

The non-primary service charges have been developed to support retailer service requests under the market's Operational Terms.

Metering

All properties served by ESPW are metered. This is the fairest way of charging non-household customers and encourages water conservation. We do not offer an unmeasured tariff.

How to contact us:

You can write to us at:

ESP Water Ltd
Bluebird House
Mole Business Park
Leatherhead
KT22 7BA

You can call us on:

0330 123 4201
Our office hours for wholesale queries are:
Monday – Friday 08:30 – 17:30 excluding
bank holidays.

You can email us at:

hello@espug.com

You can visit our website at:

www.espug.com.

Emergencies contact:

For any emergencies with your water or
wastewater supplies please call ESP Water's
24-hour emergency number on 0330 123
4201.

ESP Water 2025/26 Non-Household Tariffs

Tariffs Introduction – Our tariff principles

Base Water Supply Tariff

Our tariff charges can be made up of three elements:

- an annual fixed charge for the site
- a fixed charge per meter based on its size
- a volumetric charge per m³ of water supplied

Base Sewerage Discharge Tariff

We calculate the volumetric sewerage charge on the assumption that 95% of water recorded by the meter will be discharged to the sewers.

The charge can be made up of five elements:

- an annual fixed charge for the site
- an annual fixed charge for highways drainage
- an annual fixed charge for surface water drainage
- an annual charge for surface water drainage based on the surface area of your site
- a volumetric charge per m³ of sewerage discharged

Trade effluent consent and Tariffs

NHH customers must make an application to their retailer to obtain our permission before discharging trade effluent into our sewerage system; discharging trade effluent without first obtaining consent is a criminal offence.

The consent to discharge trade effluent will be issued in the name of the business, at the address of the trade premises, and only permits discharge of the effluent specified. ESPW operate as a wholesaler and is responsible for granting a trade effluent consent within our licence area.

ESPW reserve the right to refuse consent.

For all types of business, trade effluent is charged as a fixed charge and a volumetric

charge calculated according to the strength of the effluent calculated using the Mogden Formula.

$$C = R + V + (O_t / O_s) B + (S_t / S_s) S$$

Where:

- C = unit charge per m³ of trade effluent discharged
- R = reception and conveyance
- V = volumetric and primary treatment
- B = biological treatment
- S = sludge treatment
- O_t = chemical oxygen demand (in mg/l) of the trade effluent
- O_s = the mean chemical oxygen demand of all settled sewage at the wastewater treatment works (at a certain mg/l)
- S_t = suspended solids content (in mg/l) of the trade effluent
- S_s = mean suspended solids content of all settled sewage at the wastewater treatment works (at a certain mg/l)

A NHH customer must ask their retailer for an application form to apply for a trade effluent consent and we will specify the tariff they will be charged based on the detail above.

Area Specific Tariffs

Our NHH tariffs will vary by area, so please see the specific details for these areas in the sections below.

1: ESPW – SEVERN TRENT WATER AREA

Base Water Supply Tariff

The charge is made up of three elements:

- an annual fixed charge for the site
- a fixed charge per meter based on its size
- a volumetric charge per m³ of water supplied

Please see the accompanying spreadsheet for the tariffs, which are relevant for STW Zones 1 to 8 and an expected volume up to 0.5ML (500m³) per year. Tariffs for NHH customers using greater than 0.5ML per year are available on request.

Base Sewerage Discharge Tariff

We calculate the volumetric sewerage charge on the assumption that 95% of water recorded by the meter will be discharged to the sewers.

The charge is made up of five elements:

- an annual fixed charge for the site
- an annual fixed charge for highways drainage
- an annual fixed charge for surface water drainage
- an annual charge for surface water drainage based on the surface area of your site
- a volumetric charge per m³ of sewerage discharged

We will charge community premises for surface water drainage as if their chargeable area was in the band of 100-199 m³ (Band 3).

“Community premises” means:

- village halls,
- community centres,
- scout, guide or cadet huts
- or other premises that in our view are similar to the categories above.

Please see the accompanying spreadsheet for the tariffs, which are relevant for STW Zones 1 to 8 and an expected volume up to 0.5ML per year. Tariffs for NHH customers

using greater than 0.5ML are available on request.

Trade Effluent Tariffs

Customers must obtain our permission before discharging trade effluent into our sewerage system; discharging trade effluent without first obtaining consent is a criminal offence.

For all types of business, trade effluent is charged a fixed charge and a volumetric charge calculated according to the strength of the effluent calculated using the Mogden Formula.

$$C = R + V + (Ot / Os) B + (St / Ss) S$$

Where:

- C = unit charge per m³ of trade effluent discharged
- R = reception and conveyance
- V = volumetric and primary treatment
- B = biological treatment
- S = sludge treatment
- Ot = chemical oxygen demand (in mg/l) of the trade effluent
- Os = the mean chemical oxygen demand of all settled sewage at the wastewater treatment works (at a certain mg/l)
- St = suspended solids content (in mg/l) of the trade effluent
- Ss = mean suspended solids content of all settled sewage at the wastewater treatment works (at a certain mg/l)

Please see the accompanying spreadsheet for the trade effluent tariffs applicable in this area. We have set charges for some types of businesses. This will be discussed when an application is made for a discharge consent.

2: ESPW – UNITED UTILITIES AREA

Base Water Supply Tariff

The charge is made up of two elements:

- a fixed charge per meter based on its size
- a volumetric charge per m³ of water supplied

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 0.5Ml (500m³) per year. Tariffs for NHH customers using greater than 0.5Ml per year are available on request.

Base Sewerage Discharge Tariff

We calculate the volumetric sewerage charge on the assumption that 95% of water recorded by the meter will be discharged to the sewers.

The charge is made up of three elements:

- an annual charge for surface water drainage based on the surface area of your site (excluding schools)
- an annual charge for highways drainage based on the surface area of your site
- a volumetric charge per m³ of sewerage discharged

We will charge eligible community groups for surface water drainage as if their chargeable area was in the band of up to 124 m² (Band 1).

A premise will be eligible for our concessionary surface water drainage scheme if the principal use is as a:

- Place of worship
- Scout and girlguiding halls
- Sea Cadet unit
- Community amateur sports club (as defined by HM Revenue & Customs)
- Village hall or community centre
- Cemetery
- Local authority park

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 0.5Ml per year. Tariffs for NHH customers using greater

than 0.5Ml per year or schools are available on request. Where premises do not discharge surface water to our sewer a rebate may be available.

Trade Effluent Tariffs

Customers must obtain our permission before discharging trade effluent into our sewerage system; discharging trade effluent without first obtaining consent is a criminal offence.

For all types of business, trade effluent is charged a fixed charge and a volumetric charge calculated according to the strength of the effluent calculated using the Mogden Formula.

$$C = R + V + B1 + (Ot / Os) B2 + (St / Ss) S$$

Where:

- C = unit charge per m³ of trade effluent discharged
- R = reception and conveyance
- V = volumetric and primary treatment
- B1 = volumetric element of biological treatment
- B2 = strength element of biological treatment
- S = sludge treatment
- Ot = chemical oxygen demand (in mg/l) of the trade effluent
- Os = the mean chemical oxygen demand of all settled sewage at the wastewater treatment works (at a certain mg/l)
- St = suspended solids content (in mg/l) of the trade effluent
- Ss = mean suspended solids content of all settled sewage at the wastewater treatment works (at a certain mg/l)

Please see the accompanying spreadsheet for the trade effluent tariffs applicable in this area. We have set charges for some types of businesses. This will be discussed when an application is made for a discharge consent.

3: ESPW – YORKSHIRE WATER AREA (NOT YORK WATER AREA)

Base Water Supply Tariff

The charge is made up of

- a volumetric charge per m³ of water supplied

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 50ML (50000m³) per year. Tariffs for NHH customers using greater than 50ML per year are available on request.

Base Sewerage Discharge Tariff

We calculate the volumetric sewerage charge on the assumption that 95% of water recorded by the meter will be discharged to the sewers. We have adjusted our volumetric sewerage charge to take account of Yorkshire Water's different assumption and ensure that wholesale charges are not higher for our non-household sites than if they were served by Yorkshire Water.

The charge is made up of two elements:

- an annual charge for surface water drainage based on the surface area of your site
- a volumetric charge per m³ of sewerage discharged

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 50ML per year. Tariffs for NHH customers using greater than 50ML per year are available on request.

Trade Effluent Tariffs

Customers must obtain our permission before discharging trade effluent into our sewerage system; discharging trade effluent without first obtaining consent is a criminal offence.

For all types of business, trade effluent is charged a fixed charge and a volumetric charge calculated according to the strength of the effluent calculated using the Mogden Formula.

$$C = R + V + (O_t / O_s) B + (S_t / S_s) S$$

Where:

- C = unit charge per m³ of trade effluent discharged
- R = reception and conveyance
- V = volumetric and primary treatment
- B = biological treatment
- S = sludge treatment
- O_t = chemical oxygen demand (in mg/l) of the trade effluent
- O_s = the mean chemical oxygen demand of all settled sewage at the wastewater treatment works (at a certain mg/l)
- S_t = suspended solids content (in mg/l) of the trade effluent
- S_s = mean suspended solids content of all settled sewage at the wastewater treatment works (at a certain mg/l)

Please see the accompanying spreadsheet for the trade effluent tariffs applicable in this area. We have set charges for some types of businesses. This will be discussed when an application is made for a discharge consent.

4: ESPW – THAMES WATER AREA

Base Water Supply Tariff

The charge is made up of one element:

- a volumetric charge per m³ of water supplied

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 0.5Ml (500m³) per year. Tariffs for NHH customers using greater than 0.5Ml are available on request.

Base Sewerage Discharge Tariff

We calculate the volumetric sewerage charge on the assumption that 95% of water recorded by the meter will be discharged to the sewers.

The charge is made up of three elements:

- an annual charge for highways drainage based on the size of the meter
- an annual charge for surface water drainage based on the size of the meter
- a volumetric charge per m³ of sewerage discharged

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 0.5Ml per year. Tariffs for NHH customers using greater than 0.5Ml per year are available on request. Where premises do not discharge surface water to our sewers, a rebate can be claimed based on pipe size.

Trade Effluent Tariffs

Customers must obtain our permission before discharging trade effluent into our sewerage system; discharging trade effluent without first obtaining consent is a criminal offence.

For all types of business, trade effluent is charged a fixed charge and a volumetric charge calculated according to the strength of the effluent calculated using the Mogden Formula.

$$C = R + V + (O_t / O_s) B + (S_t / S_s) S$$

Where:

- C = unit charge per m³ of trade effluent discharged
- R = reception and conveyance
- V = volumetric and primary treatment
- B = biological treatment
- S = sludge treatment
- O_t = chemical oxygen demand (in mg/l) of the trade effluent
- O_s = the mean chemical oxygen demand of all settled sewage at the wastewater treatment works
- S_t = suspended solids content (in mg/l) of the trade effluent
- S_s = mean suspended solids content of all settled sewage at the wastewater treatment works

Please see the accompanying spreadsheet for the trade effluent tariffs applicable in this area. We have set charges for some types of businesses. This will be discussed when an application is made for a discharge consent.

5: ESPW – SOUTH WEST WATER AREA (excluding the former Bournemouth Water area)

Base Water Supply Tariff

The charge is made up of two elements:

- a fixed charge per meter based on its size
- a volumetric charge per m³ of water supplied

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 50ML (50000m³) per year. Tariffs for NHH customers using greater than 50ML per year are available on request.

Base Sewerage Discharge Tariff

Our tariffs are set for customers being supplied up to 50,000 m³ per annum.

We calculate the volumetric sewerage charge on the assumption that 95% of water recorded by the meter will be discharged to the sewers.

The charge is made up of five elements:

- a volumetric charge per m³ of foul sewerage discharged
- an annual charge for foul sewerage based on the size of the meter
- an additional volumetric charge per m³ of sewerage discharged for highways drainage
- an additional volumetric charge per m³ of sewerage discharged for surface water drainage
- an annual charge for surface water drainage based on the size of the meter

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 0.5ML per year. Tariffs for NHH customers using greater than 0.5ML per year are available on request. Where premises do not discharge surface water to our sewers, a rebate can be claimed based on meter size

Trade Effluent Tariffs

Customers must obtain our permission before discharging trade effluent into our sewerage system; discharging trade effluent without first obtaining consent is a criminal offence. Trade effluent is charged a volumetric charge calculated according to the strength of the effluent calculated using the Mogden Formula or a minimum charge per annum.

$$C = R + V + (O_t / O_s) B + (S_t / S_s) S$$

Where:

C = unit charge per m³ of trade effluent discharged

R = reception and conveyance

- V = volumetric and primary treatment
- B = biological treatment
- S = sludge treatment
- O_t = chemical oxygen demand (in mg/l) of the trade effluent
- O_s = the mean chemical oxygen demand of all settled sewage at the wastewater treatment works (at a certain mg/l)
- S_t = suspended solids content (in mg/l) of the trade effluent
- S_s = mean suspended solids content of all settled sewage at the wastewater treatment works (at a certain mg/l)

Please see the accompanying spreadsheet for the trade effluent tariffs applicable in this area. We have set charges for some types of businesses. This will be discussed when an application is made for a discharge consent.

6: ESPW – ANGLIAN WATER AREA (excluding Hartlepool, Finningley, Northstowe and Woods Meadow)

Base Water Supply Tariff

The charge is made up of two elements:

- an annual fixed charge for the site depending on how much water the customer expects to use
- a volumetric charge per m³ of water supplied

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 10Ml (10000m³) per year. Tariffs for NHH customers using greater than 10Ml per year are available on request.

Base Sewerage Discharge Tariff

We calculate the volumetric sewerage charge on the assumption that 95% of water recorded by the meter will be discharged to the sewers. We have adjusted our volumetric sewerage charge to take account of Anglian Water's different assumption and ensure that wholesale charges are not higher for our non-household sites than if they were served by Anglian Water.

The charge is made up of four elements:

- an annual fixed charge for the site
- an annual fixed charge for surface water drainage
- an annual fixed charge for highway drainage
- a volumetric charge per m³ of sewerage discharged

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 25Ml per year. Tariffs for NHH customers using greater than 25Ml per year are available on request. Where premises do not discharge surface water to our sewers, a rebate can be claimed based on volume used

Trade Effluent Tariffs

Customers must obtain our permission before discharging trade effluent into our sewerage system; discharging trade effluent without first obtaining consent is a criminal offence.

There is an annual fixed charge for trade effluent plus a volumetric charge calculated according to the strength of the effluent calculated using the Mogden Formula.

$$C = R + V + (O_t / O_s) B + (S_t / S_s) S$$

Where:

- C = unit charge per m³ of trade effluent discharged
- R = reception and conveyance
- V = volumetric and primary treatment
- B = biological treatment
- S = sludge treatment
- O_t = chemical oxygen demand (in mg/l) of the trade effluent
- O_s = the mean chemical oxygen demand of all settled sewage at the wastewater treatment works (at a certain mg/l)
- S_t = suspended solids content (in mg/l) of the trade effluent
- S_s = mean suspended solids content of all settled sewage at the wastewater treatment works (at a certain mg/l)

Please see the accompanying spreadsheet for the trade effluent tariffs applicable in this area. We have set charges for some types of businesses. This will be discussed when an application is made for a discharge consent.

7: ESPW – NORTHUMBRIAN WATER AREA

Base Water Supply Tariff

The charge is made up of two elements:

- a fixed charge per meter based on its size
- a volumetric charge per m³ of water supplied

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 20ML (20000m³) per year. Tariffs for NHH customers using greater than 20ML per year are available on request.

Base Sewerage Discharge Tariff

We calculate the volumetric sewerage charge on the assumption that 95% of water recorded by the meter will be discharged to the sewers.

The charge is made up of three elements:

- an annual charge for surface water drainage based on the surface area of your site (excluding schools)
- an annual charge for highways drainage based on the surface area of your site
- a volumetric charge per m³ of sewerage discharged

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 50ML per year. Tariffs for NHH customers using greater than 50ML per year or schools are available on request. Where premises do not discharge surface water to our sewer a rebate may be available. Also, some community groups can apply for concessions in surface water drainage.

To be eligible for a surface water drainage concession at least one of the following conditions in sub-paragraph a) must apply and the provisions of sub paragraph b) must also be met:

- a) Properties must be primarily used as a Community Amateur Sports Club registered with HM Revenue and Customs, a place of religious

worship, village or community hall or community association receiving discretionary relief from their local council for business rates, or a meeting place for Scout and Guide association groups or similar youth organisations.

- b) The occupier of the property must be run as a not for profit organisation, be non governmental and non political, be open to the whole community without discrimination, reinvest any and all profits in the organisation and not receive all its funding from local government.

Trade Effluent Tariffs

Customers must obtain our permission before discharging trade effluent into our sewerage system; discharging trade effluent without first obtaining consent is a criminal offence.

Trade effluent is charged a volumetric charge calculated according to the strength of the effluent calculated using the Mogden Formula or a minimum charge per annum.

$$C = R + V + B1 + (Ot / Os) B2 + (St / Ss) S$$

Where:

- C = unit charge per m³ of trade effluent discharged
- R = reception and conveyance
- V = volumetric and primary treatment
- B1 = volumetric element of biological treatment
- B2 = strength element of biological treatment
- S = sludge treatment
- Ot = chemical oxygen demand (in mg/l) of the trade effluent
- Os = the mean chemical oxygen demand of all settled sewage at the wastewater treatment works (at a certain mg/l)
- St = suspended solids content (in mg/l) of the trade effluent
- Ss = mean suspended solids content of all settled sewage at the

wastewater treatment works (at a certain mg/l)

Please see the accompanying spreadsheet for the trade effluent tariffs applicable in this area. We have set charges for some types of businesses. This will be discussed when an application is made for a discharge consent.

8: ESPW – WESSEX WATER AREA

Base Water Supply Tariff

The charge is made up of two elements:

- a fixed charge per meter based on its size
- a volumetric charge per m³ of water supplied

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 20ML (20000m³) per year. Tariffs for NHH customers using greater than 20ML per year are available on request.

Base Sewerage Discharge Tariff

We calculate the volumetric sewerage charge on the assumption that 95% of water recorded by the meter will be discharged to the sewers.

The charge is made up of three elements:

- an annual charge for surface water drainage based on the meter size
- an annual charge for highways drainage based on the meter size
- a volumetric charge per m³ of sewerage discharged

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 20ML per year. Tariffs for NHH customers using greater than 20ML per year are available on request. Where premises do not discharge surface water to our sewers, a rebate may be available.

Trade Effluent Tariffs

Customers must obtain our permission before discharging trade effluent into our

sewerage system; discharging trade effluent without first obtaining consent is a criminal offence.

Trade effluent is charged a volumetric charge calculated according to the strength of the effluent calculated using the Mogden Formula or a minimum charge per annum.

$$C = R + V + B1 + (Ot / Os) B2 + (St / Ss) S$$

Where:

- C = unit charge per m³ of trade effluent discharged
- R = reception and conveyance
- V = volumetric and primary treatment
- B1 = volumetric element of biological treatment
- B2 = strength element of biological treatment
- S = sludge treatment
- Ot = chemical oxygen demand (in mg/l) of the trade effluent
- Os = the mean chemical oxygen demand of all settled sewage at the wastewater treatment works (at a certain mg/l)
- St = suspended solids content (in mg/l) of the trade effluent
- Ss = mean suspended solids content of all settled sewage at the wastewater treatment works (at a certain mg/l)

Please see the accompanying spreadsheet for the trade effluent tariffs applicable in this area. We have set charges for some types of businesses. This will be discussed when an application is made for a discharge consent.

9: ESPW – SOUTH STAFFS WATER AREA

This company is a water only company.

Base Water Supply Tariff

The charge is made up of two elements:

- a fixed charge per meter based on its size
- a volumetric charge per m³ of water supplied

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 50Ml (50000m³) per year. Tariffs for NHH customers using greater than 50Ml per year are available on request.

Base Sewerage Discharge and Trade Effluent Tariffs in this region are covered by Severn Trent Water Charges, which we will match as we will be discharging into their sewer network. Please refer to the Severn Trent Water section in this document and within the accompanying spreadsheet.

10: ESPW – BRISTOL WATER AREA

This company is a water only company.

Base Water Supply Tariff

The charge is made up of two elements:

- a fixed charge per meter based on its size
- a volumetric charge per m³ of water supplied

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 50Ml (50000m³) per year. Tariffs for NHH customers using greater than 50Ml per year are available on request.

Base Sewerage Discharge and Trade Effluent Tariffs in this region are covered by South West Water Charges, which we will match as we will be discharging into their sewer network. Please refer to the South West Water section in this document and within the accompanying spreadsheet.

11: ESPW – ESSEX & SUFFOLK WATER AREA

This water company is a water only company owned by Northumbrian Water.

Base Water Supply Tariff

The charge is made up of two elements:

- a fixed charge per meter based on its size
- a volumetric charge per m³ of water supplied

Please see the accompanying spreadsheet for the tariffs, which are relevant for an expected volume up to 20ML (20000m3) per year. Tariffs for NHH customers using greater than 20ML per year are available on request.

Base Sewerage Discharge and Trade Effluent Tariffs in this region are covered by Anglian Water or Thames Water, which we will match as we will be discharging into one of their sewer networks. Please refer to either the Anglian Water section or Thames Water section in this document and within the accompanying spreadsheet.

12: ESPW – AFFINITY WATER CENTRAL AREA

This water company is a water only company and has three regions (Central, South East and East). Only the Central region is included in this document and accompanying spreadsheet.

Base Water Supply Tariff

The charge is made up of two elements:

- a fixed charge per meter based on its size
- a volumetric charge per m3 of water supplied

Please see the accompanying spreadsheet for the tariffs.

Base Sewerage Discharge and Trade Effluent Tariffs in the central region are covered by Thames Water and we will match the tariffs issued by this incumbent as we will be discharging into their sewer network. .

Non-Primary Charges

These non-primary service charges have been developed to support retailer service requests under the market's Operational Terms.

For retailer service requests not listed below, we will provide a quote based on the reasonable actual cost of carrying out the work requested.

Meter accuracy testing

| | Charge £ |
|--|-----------|
| Fault found | No charge |
| No fault found | £70.00 |
| No access or process cancelled by client | £70.00 |

Verification of meter details or supply

| | Charge £ |
|--|-----------|
| Where our details need to be updated | No charge |
| Where our data is correct – desktop investigation only | £21.00 |
| Process is cancelled by client - no site visit | £14.00 |
| Where our data is correct – site visit | £88.00 |
| No access or process is cancelled by client - site visit necessary | £70.00 |

Application for a trade effluent consent

| | Charge £ |
|---|----------------|
| Grant of Trade Effluent consent or reactivation of discontinued consent | £164.00 |
| Grant of Trade Effluent consent or reactivation of discontinued consent – temporary/short-term consent | £148.00 |
| Aborted Trade Effluent application | £14.00 |
| Client withdraws request to discharge Trade Effluent on behalf of non-household customer and a legal document has been prepared | Costs incurred |

Disconnections and reconnections

| | Charge £ |
|--|----------|
| Standard disconnection completed as requested | £103.00 |
| Standard reconnection completed as requested | £112.00 |
| Where no access or process cancelled by client | £60.00 |

Temporary supplies (Water with wastewater charged at 95% of water)

| | Charge £ |
|-------------------------------------|--|
| Temporary Building Supply (By area) | See area volumetric charge within the accompanying spreadsheet |
| Temporary Standpipe hire | £1.99 per m ³ |

Fire Hydrant Charges

We will match what the incumbent charge for maintenance of fire hydrants.

HOW TO CONTACT US



YOU CAN WRITE TO US AT:

ESP Water
Blue Bird House
Mole Business Park
Leatherhead
KT22 7BA



YOU CAN CALL US ON:

0333 000 0059

Our office hours for billing and account queries are:

Monday - Friday 08:30 - 17:30
excluding bank holidays



YOU CAN EMAIL US AT:

For billing related enquiries:
billing@espwater.co.uk

For all other enquiries:
Hello@espug.com



YOU CAN VISIT OUR WEBSITE AT:

www.espug.com



EMERGENCIES CONTACT:

For any emergencies with your water or wastewater supplies please call our 24-hour emergency number on 0330 123 4201