

# Scheme of Charges

Charging Year

1<sup>st</sup> April 2025 – 31<sup>st</sup> March 2026



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## Introduction

This scheme of charges outlines the Charges applicable to Non-Household customers in England who are in a Deemed Contract with Mitie Waste and Environmental Services Ltd. These Charges are based on the latest version of the Retail Exit Code.

These Charges are effective from 01 April 2025 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 500m<sup>3</sup> of water or wastewater services per year.
- Customer Group Two:  
Eligible Premises using or assessed to be using between 500m<sup>3</sup> and 49,999m<sup>3</sup> of water or wastewater services per year
- Customer Group Three:  
Eligible Premises using or assessed to be using at least 50,000m<sup>3</sup> 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 has links to the web page with each Wholesaler's 2025/26 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 Mitie Waste & Environmental Services Ltd 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)

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The Charges for each unique service will be calculated in accordance with the following formula.

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

Where:

$C_{ti}$  = the charge for a unique service

$acts_{ti}$  = £54.00 for the customer type (i) and charging year (t)

$mc$  = £10.52 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

$nm$  = 2.00%, the allowed retail net margin (expressed as a percentage)

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

Given the above, a worked example based on a wholesale charge of £100 per annum would give the following metered water charge for a Deemed Group 1 customer for the changing year 2025-26:

$$C_{ti} = (54.00 + 10.52 + 100) \div (1 - 0.02 - 0.0245)$$

**$C_{ti}$  = £172.18 per annum in 2025-26**

## Appendix 2

### Customer Group Two and Group Three

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

- (i) the Wholesale Charges Mitie Waste & Environmental Services Ltd 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

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

Service	Allowed Gross Margin <sup>1</sup>
All Water Services	8%
All Wastewater Services	10%

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

## 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 2024/25, 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](#)

## Additional Charges

Service provided	Charge
Rebill (updated meter reads/SPID exclusion)	£5 per bill
Additional meter reads	£20 per read
Account amendments	£20
Administrative fees (change of contractual terms, splitting an account/consolidated to non-consolidated)	£10 per SPID
Site visits (scheduled visit/aborted visit)	£50 per visit
Administrative fees (e.g. requests from 3 <sup>rd</sup> parties for information, copy bills)	£20 per item