

# Trade Effluent Briefing - Wholesale Statement of Principles and Charges 2023 - 24

March 2023



from  
**Southern  
Water** 

# Contents

Introduction – Trade Effluent Briefing	3
Section 2, Part 3 – Primary Non-Household Charges (Page 20 of main document)	3
1. Trade Effluent Charges	3
2. Calculation of Charges	3
3. Volume	8
4. Standing Charge	9
5. Trade effluent strength for billing purposes	9
6. Retailer or Customer Analysis	11
7. Number of Samples for Actual Sample Strengths	12
8. Allowances	12
9. Discontinuation of a trade effluent consent	13
10. Termination of a trade effluent consent	13
11. Commencement of a trade effluent consent	14
12. Enforcement	14
Section 1 - Primary Non-Household Charges Schedule 2023-24 (Page 4 of main document)	14
Section 4, Part 12 – Non-Primary Charges (Page 65 of the main document)	15
1. Introduction	15
2. Consent applications	15
3. Consent application fee	16
4. Consultations on applications	16
5. Consent variation fee	16
6. Temporary consents	16
7. Non-standard charges	17
Section 3 – Non-primary charges schedule 2023-24 (Page 34 of main document)	18

## Introduction – Trade Effluent Briefing

This briefing document collates all sections relevant to Trade Effluent in the main document, 'Wholesale Statement of Principles and charges 2023-24'.

Wholesale Statement of Principles and charges 2023-24 is available on our website  
<https://www.southernwater.co.uk/retail/wholesale-charges>

This briefing document collates all relevant sections to Trade Effluent of the main document and provides additional information highlighted in green and a comparison to last year's charges shown in tables. Information highlighted in red are changes since last year's wholesale charges.

For trade effluent enquiries please raise a G01 or email us at [trade.effluent.retailer@southernwater.co.uk](mailto:trade.effluent.retailer@southernwater.co.uk)

## Section 2, Part 3 – Primary Non-Household Charges (Page 20 of main document)

### 1. Trade Effluent Charges

- 1.1 Trade effluent charges are payable in pursuance of a trade effluent consent, including letters of acknowledgement that have been issued prior to the coming into effect of this Statement, for the discharge of trade effluent from trade premises either directly or through an intermediate sewer or drain into a public sewer.
- 1.2 Temporary trade effluent consents, including temporary trade effluent consents in respect of more than one site (multi-site), are charged by reference to Non- Primary charges as set out in Section 3. (page 18 of this document).
- 1.3 Information on the types of discharge that attract trade effluent charges and a more detailed guide on the charges can be found on the Company's website:  
Retailer: <https://www.southernwater.co.uk/retail/trade-effluent>  
Businesses: <https://www.southernwater.co.uk/businesses/trade-effluent>

### 2. Calculation of Charges

- 2.1 Low Risk tariff
  - 2.1.1 The Company may designate a trade effluent consent as a Low Risk Consent (this is equivalent to historically issued Letters of Acknowledgement).
  - 2.1.2 The charges applicable in respect of Low Risk Consents, including those historically issued as Letters of Acknowledgement, are
    - (i) a standing charge, and
    - (ii) a trade effluent charge set to £0.00.

- 2.1.3 The Company reserves the right to reassess a Low Risk Consent at any time. This may result in the Consent being no longer designated as a Low Risk Consent by the Company, and therefore subject to full trade effluent charges as per the Standard tariff.
- 2.1.4 The standing charge shall be determined by the assessed risk of the discharge.
- 2.1.5 The charging strength methodology for a Low Risk tariff will be NOMOGDEN and charging strength values set to 0.

Standing charge – applicable to Low Risk Consents – per year	£ (22-23)	£ (23-24)	Applicable CMOS Tariff Code
Band 1	55.00	<b>60.72</b>	NHH_TE_LR (TEBandCharge)
Band 2	140.00	<b>154.56</b>	
Band 3	220.00	<b>N/A</b>	

Low risk consents will have an OT, ST and AT of 0 and a charging strength methodology of NOMOGDEN – under Discharge Points - Trade Effluent data in CMOS.

Tariff Band 3 has been removed from our Low Risk tariff – it has been determined that the associated risk is not Low Risk. There were no consents in this band and tariff at the time of review.

## 2.2 Standard tariff

- 2.2.1 Standard tariff trade effluent charges shall comprise
- a standing charge, and
  - a trade effluent charge.
- 2.2.2 The standing charge shall be determined by the assessed risk of the discharge. The assessed risk shall also determine the associated monitoring requirements of the discharge by the Company.

Standing charge – applicable to Standard Tariff – per year	£ (2022-23)	£ (2023-24)	Applicable CMOS Tariff Code
Band 1	55.00	<b>60.72</b>	NHH_TE_VAR (TEBandCharge) / NHH_TE_FX (TEBandCharge)
Band 2	140.00	<b>154.56</b>	
Band 3	220.00	<b>242.88</b>	
Band 4	575.00	<b>634.80</b>	
Band 5	1,085.00	<b>1,197.84</b>	
Band 6	2,070.00	<b>2,285.28</b>	
Band 7	4,040.00	<b>4,460.16</b>	

- 2.2.3 The trade effluent charge payable shall be calculated by multiplying the volume of the trade effluent discharged by a unit charge.

Standard Tariff trade effluent charge	£ (2022-23)	£ (2023-24)	Applicable CMOS Tariff Code
per cubic metre			NHH_TE_VAR
Reception and conveyance (R)	0.5100	<b>0.5617</b>	(RoBT)
Volumetric and primary treatment (V)	0.4315	<b>0.4752</b>	(Vo)
Biological oxidation (B)	0.4902	<b>0.5399</b>	(BoBT)

Sludge treatment and disposal (S)	0.3051	<b>0.3357</b>	(So)
Marine (M)	0.0649	<b>0.0715</b>	(Mo)
Ammonia (A)	0.0320	<b>0.0400</b>	(Ao)

2.2.4 The unit charge, expressed in pounds sterling per cubic metre, shall be calculated for the trade effluent in accordance with the formula

$$\text{Unit Charge} = R + V + \left( \frac{Ot}{Os} \times B \right) + \left( \frac{St}{Ss} \times S \right) + M + \left( \frac{(At - Am)}{As} \times A \right)$$

where

R is a fixed charge per cubic metre for reception and conveyance costs

V is a fixed charge per cubic metre for volumetric and primary or preliminary costs, according to treatment

O<sub>t</sub> is the measurement of the organic nature of the trade effluent after one hour of quiescent settlement (generally in terms of C.O.D.)

O<sub>s</sub> is the measurement of the organic nature of settled foul sewage (measured on the same basis); the value of O<sub>s</sub> from 1 April 2023 to 31 March 2024 inclusive is 452mg/l

B is the biological oxidation cost per cubic metre of settled sewage of average strength

St is the total suspended solids of the trade effluent at pH6.5 - pH8.5

Ss is the total suspended solids of crude sewage of average strength; the value of Ss from 1 April 2023 to 31 March 2024 inclusive is 400mg/l

S is the sludge treatment and disposal cost per cubic metre of crude sewage of average strength

M is a fixed charge per cubic metre for costs associated with discharge through a long sea outfall

A<sub>t</sub> is the measurement of the ammoniacal nitrogen of the trade effluent.

A<sub>m</sub> is the chargeable threshold of ammoniacal nitrogen of the trade effluent; the value of A<sub>m</sub> from 1 April 2023 to 31 March 2024 inclusive is **15mg/l**.

A<sub>s</sub> is the ammoniacal nitrogen of crude sewage of average strength; the value of A<sub>s</sub> from 1 April 2023 to 31 March 2024 inclusive is 35mg/l.

A is the ammoniacal nitrogen cost per cubic metre of crude sewage of average strength.

2.2.5 The applicability of the factors in the formula for a particular discharge of trade effluent is dependent on the treatment process of the receiving sewage treatment works.

2.2.6 The values of the factors in the formula, other than Ot, St and At, shall be fixed in advance by the Company on an annual basis.

## 2.3 Large User Tariff

2.3.1 Where the annual volume of trade effluent in respect of a trade effluent consent is at least 100,000 cubic metres, the Retailer may request that the Company fix trade effluent charges by reference to the trade effluent large user tariff instead of the trade effluent standard tariff.

2.3.2 The trade effluent large user tariff may only be applied for a whole charging year (i.e., 1 April to 31 March inclusive).

2.3.3 Large user tariff trade effluent charges shall comprise

- (i) a standing charge,
- (ii) an annual fixed charge for reception and conveyance (R), and
- (iii) a trade effluent charge.

2.3.4 The standing charge shall be determined by the assessed risk of the discharge. This risk shall also determine the associated monitoring requirements of the discharge by the Company.

Standing charge – applicable to Large User Tariff – per year	£ (2022-23)	£ (2023-24)	Applicable CMOS Tariff Code
Band 1	55.00	60.72	NHH_TE_FX (TEBandCharge)
Band 2	140.00	154.56	
Band 3	220.00	242.88	
Band 4	575.00	634.80	
Band 5	1,085.00	1,197.84	
Band 6	2,070.00	2,285.28	
Band 7	4,040.00	4,460.16	

2.3.5 The fixed charge is an annual charge that covers the cost of reception and conveyance.

Large User Tariff fixed charge	£ (2022-23)	£ (2023-24)	Applicable CMOS Tariff Code
			NHH_TE_FX
Reception and conveyance (R) fixed charge – per year	51,000.00	56,100.00	(TEFixedCharge)

2.3.6 The trade effluent charge payable shall be calculated by multiplying the volume of the trade effluent discharged by a unit charge.

Large User Tariff trade effluent charge	£ (2022-23)	£ (2023-24)	Applicable CMOS Tariff Code
Per cubic metre			NHH_TE_FX
Volumetric and primary treatment (V)	0.4315	0.4752	(Vo)
Biological oxidation (B)	0.4902	0.5399	(BoBT)

Sludge treatment and disposal (S)	0.3051	<b>0.3357</b>	(So)
Marine (M)	0.0649	<b>0.0715</b>	(Mo)
Ammonia (A)	0.0320	<b>0.0400</b>	(Ao)

2.3.7 The unit charge, expressed in pounds sterling per cubic metre, shall be calculated for the trade effluent in accordance with the following formula

$$\text{Unit Charge} = V + \left( \frac{Ot}{Os} \times B \right) + \left( \frac{St}{Ss} \times S \right) + M + \left( \frac{(At - Am)}{As} \times A \right)$$

where

V is a fixed charge per cubic metre for volumetric and primary or preliminary costs, according to treatment

Ot is the measurement of the organic nature of the trade effluent after one hour of quiescent settlement (generally in terms of C.O.D.)

Os is the measurement of the organic nature of settled foul sewage (measured on the same basis); the value of Os from 1 April 2023 to 31 March 2024 inclusive is 452mg/l

B is the biological oxidation cost per cubic metre of settled sewage of average strength

St is the total suspended solids of the trade effluent at pH6.5 - pH8.5

Ss is the total suspended solids of crude sewage of average strength; the value of Ss from 1 April 2023 to 31 March 2024 inclusive is 400mg/l

S is the sludge treatment and disposal cost per cubic metre of crude sewage of average strength

M is a fixed charge per cubic metre for costs associated with discharge through a long sea outfall

At is the measurement of the ammoniacal nitrogen of the trade effluent.

Am is the chargeable threshold of ammoniacal nitrogen of the trade effluent; the value of Am from 1 April 2023 to 31 March 2024 inclusive is **15mg/l**.

As is the ammoniacal nitrogen of crude sewage of average strength; the value of As from 1 April 2023 to 31 March 2024 inclusive is 35mg/l.

A is the ammoniacal nitrogen cost per cubic metre of crude sewage of average strength.

2.3.8 The applicability of the factors in the formula for a particular discharge of trade effluent is dependent on the treatment process of the receiving sewage treatment works.

2.3.9 The values of the factors in the formula, other than Ot, St and At, shall be fixed in advance by the Company on an annual basis.

### 3. Volume

- 3.1 The volume of the trade effluent taken as having been discharged shall, for billing purposes, be the volume
- (i) recorded on a private meter installed on the effluent discharge pipe,
  - (ii) Assessed from the volume of water supplied recorded on a meter or meters installed on the water supply,
  - (iii) Calculated by the Company by reference to, but not limited to
    - the volume of water supplied as recorded on a meter installed on the water supply pipe, whether that meter is the property of the Company or the Customer (**private meters**), and including meters that are a sub-meter to a main meter,
    - an estimated volume where the Company determines that a reading on a meter, whether the property of the Company or the Customer, may not be suitable for the purposes of calculating charges due to an occurrence such as, but not limited to, leakage or mechanical failure of the meter,
    - standard allowances as set out in paragraph 8 of this Part,
    - Customer-specific allowances determined by the Company,
    - rainfall,
    - Consented volume, or
  - (iv) determined by the Company.
- 3.2 The volume of any rainfall included in the trade effluent consent shall be calculated in accordance with the equation

$$Su \times 0.8$$

where

Su is the Company's estimate of the impermeable surface area in square metres which receives the rainfall that is discharged as trade effluent.

0.8 is the annual amount of rainfall in metres (800mm) used for billing purposes. This value is set by the Company each year for a complete charging year (i.e., 1 April to 31 March inclusive). The Company reserves the right to use an alternative value where it deems this to be more appropriate.

- 3.3 Where the volume is to be determined using a Private Water Meter or Private Trade Effluent Meter and the meter has stopped or there is a period of meter read error, the Company will use one of the following to determine a volumetric amendment:
- (i) historic meter reads
  - (ii) future meter reads from the same or alternative meter
  - (iii) consented volume
- 3.4 Where the volume is to be determined using a Private Water Meter or Private Trade Effluent Meter; should an actual or customer read not be provided for a period of one year or longer, the Company reserves the right to estimate the volume via an alternative method. If no estimation is possible then the consented volume may be used. **For accurate billing, water balance assessments and for monitoring compliance it is in all parties' favour to have regular and timely meter reads entered into the market.**



- 3.5 Where a trade effluent consent has been issued in respect of any trade premises for the discharge of trade effluent to a public sewer, sewerage charges as determined in accordance with paragraph 3.9 of Part 2 may also be payable.
- 3.6 Consented trade effluent discharges above 50 m<sup>3</sup>/d will be required to install a private Trade Effluent meter to measure the trade effluent volume for billing and compliance purposes. The Company reserves the right to alter this position based on site specific risks.
- 3.7 The Trader shall calibrate any private Trade Effluent meter used for billing calculation or compliance monitoring on a periodic basis according to the manufacturer's recommendations (a minimum of once every 12 months) to ensure that it is operating to a standard agreed between the Company and the trader. The Trader shall keep a record of the calibration results which shall be made available to a representative of the Company upon request. Where calibration has not been carried out or appropriate records kept the Company will use the methods outlined in 3.3 of this Part to calculate volumes.

#### 4. Standing Charge

- 4.1 The standing charge is determined by reference to the consent monitoring risk as determined by the Company. A consent monitoring risk is assigned to each discharge of trade effluent.
- 4.2 The consent monitoring risk is calculated by the Company, taking into account the
- type of the trade effluent discharge,
  - substances being discharged,
  - strength of discharge,
  - volumetric impact on the receiving wastewater treatment works, and
  - consent compliance history.
- 4.3 Where an alteration is made to a consent (including a re-assessment of the compliance history associated with the consent), the consent monitoring risk will be recalculated and any revision to the standing charge will apply from the first day of the following month.

#### 5. Trade effluent strength for billing purposes

##### 5.1 Standard Strengths

For the types of discharge included in the table below, a Standard Strength will be used to calculate the unit charge. These strengths are fixed by the Company for each charging year (i.e., 1 April to 31 March inclusive). The Company determines the value of each standard strength based on its analysis of the particular type of discharge.

Type	Ot (mg/l)	St (mg/l)	At (mg/l)
Launderette	478	97	0
Swimming pools	36	123	0
Vehicle wash – rotating brush	108	315	0
Vehicle wash – jet wash	405	72	0
Small breweries	2,648	150	0
Small cattle markets	1,404	1,160	20
Boiler blowdown	141	24	0
Cement, lime, plaster, ready mixed concrete manufacture	37	93	0

Contaminated surface water (unsampled)	10	10	0
Mobile domestic wheelie-bin cleaners	406	183	0
Small abattoirs	1,104	288	32

There are no changes from 2022/23

## 5.2 Agreed Strength

- 5.2.1 The Company may decide that standard sampling is not appropriate for determining the strength of a trade effluent discharge for billing purposes. In such cases, the Company will agree with the Customer and their Retailer an appropriate agreed strength (**STANDARDST**).
- 5.2.2 The Company may agree to a Retailer request to calculate trade effluent charges by reference to an Agreed Strength instead of a Standard Strength. The Retailer's request for the calculation of trade effluent charges by reference to an Agreed Strength must be accompanied by suitable evidence in support of their request. Any change in the calculation of trade effluent charges from reference to a Standard Strength to reference to an Agreed Strength will be applied from the first day of the following month. (**Retailer requests should be submitted as a G01**)
- 5.2.3 The Company reserves the right to review an Agreed Strength at any time. If a discharge is to change significantly then the Retailer must submit a request to the Company to review the Agreed Strength. (**Retailer requests should be submitted as a G01**)
- 5.2.4 The set-up and a review of an Agreed Strength will consist primarily of the Company taking six consecutive monthly samples of the discharge in order to assess whether a change needs to be made. If the strength of the samples is within 10 per cent of the previously agreed strength, then the Company will not change the value of the Agreed Strength. Otherwise, the Company may take further consecutive samples, and a new Agreed Strength shall be determined by the company.
- 5.2.5 The Company reserves the right to agree an alternative method of assessing an Agreed Strength if the method set out in paragraph 5.2.4 of this Part is not appropriate or is impracticable.
- 5.2.6 Any new Agreed Strength, or change to an existing Agreed Strength, will be applied from the first of the following month.

## 5.3 Actual Sample Strengths

- 5.3.1 The strength of a trade effluent discharge calculated from samples for billing purposes will be expressed as an integer using standard rounding rules.
- 5.3.2 The calculation of Ot, St and At for billing purposes will be calculated by one of the following methods:
- (i) a twelve-month rolling average (**12MONTHRAVG**),
  - (ii) a three-month rolling average (**3MONTHRAVG**), or
  - (iii) a one-month average (**SETTPERIODST**).
- 5.3.3 With reference to paragraph 5.3.2, the values of Ot, St and At will be calculated using all the sample results in the relevant period.

- 5.3.4 With reference to paragraph 5.3.2, for a new consent the calculation method will be a twelve-month rolling average, unless otherwise agreed with the Customer or their Retailer prior to the issue of the Consent.
- 5.3.5 With reference to paragraph 5.3.2, a Retailer or Customer may only request a change of calculation method every two years.
- 5.3.6 The values of Ot, St and At for billing purposes shall be recalculated by the Company after each sample result. The recalculated values will become effective from the first day of the month in which the sample was taken.
- 5.3.7 In the event that the result of a sample taken prior to the current billing period is amended, added, or deleted by the Company, for any reason, then the value of Ot, St and At shall be amended for all prior billing periods, starting with the billing period in which the sample in question was taken.
- 5.3.8 If a sample is considered by the Company to be representative of the effluent being discharged to sewer at the time the sample was taken, it will be deemed valid for billing purposes. The Company will include all valid samples in the calculation of a discharge charging strength.
- 5.3.9 Should there be a process step change (i.e., a significant and sustained change in the quality of the trade effluent discharge) at a Customer's site, the Company will recalculate the values of Ot, St and At for the purposes of calculating trade effluent charges. The Retailer must notify the Company in advance of any process step change at a site that they are responsible for. (Notifications should be submitted as a G01 or a Customer Application Form)
- 5.3.10 Should data not be available to calculate the values of Ot, St and At in accordance with paragraph 5.3.2 of this Part, for any reason, then the Company shall estimate the values.
- 5.3.11 Should a trade effluent discharge require a new consent due to a change in legal entity (Customer Application form, option a) historic samples cannot be carried to the new Consent/DPID. Instead, the Company will use the most recent charging strengths prior to the legal entity change as a 'dummy' initial sample for the new DPID. Samples will then be taken and used for billing as previously agreed, unless otherwise changed by the Retailer's customer.

## 6. Retailer or Customer Analysis

- 6.1 The Company may use sample analysis provided by the Retailer or their customer for the purposes of consent monitoring or calculating trade effluent charges by agreement with the Retailer. All such sample analysis must be carried out by a UKAS accredited laboratory, or otherwise by agreement with the Company. There will be no discount to the Company's charges if such an agreement is in place.
- 6.2 Under any agreement in accordance with paragraph 6.1 of this Part, should sample data be unavailable for more than three months, the Company reserves the right to use the consent limits for Chemical Oxygen Demand (Total) and Suspended Solids (Total) in place of Chemical Oxygen Demand (Settled) and Suspended Solids (Total) pH7 respectively for billing purposes (And Nitrogen Ammoniacal as N where appropriate).

6.3 If sample data is provided 3 months after the date the sample was taken, the Company reserves the right to not include this in the billing calculations.

## 7. Number of Samples for Actual Sample Strengths

7.1 For each trade effluent consent, the number of samples the Company will strive to take in each charging year (i.e., 1 April to 31 March) shall be

- i) The number of samples determined by the consent monitoring risk assigned to the trade effluent consent for compliance purposes,  
or
- ii) A minimum of 12 samples for trade effluent consents with an estimated value of billed trade effluent charges greater than £8,000 per year,  
or
- iii) A minimum of one sample for trade effluent consents with an estimated value of billed trade effluent charges less than £8,000 per year.

7.2 All samples taken by the Company shall be used for the monitoring of trade effluent consents and, depending upon the billing arrangements for the site, may be used for the calculation of trade effluent charges.

7.3 Samples are not taken routinely for discharges charged on a Standard or Agreed Strength (STANDARDST).

## 8. Allowances

8.1 If a Retailer requests a change to an allowance used in the calculation of trade effluent volume, and this request is agreed by the Company, the change will apply from the first day of the following month or where appropriate evidence is provided, a date agreed with the customer and their Retailer. (Requests for changes in allowances should be submitted via a G01)

8.2 The Company's standard allowances are set out in the tables below.

Type of discharge	Allowance
Launderette	5%
Large commercial laundry	10%
Commercial swimming pool	20%
Commercial swimming pool within a leisure centre	20%

Stock watering (farming allowances)	Allowance
Beef cattle	45 litres/head/day
Dairy cows	55 litres/head/day
Hens	25 litres/100 head/day
Horses	45 litres/head/day
Pigs	20 litres/head/day
Sheep	5 litres/head/day
Turkeys	60 litres/100 head/day

8.3 The Company may agree to a Retailer request to calculate trade effluent charges by reference to an Agreed Allowance instead of a Standard Allowance. The Retailer must provide suitable evidence in

support of their request. Any agreed change will be applied from the first day of the following month or where appropriate evidence is provided, a date agreed with the customer and their Retailer.  
(Requests for changes in allowances should be submitted via a G01)

- 8.4 In calculating trade effluent volume, the Company may make an allowance for any employees and occupiers at the customer’s site (Domestic Allowances).
- 8.5 The Domestic Allowances used by the Company are set out in the table below.

Type of employee or occupier	Allowance litres/head/day
Employee (full-time) including temporary staff, agency staff and contractors.	
Without canteen	25
With canteen	40
Employee (part-time) including representatives and drivers	
Without canteen	12.5
With canteen	27.5
Occupier (residential)	140

## 9. Discontinuation of a trade effluent consent

- 9.1 Following agreement by the Company and the Retailer to discontinue a trade effluent consent, the trade effluent charges payable for the agreed duration of the discontinuation shall be trade effluent standing charges only. (Requests should be submitted via a G01 – we do not offer discontinuations via the Customer Application Form)
- 9.2 Where a Retailer requires a trade effluent consent to be discontinued, they must inform the Company promptly. Once the required information has been provided to the Company by the Retailer, discontinuation of the trade effluent consent will apply from the first day of the following month or where appropriate evidence is provided, a date agreed with the customer and their Retailer.

There are three scenarios where a discontinuation may be applied;

1. A new consent not yet discharging
2. An existing consent temporarily using alternative methods of disposal
3. An existing consent temporarily ceasing discharge

In each instance, the account set up in the Market will be reviewed and amended so that only standing charges are applied during the discontinuation.

For scenarios 2 and 3, allowances on site should be considered and if these need to be amended. For example, if the site is now tankering their waste or if allowances temporarily no longer apply due to a pause in processes.

## 10. Termination of a trade effluent consent

- 10.1 Where a trade effluent consent needs to be terminated, the Retailer must inform the Company promptly. Once the required information has been provided to the Company by the Retailer, termination of the trade effluent consent will apply from the day of receipt of notification, unless

otherwise agreed with the Retailer and evidence provided for a more appropriate termination date. Requests to terminate a consent from the customer should be submitted via a Customer Application Form, option f. Where the Retailer believes a consent needs terminating and the customer is not present, notification can also be submitted via option f.

10.2 The Company will terminate a trade effluent consent if it receives:

- (i) Notification direct from the Customer
- (ii) Evidence from another Wholesaler
- (iii) Evidence from other Company activities

## 11. Commencement of a trade effluent consent

A Retailer may apply on behalf of the trader to the Company for a new trade effluent consent or a variation to an existing trade effluent consent. The new or varied trade effluent consent will not be issued or take effect until the Company receives:

- (i) an electronic copy of the [Trade Effluent Customer Application Form](#) in Portable Document Format (PDF) containing signatures from authorised signatory(ies) of the company responsible for the Trade Effluent, and
- (ii) any information required by the Company to enable the set-up of the DPID in CMOS.

Applications are submitted through the MOSL Bilaterals Portal. Any enquiries regarding submission of Customer Application Forms can be sent to [Trade.effluent.retailer@southernwater.co.uk](mailto:Trade.effluent.retailer@southernwater.co.uk)

## 12. Enforcement

The Company may recommend that a trader applies via their Retailer for a variation to a trade effluent consent (Customer Application Form option d) as a result of non-compliance. In these circumstances, the application fee set out in Part 12 paragraph 3 of Section 4 will be applicable. - [Page 16 of this document](#)

# Section 1 - Primary Non-Household Charges Schedule 2023-24

*This section shows Trade Effluent charges only from page 5-6 of the main document.*

Charges are shown exclusive of VAT where this is payable

TRADE EFFLUENT	Unit	£ (2022-23)	£ (2023-24)	Applicable CMOS Tariff code
<b>Mogden Charges</b>				
R = reception and conveyance	per m3	<b>0.5100</b>	0.5617	NHH_TE_VAR
V = primary treatment	per m3	<b>0.4315</b>	0.4752	NHH_TE_VAR (Vo)
Bv = additional volume charge if there is biological treatment	per m3	<b>0.4902</b>	0.5399	NHH_TE_VAR (BoBT)
S = treatment and disposal of primary sewage sludge charge	per m3	<b>0.3051</b>	0.3357	NHH_TE_VAR (So)
M = treatment and disposal charge where effluent goes to sea outfall	per m3	<b>0.0649</b>	0.0715	NHH_TE_VAR (Mo)

Ammonia (A)	per m3	<b>0.0320</b>	0.0400	NHH_TE_FX (Ao)
V = primary treatment	per m3	<b>0.4315</b>	0.4752	NHH_TE_FX (Vo)
Bv = additional volume charge if there is biological treatment	per m3	<b>0.4902</b>	0.5399	NHH_TE_FX (BoBT)
S = treatment and disposal of primary sewage sludge charge	per m3	<b>0.3051</b>	0.3357	NHH_TE_FX (So)
M = treatment and disposal charge where effluent goes to sea outfall	per m3	<b>0.0649</b>	0.0715	NHH_TE_FX (Mo)
A = Ammonia	per m3	<b>0.0320</b>	0.0400	NHH_TE_FX (Ao)
Large User Tariff capped R charge	per year	<b>51,000.00</b>	56,170.00	NHH_TE_FX (TEFixedCharge)
<b>Consent monitoring fixed charge</b>				
(i) Band 1	per year	55.00	<b>60.72</b>	NHH_TE_VAR (TEBandCharge)
(ii) Band 2	per year	140.00	<b>154.56</b>	NHH_TE_VAR (TEBandCharge)
(iii) Band 3	per year	220.00	<b>242.88</b>	NHH_TE_VAR (TEBandCharge)
(iv) Band 4	per year	575.00	<b>634.80</b>	NHH_TE_VAR (TEBandCharge)
(v) Band 5	per year	1,085.00	<b>1,197.84</b>	NHH_TE_VAR (TEBandCharge)
(vi) Band 6	per year	2,070.00	<b>2,285.28</b>	NHH_TE_VAR (TEBandCharge)
(vii) Band 7	per year	4,040.00	<b>4,460.16</b>	NHH_TE_VAR (TEBandCharge)
(i) Band 1	per year	55.00	<b>60.72</b>	NHH_TE_FX (TEBandCharge)
(ii) Band 2	per year	140.00	<b>154.56</b>	NHH_TE_FX (TEBandCharge)
(iii) Band 3	per year	220.00	<b>242.88</b>	NHH_TE_FX (TEBandCharge)
(iv) Band 4	per year	575.00	<b>634.80</b>	NHH_TE_FX (TEBandCharge)
(v) Band 5	per year	1,085.00	<b>1,197.84</b>	NHH_TE_FX (TEBandCharge)
(vi) Band 6	per year	2,070.00	<b>2,285.28</b>	NHH_TE_FX (TEBandCharge)
(vii) Band 7	per year	4,040.00	<b>4,460.16</b>	NHH_TE_FX (TEBandCharge)
(i) Band 1	per year	55.00	<b>60.72</b>	NHH_TE_LR (TEBandCharge)
(ii) Band 2	per year	140.00	<b>154.56</b>	NHH_TE_LR (TEBandCharge)

## Section 4, Part 12 – Non-Primary Charges (Page 65-66 of main document)

### 1. Introduction

In addition to the main trade effluent services that attract Primary Charges covered in Part 3 of Section 2, there are several other trade effluent services that attract Non-Primary Charges.

### 2. Consent applications

- 2.1 The company will only process applications for a trade effluent consent that are submitted on the Trade Effluent Customer Application Form and that are received via the Bilateral Hub from the retailer or received as an electronic word or pdf document from the customer
- 2.2 The Company will only issue a trade effluent consent once a Portable Document Format (PDF) file of the original Customer Application Form is received with all declaration sections completed, including signatures from the authorised signatory from the applying company.

### 3. Consent application fee

- 3.1 Where a Retailer applies on behalf of the trader for a trade effluent consent, including single and multi- site temporary consents, a consent application fee will apply based on the assessed risk of the trade effluent discharge, as set out in the Non- Primary Charges Schedule, Section 3 (page 38 of the main document and page 18 of this document).
- 3.2 The minimum application fee is for low risk / standard discharges where consultations are generally not required. The upper fee is for high risk / bespoke applications which require consultation and further evaluation. An indicative charge will be notified to the Retailer on acceptance of the application. (Further guidance on page 19 of this document)

### 4. Consultations on applications

- 4.1 In assessing the application for a trade effluent discharge, a Regulatory Environmental Impact modelling assessment may be required. This assessment will be carried out using, where possible, actual data available to the Company. Should actual data not be available to the Company, the Company reserves the right to use default industry standard data.
- 4.2 Should a customer wish to obtain or supply additional data for use with the modelling assessment, this will only be with the agreement of the Company and will be at the customer's cost.

### 5. Consent variation fee

Where a Retailer applies on behalf of the trader for a variation to an existing trade effluent consent, a consent variation fee will apply, as set out in the Schedule of Charges. (page 38 of the main document and page 18 of this document).

### 6. Temporary consents

- 6.1 The Company will issue a temporary trade effluent consent (temporary consent) for a short-term discharge of effluent, defined as being a duration of six months or less. A temporary consent issued by the Company will be valid for six months, after which the consent will automatically terminate. A temporary consent cannot be extended. Should a temporary discharge extend beyond six months duration then the Retailer must submit a new temporary consent application to the Company on behalf on the trader. (Temporary discharge applications must be submitted via a Customer Application Form, option b)
- 6.2 Where the proposed consented discharge volume and/or loads present a high risk to the Company's assets or the environment, the Company may issue a full consent and charge accordingly.
- 6.3 Where the Company issues a temporary consent for a single site, a temporary consent minimum charge will apply as set out in the Schedule of Charges in Section 3 (page 34 of the main document and page 18 of this document).
- 6.4 In addition to the temporary consent minimum charge for a single site, an additional charge will apply where the discharge is greater than 200 cubic metres, based on the standard tariff formula set out in paragraph 2.2.4 of Part 3 in Section 2. Please see Table of charges for Temporary consents for reference below.



- 6.5 Where the total discharge is to be greater than 200 cubic metres, a private trade effluent meter shall be installed by the trader to measure the trade effluent volume. The Company reserves the right to amend this policy based on the site-specific risk.
- 6.6 Where the Company issues a temporary consent for multiple sites, a multi-site temporary consent charge will apply as set out in the Schedule of Charges in Part 16. Temporary consents for multiple sites will only be issued for very low risk discharges.

#### Table of charges for Temporary consents

Consented daily volume	Total Volume	Wholesale charge	Approx. total Excl. VAT
Low risk – standard discharge	<200 m3	£307.75 (application charge) + £304.78 (discharge fee)	£612.53
High risk / bespoke discharge	<200 m3	£905.43 (application charge) + £304.78 (discharge fee)	£1,210.21
Low risk – standard discharge	>200 m3	£307.75 (application charge) + £304.78 (discharge fee) + additional volumetric charge	£612.53 + additional volumetric charge
High risk / bespoke discharge	>200 m3	£905.43 (application charge) + £304.78 (discharge fee) + additional volumetric charge	£1,210.21 + additional volumetric charge

## 7. Non-standard charges

The Company will charge the Retailer’s customer directly for

- (i) The recovery of extraordinary costs incurred by the Company due to an event caused by the customer; this includes, but is not limited to, damage to the Company’s assets or increased operational costs.
- (ii) The recovery of costs incurred by the Company in respect of pre-emptive measures undertaken by the Company to minimise the impact on its assets in anticipation of a breach or breaches of the trade effluent consent.
- (iii) The recovery of costs incurred by the Company in respect of formal sampling undertaken in accordance with the Company’s policies and procedures, due to failure of the customer to comply with their consent.

## Section 3 – Non-primary charges schedule 2023-

### 24 (Page 34 of main document)

*This section shows Trade Effluent charges only from page 38 of the main document.*

Charges are shown exclusive of VAT where this is payable

TRADE EFFLUENT SERVICES	£ (2022-23)	£ (2023-24)
<b>Consent application fee</b>		
Fee for low risk / standard discharge applications	281.36	307.75
Fee for high risk / bespoke discharge applications	827.78	905.43
<b>Consent variation fee</b>		
Variation to an existing consent	281.36	307.75
<del>Change of occupier at the consented premises (this includes any change in legal identity of the company)</del>	<del>281.36</del>	
<del>Change of legal company name at the consented premises, where Companies House registration number remains the same</del>	<del>162.19</del>	
<del>Sample Analysis Certificate provision – annual charge</del>	<del>248.40</del>	
<b>Temporary consents</b>		
Minimum charge – single site	278.64	304.78
Additional charge – single site	Based on standard tariff formula for calculating trade effluent Primary Charges	<b>Based on standard tariff formula for calculating trade effluent Primary Charges</b>
Multisite charge	501.14	548.15
<b>Non-standard charges (direct customer charges)</b>	Reasonable costs incurred - refer to Southern Water website	<b>Reasonable costs incurred - refer to Southern Water website</b>

To align with the new market Customer Application form, we have removed two options from our charges.

- Change of occupier at the consented premises (change in legal identity on the company) - the customer will need to apply for option a on the Customer Application form and a new consent will be issued.
- Change of legal company name at the consented premises, where Companies House registration number remains the same - we will accept notification through the Bilateral Hub via the G1 process or as an email direct from the Customer. Where there are no other changes required on the consent we will make the updates in our systems and issue a letter of acknowledgment for the name change. The name will be updated on the consent in the event of a future notice of direction.

We tier our lower and higher application fees to make it fairer to our customers and a better reflection of the work and cost involved. We endeavour to provide an indicative application fee on first review of the application. If during the assessment it becomes evident that the risk is different than initially thought, we will notify the Retailer and their Customer as soon as reasonably practicable.

Examples of low risk / standard discharge applications	Examples of Fee for high risk / bespoke discharge applications
Application for discharges with a flow rate of 1l/s or below will likely be low risk / standard	Application for discharges with a flow rate of above 1l/s will likely be higher risk / bespoke due to the requirement for hydraulic consultation and an increased impact on our network.
Low impact and low volume/flow rate laundrettes, car washes and swimming pools	Discharges which include metals or prescribed substances
	Discharges which make up a high percentage (>10%) of the receiving catchment load i.e., if within a small treatment works catchment.
	Food and drink, engineering, and landfill discharges