MILESTONE HOUSE



86 HURST ROAD, HORSHAM, WEST SUSSEX, RH12 2DT

Water Neutrality Assessment

November 2024
(Revised January 2025, April 2025)

eas ltd
Environmental Assessment Services Ltd

REPORT DATA SHEET

Requirement	**Data**
Report Reference	760/R+R/MilestoneHouse/WNA
Date	October 2024
Client	Arun Veterinary Group Ltd
Report type	Water Neutrality Assessment
Purpose	Planning Submission
Revisions	January 2025, April 2025
Prepared by	Xanthe Lyford BSc (Hons)  Signed
Approved by	Eur Ing Malcolm McKemey BSc (Hons), CEng, CEnv, MICE, MCIWEM, MIEnvSc  Signed

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ARUN VETERINARY GROUP

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ARUN VETERINARY GROUP

MILESTONE HOUSE, 86 HURST ROAD, HORSHAM, WEST SUSSEX, RH12 2DT

Water Neutrality Assessment

October 2024
(Revised January 2025, April 2025)

1. BACKGROUND

1.1 Environmental Assessment Services Ltd has been instructed to prepare a Water Neutrality Assessment for submission to Horsham District Council, on behalf of R + R Architects, in relation to the proposed redevelopment of the site at Mileham House, Horsham.

1.2 Water neutrality is defined as: *For every new development, total water use in the region after the development must be equal to or less than the total water use in the region before the new development.*

2. EXISTING SITE USE

2.1 The site comprises a three-storey building with basement, formerly used as offices (three years previously) but lying vacant for the past eleven months. It has front and rear access, plus a grassed/soft landscaped area to the front and car parking to the rear.

2.2 The area of the site is 182 m^2. The Ordnance Survey (OS) map reference for the site is TQ 17421 31559. The site elevation is approximately +53 m OD. See Figure 1 for the site location and Figure 2 for the existing site layout.

2.3 There are water no meter readings from the site when in use as an office. It is understood that the building has been vacant for approximately eleven months.

2.4 The hydrology for the location is given in Appendix B.

3. PROPOSED DEVELOPMENT

3.1 It is proposed to redevelop the site for use as a veterinary clinic. This will comprise the internal redevelopment of the existing three-storey building plus basement, currently comprising multiple rooms across four levels (at the time of visit the property was in a state of partial internal demolition).

3.2 The ground floor previously had two kitchens located on the eastern side of the house (now removed) and two toilets located on the western side (one now

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removed), adjacent to an external spiral staircase/fire escape. The first floor had a bathroom located on the eastern side of the house (now removed) and a toilet block consisting of three urinals, a toilet and two sinks on the western side (now removed). The second floor and basement did not appear to have any previous water use.

3.3 It is proposed to redevelop the site into a veterinary clinic. The ground floor is proposed to comprise a dog ward (with a capacity for 7 dogs), a mortuary, ISO ward and lab along the eastern side of the house, four consultation rooms and a customer waiting area along the southern and central side. The customer reception, cat area, lift and operating theatre will lie along the western side and a gas room, an unspecified ward (with a capacity of 3) and preparation area on the northern and central side of the house. The first floor is to comprise a bathroom (with toilet and sink) and laundry room on the eastern side of the house, two dentistry rooms, a food prep room, the staff locker room, and the staffroom (with kitchen area) on the southern side. On the western side there is to be a room for storage of the autoclave and equipment, the lift, operating theatre, preparation room, cat ward (with unspecified capacity) and an unspecified room to the north and central area of the house. The second floor is to comprise an office area to the north and the lift. The basement is to be used for storage and the existing car parking/hardstanding area to the rear and the garden/grassed area to the front are to remain as existing. The water used in the heating system (water filled radiators - seen at the time of visit) is a closed system as such this has not been included in the calculations for consumption. See Figure 3 in Appendix A for the plans of the proposed development.

4. WATER NEUTRALITY ASSESSMENT

4.1 The existing and proposed land use is Class E (commercial, service and business). There are no water meter readings/bills from the prior office use (three year previous and with a different owner). The building has been vacant for the past eleven months. The site was visited on 24 October 2024. At the time of the visit the majority of the toilets, sinks, bathroom and kitchen facilities were already removed. There was one dual flush toilet still present on the ground floor and a sink with a *Hansgrohe* mixer tap. See photographs in Appendix E for pictures of the remaining toilet, sink and connections to the previously removed appliances. The water was turned off at the time of visit, as a result, an accurate flow rate and existing consumption could not be calculated from flow measurements. The previous water consumption uses from the office use are therefore calculated as accurately as possible using the make and model of the remaining appliances at the site, with flow rate data from online purchase information for the same models, alongside minimum supply flow rate information provided by Southern Water and the make and model of the proposed fixtures and fittings to be installed in the development provided by the developer.

4.2 The proposed daily usage has been calculated by direct comparison with the water usage at another veterinary clinic of a similar size and capacity (also

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owned managed by the Arun Veterinary Group Ltd). The water bills for this clinic (Storrington, Pulborough) can be seen in Appendix F. See Table 4.1 below for a comparison of the water using appliances at the proposed Arun Veterinary Group Ltd Milestone House veterinary clinic and at the Storrington veterinary clinic.

TABLE 4.1
COMPARISON IN APPLIANCES

Storrington Veterinary Clinic		**Proposed Horsham Veterinary Clinic**	
Appliance	Number on site	Appliance	Number on site
WC	3	WC	2
Sink	19	Sink	18
Washing Machine	1	Washing Machine	1
Dishwasher	1	Dishwasher	0
Shower	1	Shower	0
Predicted change Additional DW and WM (in the proposed second floor accommodation)			

4.3 The above comparison shows that the proposed vets will have one less toilet sink, dishwasher and shower than the Storrington branch (comparison site), however as the number of consulting rooms (four), operating theatres (two) and inpatient kennels (three - cat, dog, other) is the same in both clinics it is deemed that the expected capacity and water usage of the new clinic will less than the Storrington branch.

4.4 The existing site has previously been used as offices and has lain vacant for the past eleven months. Southern Water have stated in their *Code of Practice - customer information for households* that their water supply is set at a minimum of 9 litres per minute (1 bar). The previous appliances consist of four toilets, three urinals, five hand washing sinks, two kitchen sinks, two dishwashers, two washing machines, a bath and a shower. One toilet was still present at the time of visit, a *Grohe EAU26 Concealed Toilet Cistern - 6/3 Litre - Dual Flush – 38691000* available from Home Depot, the flush rate is 6 l/flush for a full flush or 3 l/flush for a part flush. The sink was a *Hansgrohe Talis S Single lever basin mixer 80 with pop-up waste*, available from uktaps.com, with a flow rate of 5 l/min at 1 bar (averaged as 1.7 litres per washing of hands – taken as a 20 second hand-wash average as stated by NHS England). It can be assumed that the toilets and sinks were all of the same make and model. An average dishwasher uses 15 l/wash and a washing machine 82 l/wash as stated by *Buildings Regulations Document Part G table 2.2* (see below). A bath takes an average of 170 l/bath and a standard older style shower uses an average of 15 l/min (*Buildings Regulations Document Part G table 2.2)*, or 120 l per eight-minute shower as stated as average by *Healthline.com*.

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4.5 Photographs of the toilet, sink and other water connections can be seen in Appendix E and examples of a low volume tap can be seen in Appendix D. See below for the *Buildings Regulations Document Part G table 2.2*.

Table 2.2 **Maximum fittings consumption optional requirement level**

Water fitting	Maximum consumption
WC	4/2.6 litres dual flush
Shower	8 l/min
Bath	170 litres
Basin taps	5 l/min
Sink taps	6 l/min
Dishwasher	1.25 l/place setting
Washing machine	8.17 l/kilogram

4.6 The building is to be re-purposed as a veterinary clinic. The water usage comprises two toilets, eighteen sinks (one in each of the two toilets and the two dentistry rooms, four in the consulting rooms, one in each of the ISO ward, dog ward, cat ward, food prep area, first floor prep area, laundry, autoclave room, U/S room and in the staff kitchen) and a washing. The water filled radiators are to be replaced with an air con system, as the radiators are a closed system the removal of them has not been considered in the water neutrality calculations.

4.7 The toilets are to be *Saneux FLUSHE 2.0 square flush plate – matte black* with an estimated flush volume of 6/3 litres per flush. The sinks in the veterinary areas are to be *Hasngrohe Focus M14* with a flow rate of 5 litres per minute and the sinks in the toilets are to be *Lusso Luxe Matt black Wall mounted basin taps* with a flow rate of 3.5 litres per minute. Examples of other low-volume toilets and taps can be seen in Appendix D.

4.8 The previous and proposed daily uses of water at the site have been calculated from the previous use as an office and comparison with the estimated use from the Business Stream bills for the Arun Veterinary Group Ltd clinic in Pulborough with a similar client and staff capacity. The bills can be seen in Appendix F The existing and proposed usage of water is calculated in Table 4.2 below.

TABLE 4.2
WATER USAGE

Previous usage from office (capacity 10 office workers)		Proposed usage from estimation/comparison with similar veterinary clinic	
Average Daily usage of office	171 l/per day	Average daily usage vets	536 l/per day
Change in usage			**+ 365 l/per day**

(The figures above are taken as a maximum predicted usage).

4.9 The results from the comparison with the similar veterinary clinic show that the predicted water usage at the site is expected to be 365 litres more per day

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or 1254 litres more per week (assuming a six-day working week) than the previous office usage. Horsham District Planning have stated : *"We would now expect to see a baseline reading at 0l/d as the office has not been occupied as its lawful use in the last 3 years."*

4.10 The previous fixtures and fittings are not of a low volume specification and are proposed to be replaced with models with greater water efficiency. As such, the water usage at the proposed veterinary clinic can safely be assumed to be less than at the comparison site.

4.11 The changing of the fittings and fixtures to more water efficient models will be used to save water. The existing toilets were *Grohe EAU26 Concealed Toilet Cistern - 6/3 Litre - Dual Flush – 38691000* available from Home Depot, the flush rate is 6 l/flush for a full flush or 3 l/flush for a part flush. The proposed *Saneux FLUSHE 2.0 square flush plate – matte black* also has a flush rate of 6 l/flush for a full flush or 3 l/flush for a part flush. The existing taps were *Hansgrohe Talis S Single lever basin mixer 80 with pop-up waste*, available from uktaps.com, with a flow rate of 5 l/min at 1 bar (averaged as 1.7 litres per washing of hands – taken as 20 second hand wash average as stated by NHS England). The proposed *Hasngrohe Focus M14* tap to be used in the veterinary areas also has a flow rate of 5 l/min at 1 bar and the proposed *Lusso Luxe Matt black Wall mounted basin taps* for the toilets and accommodation use has a flow rate of 3.5 l/min (averaged as 1.2 litres per washing of hands). An older style shower uses on average 15 l/min as stated by *Buildings Regulations Document Part G table 2.2, w*hich makes 120 litres per shower with an average shower taking 8 minutes (as stated by Healthline.com). The shower is to be removed. The BREEAM calculator for water efficiency is shown in Appendix C.

4.12 The office had an occupancy of ten workers. Using the standard toilet on average of three times per person per day (as stated by *David Morris Toilet Breaks at Work*), would be 90 l/day on toilet flushing at the part flush rate. As would the proposed veterinary staff of an average ten persons (four vets, four nurses and two office staff) using the proposed make of toilet on average of three times per person per working day, (as stated by *Princeton University Student Climate Initiative*), would be 90 l/day at a part flush rate. The office would be using 51 l/day for 'toilet break' handwashing and 15 l/day for kitchen washing up use, if taken as a full sink being 15 l, used once per day in the office kitchen (as stated by *Quora*). Compared with the veterinary usage estimated as 36 l/day for toilet break handwashing and 400 l/day for other sink usage. The changes in water usage with the new fixtures are summarised in Table 4.3 below.

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TABLE 4.3
SUMMARY OF CHANGES IN WATER USAGE

Name of appliance	Estimated office usage per day as existing with older model (l/day)	Estimated usage per day for veterinary use with water efficient models (l/day)	Changes in water usage (l/day)
WC	90	90	0.00
Sink (hand wash and washing up)	66	446	+380
Shower	nil	nil	0.00
Dishwasher	15	nil	-15
Washing Machine	nil	nil	0.00
Total	**171**	**536**	**+365**

4.13 The estimated water use from the veterinary clinic is 365 litres per day. The BREEAM calculator for water usage per person per day for the proposed development is shown in Appendix C. The requirement for a baseline 0 l/s water neutrality at the site requires additional water saving measures.

4.14 Options for further reducing water consumption at the site are detailed below:

- Rainwater harvesting from the rear roof. This would comprise collecting rainwater from the roof for lavatory flushing. There is a potential available volume of 224.38 l/day or 0.22 m^3 (assuming 75% availability). The main limitation on rainwater harvesting at the site would be the volume of storage available, as such this has been discounted as an option.

- Reduced water flow facilities. This would comprise reduced flush lavatories, taps and other devices to reduce water use. The proposed development is to use more efficient models of fixtures and fittings than those previously in use at the site. Examples of reduced flow taps and sinks are given in Appendix D.

- Offsetting the water usage at other sites, reducing water demand in new developments by implementing water efficiency measures and then offsetting any remaining demand by reducing water consumption in existing properties owned by the same client. The clients own additional properties which could be offset against the water consumption at the site: Arun Veterinary Clinic 121 Lower Street, Pulborough West Sussex RH20 2BP, Storrington Veterinary clinic, RH20 4DH have been considered for offsetting.

- Options for offsetting water use by contribution to water conservation elsewhere is currently in place offered by Sussex North Offsetting Water Scheme (SNOWS) which offers a credit scheme to obtain water

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neutrality. There is a possibility to purchase water credits which can be used to mitigate any shortfall in water neutrality at the site.

- Water metering. The proposed development should have a metered water supply, ideally a smart water meter with a display indicating water use.

4.15 Offsetting water use in new developments.

The Arun Veterinary Clinic in Pulborough (also owned by the client) has been examined in relation to offsetting the saving from replacing their existing older style fixtures with modern water efficient models *(Hansgrohe Vernis Blend Single Lever Basin Mixer 70)*with a flow rate of 5 l/m. Also, Storrington Vets (leased by the owners) is to remove a shower in their surgery to be used for offsetting against the water use at the site. The existing fixtures from the Pulborough vets are shown in the photographs in Appendix E. The existing fixtures, flow rates and savings are listed below in Table 4.4.

TABLE 4.4
USES OF WATER IN ARUN VETERINARY CLINIC PULBOROUGH & STORRINGTON

Room	Fixture/model	Flow rate	Use Per Day (l)	New usage with change of taps and WC	Saving with efficient models (the same as used at the site)
Ground Floor WC 1 **(TO BE REMOVED)**	**Sink** (*Bristan Traditional Crosshead basin pillar tap* – or similar) **WC** (*Twyford option closed lever cistern toilet* – or similar)	8 l/m (2.7 l for a 20 sec hand wash) 6 l/flush			
Ground Floor WC 2	**Sink** (*Bristan Traditional Crosshead basin pillar tap* – or similar) **WC** (*Twyford option closed lever cistern toilet* – or similar)	8 l/m (2.7 l for a 20 sec hand wash) 6 l/flush	WC – 180 l p/d Toilet hand washing – 81 l p/d	WC - 90 l p/d Toilet hand washing – 36 l p/d	WC – 90 l p/d Toilet hand washing – 45 l p/d
1st Floor Bathroom	**Sink** (*Hansgrove Varis Blend Single lever Basin tap* – or similar) **WC** (*RiJpex cistern toilet* – or similar)	5 l/m (1.7 l for a 20 sec hand wash) 3/6 l/flush			
Shower (to be removed from Storrington Vets)	**Shower** (older style not specified)	15 l/m (120 l/8 min shower) *As stated for an older style shower on SaveMoneyCut Carbon site*	Shower 240 l p/d	nil	-240 l p/d (shower to be removed)
Dental Room	**Sink** (*Bristan value crosshead bib taps* – or similar)	16.6 l/m	77 l p/d	22 l p/d	55 l p/d
Prep Room	**Sink** (*Swivel contract metal*	18.1 l/m	84 l p/d	22 l p/d	55 l p/d

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	head bathroom taps – or similar)				
Theatre	**Sink** (*Commercial ¼ turn lever bathroom taps* – or similar)	4.8 l/m	22 l/day	22 l p/d	0 l p/d
Staff Kitchen	**Sink** (*Topmix single lever mono traditional kitchen tap* -or similar)	13 l/m	30 l p/d	30 l p/d	0 l p/d
Consulting Room 1	**Sink** (*Deva -6" lever Bridge* sink mixer – or similar)	9.5 l/m (3.2 L for a 20 sec hand wash)	96 l p/d	48 l p/d	48 l p/d
Consulting Room 2	**Sink** (*Bristan Traditional Crosshead basin pillar tap* – or similar)	8 l/m (2.7 l for a 20 sec hand wash)	81 l p/d	48 l p/d	33 l p/d
			Total: 918 l p/d		**Total: 566 l p/d**

It can be seen that a saving of 566 l p/d can be made from offsetting at the Pulborough and Storrington Veterinary Clinics.

4.17 From the savings onsite and the offsetting at the two additional properties owned by the client, water neutrality of 0 l per day is more than achieved at the site. See table 4.5 below for a breakdown of the savings.

TABLE 4.5
SUMMARY OF SAVINGS TO ACHIEVE WATER NEUTRALITY

	Usage (litres per day)
Predicted usage at the site	+536
Offsetting at Pulborough and Storrington Veterinary Clinics	-566
Total Water usage	**-30**

4 CONCLUSIONS

5.1 The estimated water usage of the proposed development (according to the information provided to us by the client with regards to the fixtures/appliances and uses of water within the proposed veterinary clinic and the water bills/statements from a comparable capacity veterinary clinic, also owned by Arun Veterinary Group Ltd) is 536 litres per day. The previous use as an office has been discounted for use in a water neutrality calculation by Horsham District Council due to the use being more than three years ago. Therefore, a baseline reading of 0 l/day is required to achieve water neutrality at the site.

5.2 There are opportunities to reduce mains water consumption in the proposed redevelopment by incorporating water use reduction measures. The proposed

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development will use low-volume flushing toilets and low-volume taps. This will reduce the amount of water used. See Appendix D for other examples of low-volume flushing toilets and taps. Another possible method of saving water would be using harvested rainwater from the roof for toilet flushing; this has been discounted due to the volume of storage required. Options for offsetting water use by contribution to water conservation elsewhere is currently in place offered by Sussex North Offsetting Water Scheme (SNOWS).

5.3 Water Neutrality at the site has been achieved by:

- The replacement of older style fixtures that were previously in the building with more efficient models to reduce the water used onsite.
- Offsetting from changing the appliances to more efficient models in Pulborough Veterinary Clinic and the removal of a shower from the Storrington Veterinary Clinic (also owned by the client) has been shown to give a saving of 566 litres per day.

As a result of the above measures, the predicted usage of water per day by the proposed Veterinary Clinic post development is -30 litres per day, better than the baseline of 0 litres per day water neutrality required by Horsham District Council. Water neutrality has been achieved at the site by the measures detailed above.

5.3 The water supply to the proposed redevelopment should be metered, ideally using a smart meter so that water consumption should be visible to the proposed users and thus encourage more careful water use.

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APPENDIX A

Figures

Figure 1: Site Location
Figure 2: Existing Site Layout
Figure 3: Proposed Development (Architect's Drawing)



EXISTING Location Plan - 1:500

North

Scale as shown

Milestone House

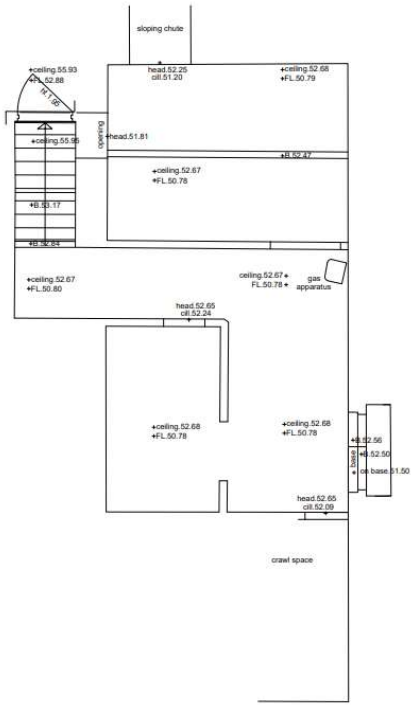
86 Hurst Road, Horsham, RH12 2DT

Figure 1: Location

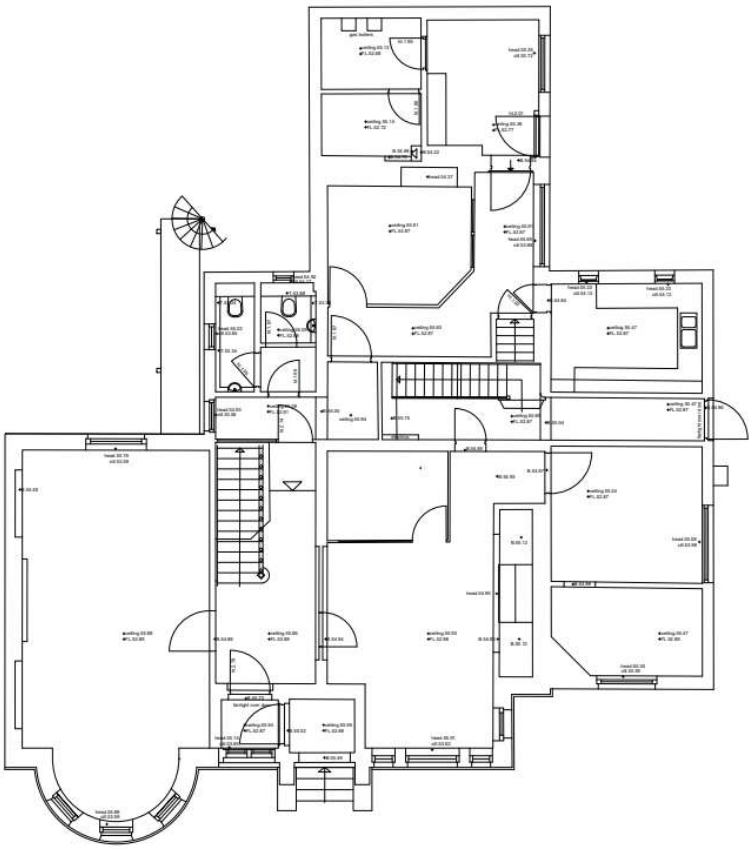
October 2024

Figure 2: Existing Site Layout

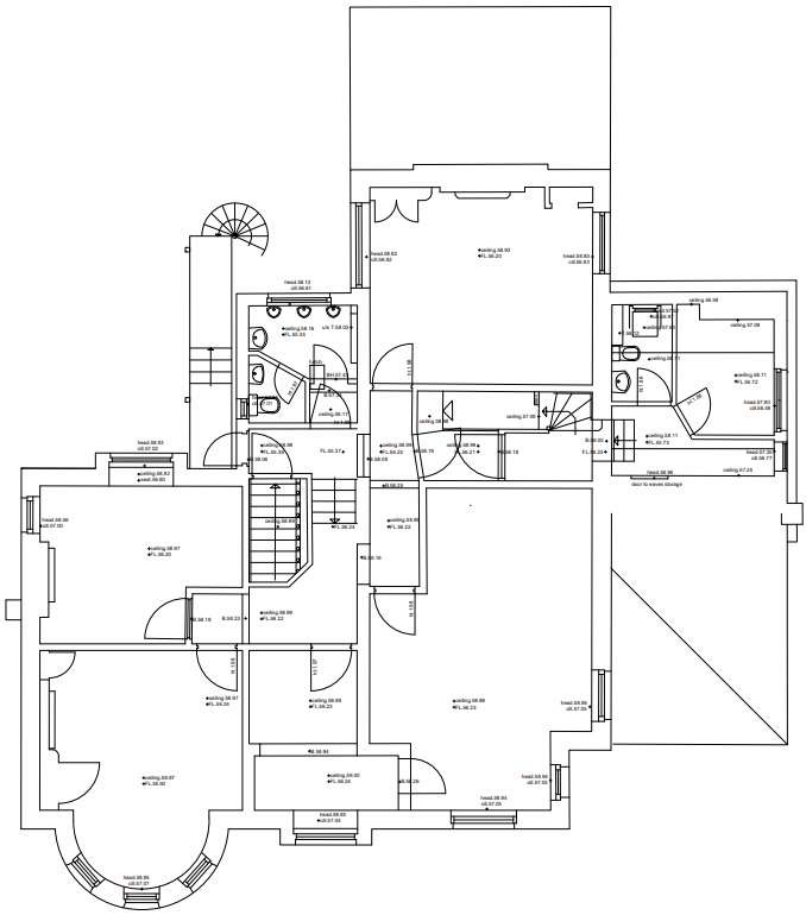
Basement Layout



Ground Floor Layout



First Floor Layout



Second Floor Layout

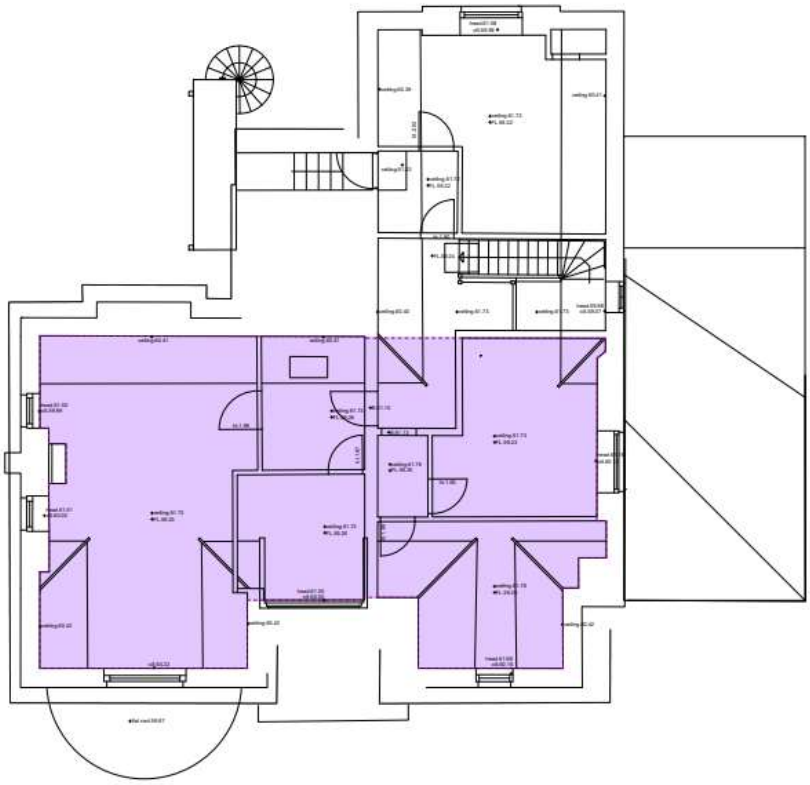


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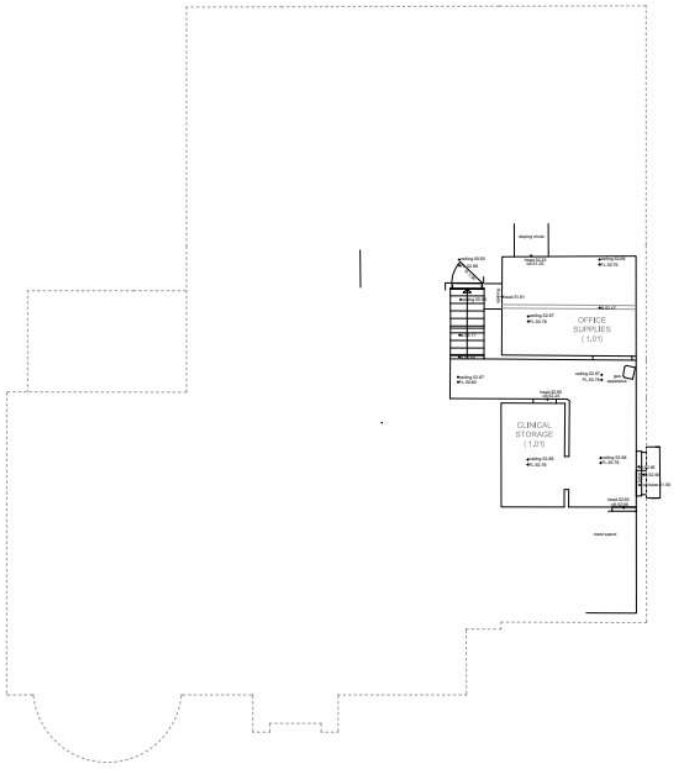
Figure 3: Proposed Site Layout

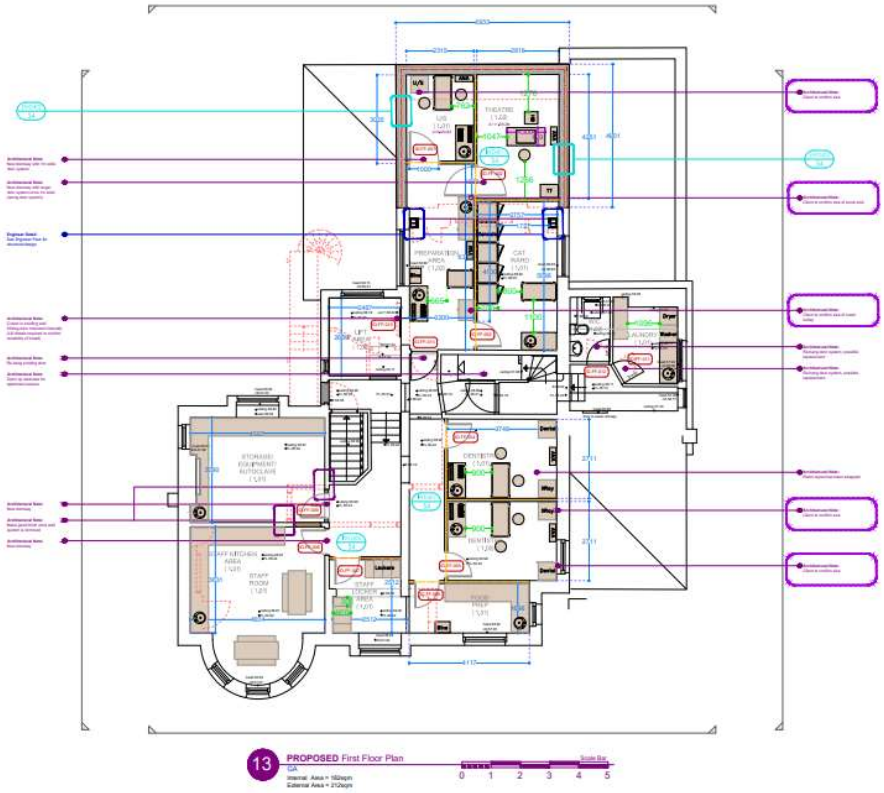
Basement Layout



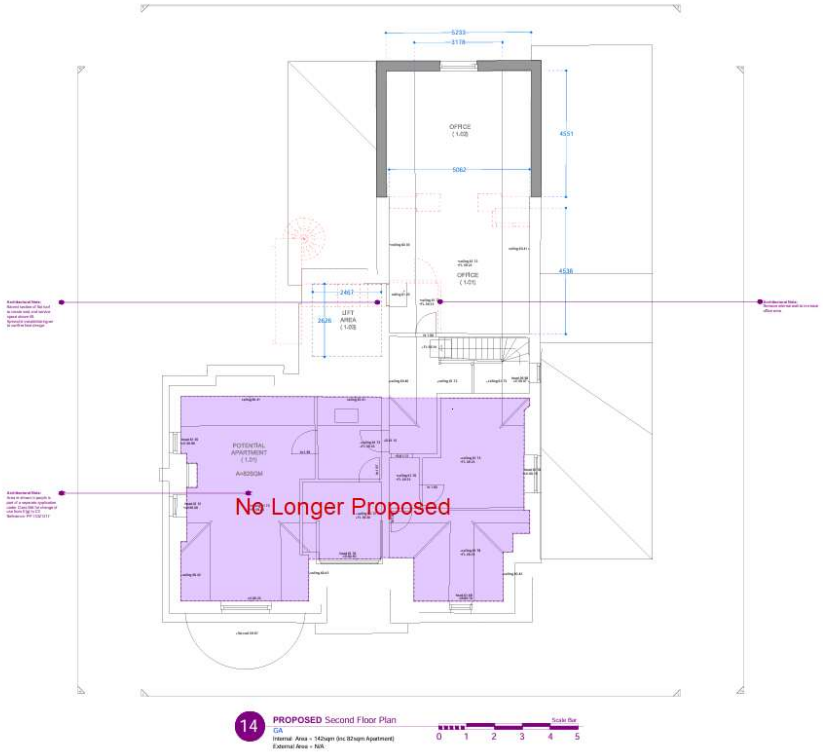
Ground Floor Layout



First Floor Layout



Second Floor Layout



APPENDIX B

Hydrology

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Haywards Heath,
West Sussex, RH17 5LZ
Tel: 01444 882552
email: info@easltd.co.uk

Job No.	760
Sheet no.	1
Date	19/11/24

MasterDrain
HY 11.0

Project	Milestone House	By	XL
Title	Hydrological data for Horsham	Checked	
		Reviewed	

Data:-

FSR values

Location	= Horsham	Grid reference	= TQ1328
M5-60 (mm)	= 20.0	SAAR (mm/yr)	= 800
r	= 0.36	Soil	= 0.45
Long reference	= 513128	Area	= England and Wales
Hydrological area	= 7	Hydrological zone	= 1

Soil classification for WRAP type 4
Clayey, or loamy over clayey soils with an impermeable layer at shallow depth.

FEH values

No FEH data available in this file.

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Haywards Heath,
West Sussex, RH17 5LZ
Tel: 01444 882552
email: info@easltd.co.uk

Job No.	760
Sheet no.	2
Date	19/11/24
Project	Milestone House
Title	Hydrological data for Horsham
By	XL
Checked	
Reviewed	

<- Soil

M5-60 ->

<- SAAR

r x 100 ->

Map extracts reproduced by permission of H R Wallingford.

APPENDIX C

BREEAM Calculator Results

BREEAM-NOR 3.0 Wat 01 Water consumption: Average flow rate calculator

BREEAM® NOR

Building details

Building name	Milestone House
BRE assessment reference no.	

WCs

	WC type	Specification effective flush volume (litres)	Quantity (no.)		Total per fitting type
1	Sanex FLUSHE 2.0 square flush plate	4.50	3		13.50
2					0.00
3					0.00
4					0.00
5					0.00
		Total	3		13.50

Average effective flushing volume (litres)	4.50

Taps (excluding kitchen sink taps)

	Tap type	Specification flow rate (litres/minute)	Quantity (no.)		Total per fitting type
1	Hansgrohe Focus M14	5.00	15		75.00
2	Lusso Luxe Matte Black wall mounted basin	3.50	4		14.00
3					0.00
4					0.00
5					0.00
		Total	19		89.00

Average flow rate (litres/min)	4.68
Proportionate flow rate (litres/min)	3.50

APPENDIX D

Low-Volume Toilets & Taps and Calculations of Usage

Low Flush Toilets Comparison Summary:

	Eco Flush		Eco Vac Extend
Dual Flush	Yes		No
Urine Flush Volume	0.3 Litre		N/a
Solids Flush	2.5 Litre		0.6 Litre
Electric Connection	None		230 Volt
Water Flow	Gravity		Gravity or Up 2m
Septic tank pressure requirement	None		None
Pipework Diameter	110mm		50mm
Max Distance from WC to Tank	30m		Max 45m





Low Volume Taps

1. Flow Rate: 3.5 lpm
2. Spout Height: 94mm
3. 5 Year Warranty
4. German Quality



APPENDIX E

Photographs

Rear elevation



Front elevation



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Side elevation





Radiators (to remain)





Existing toilet (ground floor)





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Existing sink (ground floor)



Kitchens with fixtures removed (ground floor)





Toilet with fixtures removed (first floor)





Bathroom with fixtures removed (first floor)





Bath (removed)



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APPENDIX F:
Water bills for the site and Arun Veterinary Group Pulborough Clinic

Bills from Pulborough Veterinary Clinic

business stream
A SCOTTISH WATER COMPANY

business-stream.co.uk

For emergencies, please contact your:
Water wholesaler: Portsmouth Water
Waste wholesaler: Southern Water
Visit **business-stream.co.uk/emergencies**

Customer reference / invoice no
3190332 / 4011995

ARUN VETERINARY GROUP LIMITED
Mill Stream
North Street
Storrington
Pulborough
West Sussex
RH20 4DH

Your reference: Chichester
Invoice / tax point date: 2 January 2024
Supply address: 79 St Pancras Chichester West Sussex, PO19 7GE
Supply point ID: water / waste water: 302603066XW1X / 302603066XS17
Supply contract end date: 27 September 2024
Our VAT number: 945 8508 85
Page 1 of 3

Your water services invoice

2 October 2023 - 1 January 2024 (92 days)

Your account summary

Your previous balance	£1,572.55	CREDIT
Payments received	£0.00	
Your balance brought forward	**£1,572.55**	CREDIT

Your charges this period (see page 2 for details)

Water services charges	£511.51
VAT	£0.00
Total charges this period	**£511.51**
Your new account balance	**£1,061.04** CREDIT

Ways to save

With a rise in the cost of living and energy rates higher than ever, we want to help you cut costs wherever we can. View our ways to save tips for help in reducing your water costs. Visit **business-stream.co.uk/ways-to-save**

Carbon consumption

Based on this period your annual carbon consumption is **584.82kgCO2e/yr,** based on National Government statistics.

Customer reference / invoice number: 3190332 / 4011995 **Invoice / tax point date:** 2 January 2024 **Page: 2** of 3

Your charges in detail

Water charges		Units	Rate	VAT	Charge
Fixed water charge					
Yearly fee £70.24	2 Oct 23 - 1 Jan 24	92 days	0.191913	Z	£17.66
Yearly fee £70.24	2 Oct 23 - 1 Jan 24	92 days	0.191913	Z	£17.66

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

Volumetric water charge

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption. Find out more at **business-stream.co.uk/yorkshire/useful-info**

Meter number / meter size: 04M351928 / 15mm

Estimated reading	2 Jan 24	74
Estimated reading	2 Oct 23	74
= volume used this period		0 m³

Meter number / meter size: 05M020324 / 15mm

Estimated reading	2 Jan 24	6217			
Estimated reading	2 Oct 23	6072			
= volume used this period		145 m³			
Charges	2 Oct 23 - 1 Jan 24	19.317 m³	0.8944	Z	£17.28
Charges	2 Oct 23 - 1 Jan 24	125.683 m³	0.8944	Z	£112.41
Total water charges					**£165.01**

Waste water & drainage charges		Units	Rate	VAT	Charge
Fixed waste water charge					
Yearly fee £52.58	2 Oct 23 - 1 Jan 24	92 days	0.143661	Z	£13.22

This is a fee for the upkeep of external pipes and pumps that remove waste water from your premises.

Volumetric waste water charge

This is the amount of water that we estimate goes down your drain based on a proportion of the water consumption recorded by your water meter. In general, waste water is charged between 90% and 100% of your recorded water use.

Meter number / meter size: 05M020324 / 15mm

Charges	2 Oct 23 - 1 Jan 24	12.067 m³	2.4043	Z	£29.01
Based on 95.00% of water usage figure					
Charges	2 Oct 23 - 1 Jan 24	125.683 m³	2.2758	Z	£286.03
Based on 95.00% of water usage figure					

Surface water drainage

This is a fee for the cost of collecting rain water which goes in to the public sewerage system from your premises.

Charges	2 Oct 23 - 1 Jan 24	92 days		Z	£6.08
Based on the annual charge of £24.19					
Charges	2 Oct 23 - 1 Jan 24	92 days		Z	£6.08
Based on the annual charge of £24.19					

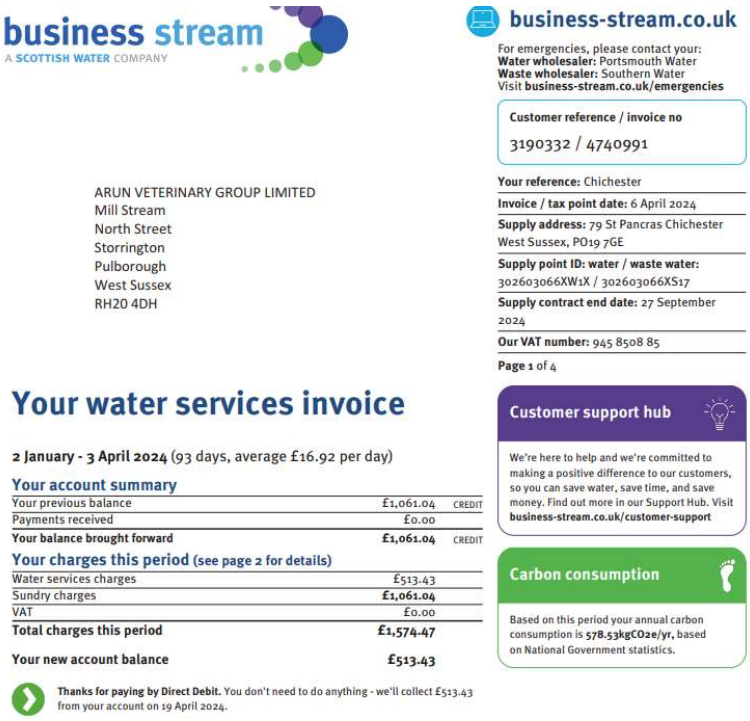
Highway drainage

This is a fee for the upkeep of the public roads drainage system and road flooding prevention.

Charges	2 Oct 23 - 1 Jan 24	92 days		Z	£3.04
Based on the annual charge of £12.09					
Charges	2 Oct 23 - 1 Jan 24	92 days		Z	£3.04
Based on the annual charge of £12.09					
Total waste water and drainage charges					**£346.50**

Subtotal	**£511.51**
VAT	£0.00
Total charges this period	**£511.51**

Most of our services are zero-rated (Z) but some are standard rate (S) or outside scope (O). See business-stream.co.uk/vat for more information.



business stream
A SCOTTISH WATER COMPANY

business-stream.co.uk

For emergencies, please contact your:
Water wholesaler: Portsmouth Water
Waste wholesaler: Southern Water
Visit **business-stream.co.uk/emergencies**

Customer reference / invoice no
3190332 / 4740991

Your reference: Chichester
Invoice / tax point date: 6 April 2024
Supply address: 79 St Pancras Chichester West Sussex, PO19 7GE
Supply point ID: water / waste water: 302603066XW1X / 302603066XS17
Supply contract end date: 27 September 2024
Our VAT number: 945 8508 85
Page 1 of 4

ARUN VETERINARY GROUP LIMITED
Mill Stream
North Street
Storrington
Pulborough
West Sussex
RH20 4DH

Your water services invoice

2 January - 3 April 2024 (93 days, average £16.92 per day)

Your account summary

Your previous balance	£1,061.04	CREDIT
Payments received	£0.00	
Your balance brought forward	**£1,061.04**	CREDIT

Your charges this period (see page 2 for details)

Water services charges	£513.43
Sundry charges	**£1,061.04**
VAT	£0.00
Total charges this period	**£1,574.47**
Your new account balance	**£513.43**

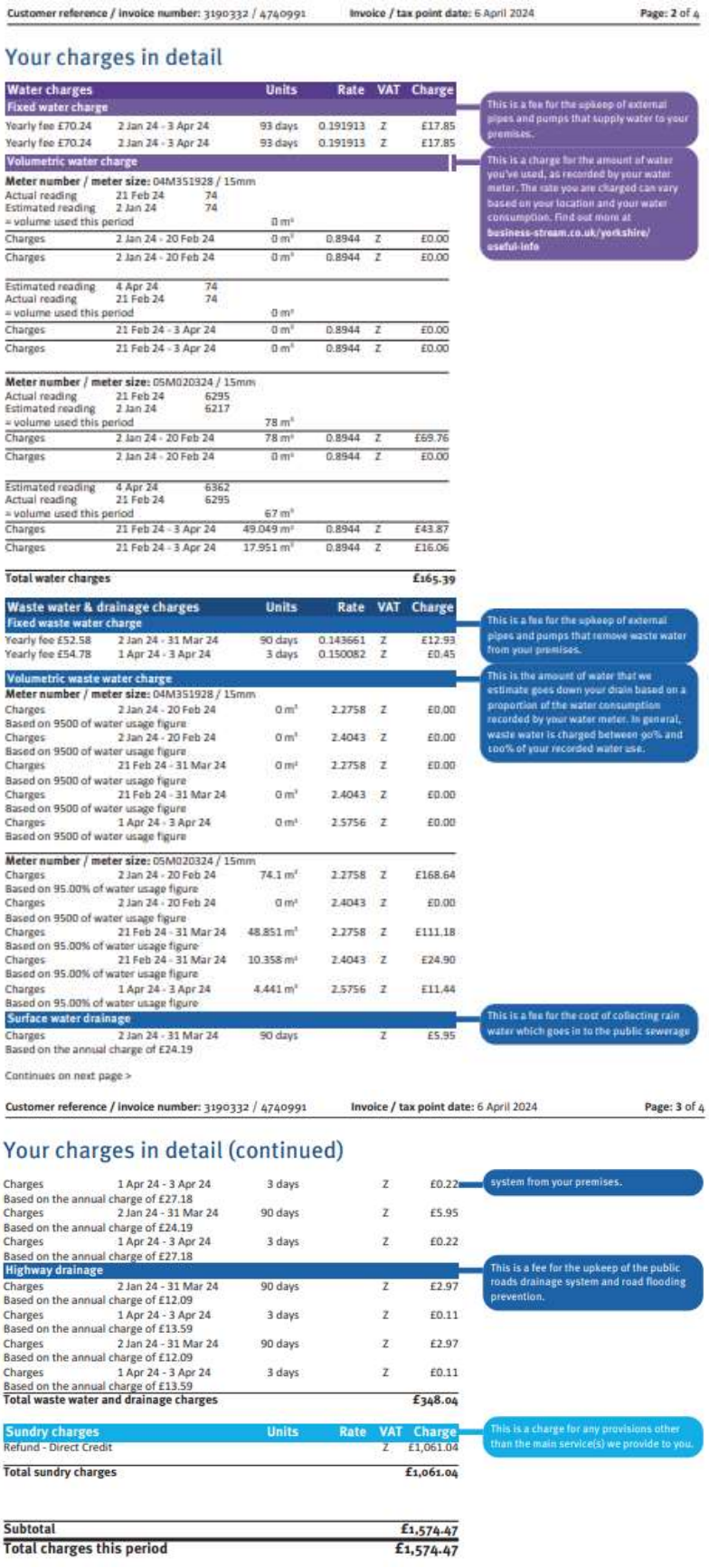
Thanks for paying by Direct Debit. You don't need to do anything - we'll collect £513.43 from your account on 19 April 2024.

Customer support hub

We're here to help and we're committed to making a positive difference to our customers, so you can save water, save time, and save money. Find out more in our Support Hub. Visit **business-stream.co.uk/customer-support**

Carbon consumption

Based on this period your annual carbon consumption is **578.53kgCO2e/yr,** based on National Government statistics.



Customer reference / invoice number: 3190332 / 4740991 **Invoice / tax point date:** 6 April 2024 **Page: 2** of 4

Your charges in detail

Water charges			Units	Rate	VAT	Charge
Fixed water charge						
Yearly fee £70.24	2 Jan 24 - 3 Apr 24		93 days	0.191913	Z	£17.85
Yearly fee £70.24	2 Jan 24 - 3 Apr 24		93 days	0.191913	Z	£17.85
Volumetric water charge						
Meter number / meter size: 04M351928 / 15mm						
Actual reading	21 Feb 24	74				
Estimated reading	2 Jan 24	74				
= volume used this period			0 m³			
Charges	2 Jan 24 - 20 Feb 24		0 m³	0.8944	Z	£0.00
Charges	2 Jan 24 - 20 Feb 24		0 m³	0.8944	Z	£0.00
Estimated reading	4 Apr 24	74				
Actual reading	21 Feb 24	74				
= volume used this period			0 m³			
Charges	21 Feb 24 - 3 Apr 24		0 m³	0.8944	Z	£0.00
Charges	21 Feb 24 - 3 Apr 24		0 m³	0.8944	Z	£0.00
Meter number / meter size: 05M020324 / 15mm						
Actual reading	21 Feb 24	6295				
Estimated reading	2 Jan 24	6217				
= volume used this period			78 m³			
Charges	2 Jan 24 - 20 Feb 24		78 m³	0.8944	Z	£69.76
Charges	2 Jan 24 - 20 Feb 24		0 m³	0.8944	Z	£0.00
Estimated reading	4 Apr 24	6362				
Actual reading	21 Feb 24	6295				
= volume used this period			67 m³			
Charges	21 Feb 24 - 3 Apr 24		49.049 m³	0.8944	Z	£43.87
Charges	21 Feb 24 - 3 Apr 24		17.951 m³	0.8944	Z	£16.06
Total water charges						**£165.39**

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption. Find out more at **business-stream.co.uk/yorkshire/useful-info**

Waste water & drainage charges			Units	Rate	VAT	Charge
Fixed waste water charge						
Yearly fee £52.58	2 Jan 24 - 31 Mar 24		90 days	0.143661	Z	£12.93
Yearly fee £54.78	1 Apr 24 - 3 Apr 24		3 days	0.150082	Z	£0.45
Volumetric waste water charge						
Meter number / meter size: 04M351928 / 15mm						
Charges	2 Jan 24 - 20 Feb 24		0 m³	2.2758	Z	£0.00
Based on 9500 of water usage figure						
Charges	2 Jan 24 - 20 Feb 24		0 m³	2.4043	Z	£0.00
Based on 9500 of water usage figure						
Charges	21 Feb 24 - 31 Mar 24		0 m³	2.2758	Z	£0.00
Based on 9500 of water usage figure						
Charges	21 Feb 24 - 31 Mar 24		0 m³	2.4043	Z	£0.00
Based on 9500 of water usage figure						
Charges	1 Apr 24 - 3 Apr 24		0 m³	2.5756	Z	£0.00
Based on 9500 of water usage figure						
Meter number / meter size: 05M020324 / 15mm						
Charges	2 Jan 24 - 20 Feb 24		74.1 m³	2.2758	Z	£168.64
Based on 95.00% of water usage figure						
Charges	2 Jan 24 - 20 Feb 24		0 m³	2.4043	Z	£0.00
Based on 9500 of water usage figure						
Charges	21 Feb 24 - 31 Mar 24		48.851 m³	2.2758	Z	£111.18
Based on 95.00% of water usage figure						
Charges	21 Feb 24 - 31 Mar 24		10.358 m³	2.4043	Z	£24.90
Based on 95.00% of water usage figure						
Charges	1 Apr 24 - 3 Apr 24		4.441 m³	2.5756	Z	£11.44
Based on 95.00% of water usage figure						
Surface water drainage						
Charges	2 Jan 24 - 31 Mar 24		90 days		Z	£5.95
Based on the annual charge of £24.19						

This is a fee for the upkeep of external pipes and pumps that remove waste water from your premises.

This is the amount of water that we estimate goes down your drain based on a proportion of the water consumption recorded by your water meter. In general, waste water is charged between 90% and 100% of your recorded water use.

This is a fee for the cost of collecting rain water which goes in to the public sewerage

Continues on next page >

Customer reference / invoice number: 3190332 / 4740991 **Invoice / tax point date:** 6 April 2024 **Page: 3** of 4

Your charges in detail (continued)

Charges	1 Apr 24 - 3 Apr 24	3 days		Z	£0.22
Based on the annual charge of £27.18					
Charges	2 Jan 24 - 31 Mar 24	90 days		Z	£5.95
Based on the annual charge of £24.19					
Charges	1 Apr 24 - 3 Apr 24	3 days		Z	£0.22
Based on the annual charge of £27.18					
Highway drainage					
Charges	2 Jan 24 - 31 Mar 24	90 days		Z	£2.97
Based on the annual charge of £12.09					
Charges	1 Apr 24 - 3 Apr 24	3 days		Z	£0.11
Based on the annual charge of £13.59					
Charges	2 Jan 24 - 31 Mar 24	90 days		Z	£2.97
Based on the annual charge of £12.09					
Charges	1 Apr 24 - 3 Apr 24	3 days		Z	£0.11
Based on the annual charge of £13.59					
Total waste water and drainage charges					**£348.04**

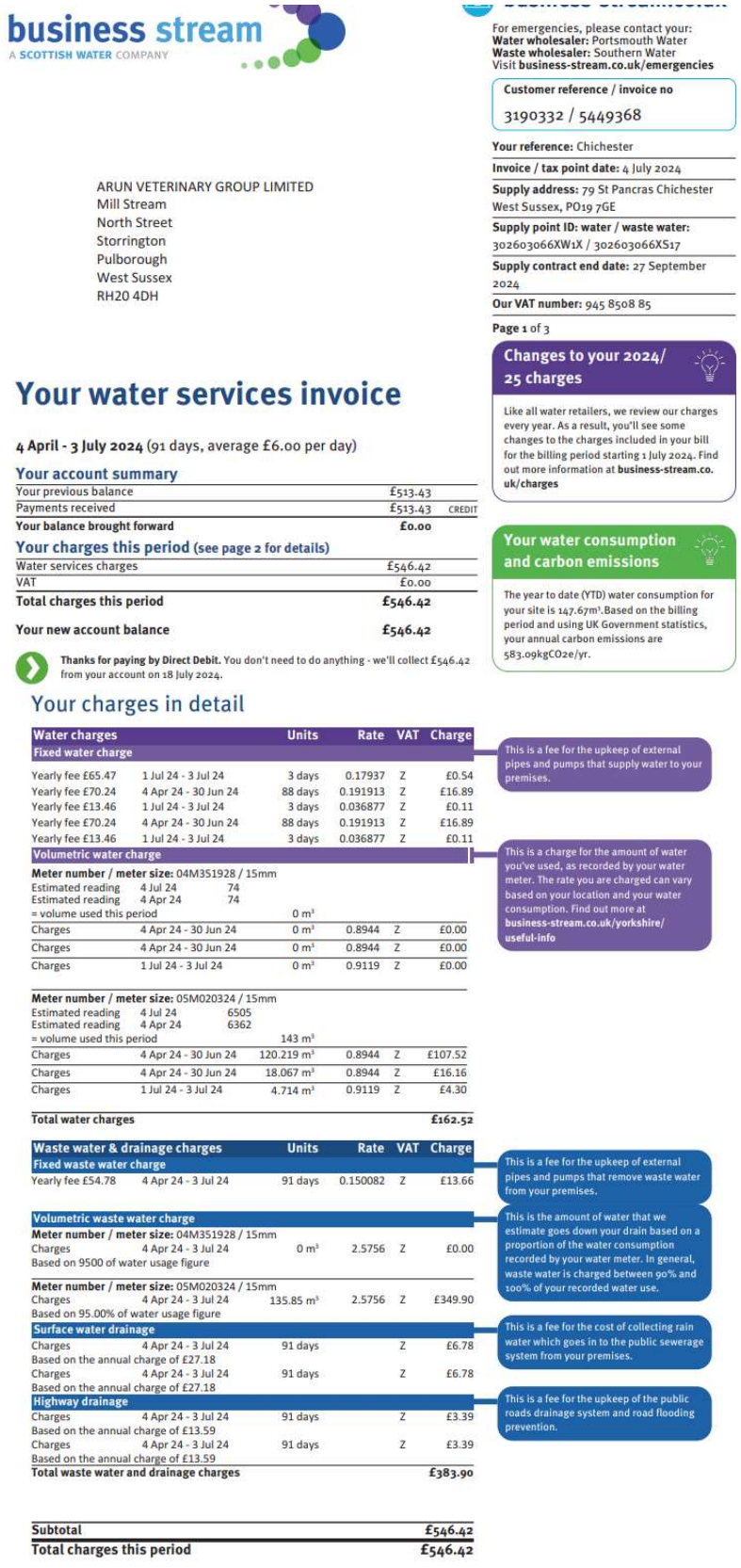
system from your premises.

This is a fee for the upkeep of the public roads drainage system and road flooding prevention.

Sundry charges	Units	Rate	VAT	Charge
Refund - Direct Credit			Z	£1,061.04
Total sundry charges				**£1,061.04**

This is a charge for any provisions other than the main service(s) we provide to you.

Subtotal	**£1,574.47**
Total charges this period	**£1,574.47**



business stream
A SCOTTISH WATER COMPANY

For emergencies, please contact your:
Water wholesaler: Portsmouth Water
Waste wholesaler: Southern Water
Visit **business-stream.co.uk/emergencies**

Customer reference / invoice no
3190332 / 5449368

Your reference: Chichester
Invoice / tax point date: 4 July 2024
Supply address: 79 St Pancras Chichester West Sussex, PO19 7GE
Supply point ID: water / waste water: 302603066XW1X / 302603066XS17
Supply contract end date: 27 September 2024
Our VAT number: 945 8508 85
Page 1 of 3

ARUN VETERINARY GROUP LIMITED
Mill Stream
North Street
Storrington
Pulborough
West Sussex
RH20 4DH

Your water services invoice

4 April - 3 July 2024 (91 days, average £6.00 per day)

Your account summary

Your previous balance	£513.43	
Payments received	£513.43	CREDIT
Your balance brought forward	**£0.00**	

Your charges this period (see page 2 for details)

Water services charges	£546.42
VAT	£0.00
Total charges this period	**£546.42**
Your new account balance	**£546.42**

Thanks for paying by Direct Debit. You don't need to do anything - we'll collect £546.42 from your account on 18 July 2024.

Changes to your 2024/25 charges

Like all water retailers, we review our charges every year. As a result, you'll see some changes to the charges included in your bill for the billing period starting 1 July 2024. Find out more information at **business-stream.co.uk/charges**

Your water consumption and carbon emissions

The year to date (YTD) water consumption for your site is 147.67m³.Based on the billing period and using UK Government statistics, your annual carbon emissions are 583.09kgCO2e/yr.

Your charges in detail

Water charges			Units	Rate	VAT	Charge
Fixed water charge						
Yearly fee £65.47	1 Jul 24 - 3 Jul 24		3 days	0.17937	Z	£0.54
Yearly fee £70.24	4 Apr 24 - 30 Jun 24		88 days	0.191913	Z	£16.89
Yearly fee £13.46	1 Jul 24 - 3 Jul 24		3 days	0.036877	Z	£0.11
Yearly fee £70.24	4 Apr 24 - 30 Jun 24		88 days	0.191913	Z	£16.89
Yearly fee £13.46	1 Jul 24 - 3 Jul 24		3 days	0.036877	Z	£0.11
Volumetric water charge						
Meter number / meter size: 04M351928 / 15mm						
Estimated reading	4 Jul 24	74				
Estimated reading	4 Apr 24	74				
= volume used this period			0 m³			
Charges	4 Apr 24 - 30 Jun 24		0 m³	0.8944	Z	£0.00
Charges	4 Apr 24 - 30 Jun 24		0 m³	0.8944	Z	£0.00
Charges	1 Jul 24 - 3 Jul 24		0 m³	0.9119	Z	£0.00
Meter number / meter size: 05M020324 / 15mm						
Estimated reading	4 Jul 24	6505				
Estimated reading	4 Apr 24	6362				
= volume used this period			143 m³			
Charges	4 Apr 24 - 30 Jun 24		120.219 m³	0.8944	Z	£107.52
Charges	4 Apr 24 - 30 Jun 24		18.067 m³	0.8944	Z	£16.16
Charges	1 Jul 24 - 3 Jul 24		4.714 m³	0.9119	Z	£4.30
Total water charges						**£162.52**

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption. Find out more at **business-stream.co.uk/yorkshire/useful-info**

Waste water & drainage charges			Units	Rate	VAT	Charge
Fixed waste water charge						
Yearly fee £54.78	4 Apr 24 - 3 Jul 24		91 days	0.150082	Z	£13.66
Volumetric waste water charge						
Meter number / meter size: 04M351928 / 15mm						
Charges	4 Apr 24 - 3 Jul 24		0 m³	2.5756	Z	£0.00
Based on 9500 of water usage figure						
Meter number / meter size: 05M020324 / 15mm						
Charges	4 Apr 24 - 3 Jul 24		135.85 m³	2.5756	Z	£349.90
Based on 95.00% of water usage figure						
Surface water drainage						
Charges	4 Apr 24 - 3 Jul 24		91 days		Z	£6.78
Based on the annual charge of £27.18						
Charges	4 Apr 24 - 3 Jul 24		91 days		Z	£6.78
Based on the annual charge of £27.18						
Highway drainage						
Charges	4 Apr 24 - 3 Jul 24		91 days		Z	£3.39
Based on the annual charge of £13.59						
Charges	4 Apr 24 - 3 Jul 24		91 days		Z	£3.39
Based on the annual charge of £13.59						
Total waste water and drainage charges						**£383.90**

This is a fee for the upkeep of external pipes and pumps that remove waste water from your premises.

This is the amount of water that we estimate goes down your drain based on a proportion of the water consumption recorded by your water meter. In general, waste water is charged between 90% and 100% of your recorded water use.

This is a fee for the cost of collecting rain water which goes in to the public sewerage system from your premises.

This is a fee for the upkeep of the public roads drainage system and road flooding prevention.

Subtotal	**£546.42**
Total charges this period	**£546.42**

business stream
A SCOTTISH WATER COMPANY

business-stream.co.uk

For emergencies, please contact your:
Water wholesaler: Portsmouth Water
Waste wholesaler: Southern Water
Visit **business-stream.co.uk/emergencies**

Customer reference / invoice no
3190332 / 6058926

Your reference: Chichester
Invoice / tax point date: 25 September 2024
Supply address: 79 St Pancras Chichester West Sussex, PO19 7GE
Supply point ID: water / waste water: 302603066XW1X / 302603066XS17
Supply contract end date: 27 September 2024
Our VAT number: 945 8508 85

Page 1 of 3

ARUN VETERINARY GROUP LIMITED
Mill Stream
North Street
Storrington
Pulborough
West Sussex
RH20 4DH

Water efficiency toolkit

We're committed to supporting our customers to reduce their water usage by up to 20%. Download our free water efficiency workplace tools at **business-stream.co.uk/water-efficiency**

Your water consumption and carbon emissions

The year to date (YTD) water consumption for your site is 339.67m³. Based on the billing period and using UK Government statistics, your annual carbon emissions are 858.35kgCO2e/yr.

Your water services invoice

4 July - 24 September 2024 (83 days, average £8.39 per day)

Your account summary

Your previous balance	£546.42	
Payments received	£546.42	CREDIT
Your balance brought forward	**£0.00**	

Your charges this period (see page 2 for details)

Water services charges	£696.89
VAT	£0.00
Total charges this period	**£696.89**
Your new account balance	**£696.89**

Thanks for paying by Direct Debit. You don't need to do anything - we'll collect £696.89 from your account on 9 October 2024.

Your charges in detail

Water charges			Units	Rate	VAT	Charge
Fixed water charge						
Yearly fee £65.47	4 Jul 24 - 24 Sep 24		83 days	0.17937	Z	£14.89
Yearly fee £13.46	4 Jul 24 - 24 Sep 24		83 days	0.036877	Z	£3.06
Yearly fee £13.46	4 Jul 24 - 24 Sep 24		83 days	0.036877	Z	£3.06
Volumetric water charge						
Meter number / meter size: 04M351928 / 15mm						
Actual reading	29 Aug 24	74				
Estimated reading	4 Jul 24	74				
= volume used this period			0 m³			
Charges	4 Jul 24 - 28 Aug 24		0 m³	0.9119	Z	£0.00
Estimated reading	25 Sep 24	74				
Actual reading	29 Aug 24	74				
= volume used this period			0 m³			
Charges	29 Aug 24 - 24 Sep 24		0 m³	0.9119	Z	£0.00
Meter number / meter size: 05M020324 / 15mm						
Actual reading	29 Aug 24	6647				
Estimated reading	4 Jul 24	6505				
= volume used this period			142 m³			
Charges	4 Jul 24 - 28 Aug 24		142 m³	0.9119	Z	£129.49
Estimated reading	25 Sep 24	6697				
Actual reading	29 Aug 24	6647				
= volume used this period			50 m³			
Charges	29 Aug 24 - 24 Sep 24		50 m³	0.9119	Z	£45.60
Total water charges						**£196.10**

This is a fee for the upkeep of external pipes and pumps that supply water to your premises.

This is a charge for the amount of water you've used, as recorded by your water meter. The rate you are charged can vary based on your location and your water consumption.

Waste water & drainage charges			Units	Rate	VAT	Charge
Fixed waste water charge						
Yearly fee £54.78	4 Jul 24 - 24 Sep 24		83 days	0.150082	Z	£12.46
Volumetric waste water charge						
Meter number / meter size: 04M351928 / 15mm						
Charges	4 Jul 24 - 28 Aug 24		0 m³	2.5756	Z	£0.00
Based on 95.00% of water usage figure						
Charges	29 Aug 24 - 24 Sep 24		0 m³	2.5756	Z	£0.00
Based on 95.00% of water usage figure						
Meter number / meter size: 05M020324 / 15mm						
Charges	4 Jul 24 - 28 Aug 24		134.9 m³	2.5756	Z	£347.45
Based on 95.00% of water usage figure						
Charges	29 Aug 24 - 24 Sep 24		47.5 m³	2.5756	Z	£122.34
Based on 95.00% of water usage figure						
Surface water drainage						
Charges	4 Jul 24 - 24 Sep 24		83 days		Z	£6.18
Based on the annual charge of £27.18						
Charges	4 Jul 24 - 24 Sep 24		83 days		Z	£6.18
Based on the annual charge of £27.18						
Highway drainage						
Charges	4 Jul 24 - 24 Sep 24		83 days		Z	£3.09
Based on the annual charge of £13.59						
Charges	4 Jul 24 - 24 Sep 24		83 days		Z	£3.09
Based on the annual charge of £13.59						
Total waste water and drainage charges						**£500.79**

This is a fee for the upkeep of external pipes and pumps that remove waste water from your premises.

This is the amount of water that we estimate goes down your drain based on a proportion of the water consumption recorded by your water meter. In general, waste water is charged between 90% and 100% of your recorded water use.

This is a fee for the cost of collecting rain water which goes in to the public sewerage system from your premises.

This is a fee for the upkeep of the public roads drainage system and road flooding prevention.

Subtotal	**£696.89**
Total charges this period	**£696.89**

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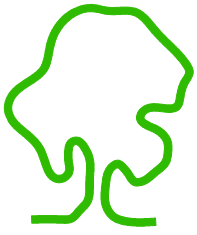

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