Revised Water Neutrality Statement for 3 Elm Grove, Horsham, RH13 5HX
6th June 2024

Introduction

This water neutrality statement has been prepared for the planning application to convert the ground floor of 3, Elm Grove, Horsham from its current retail use to two 2-bedroom flats.

The purpose of the statement is to ascertain whether the above proposal will meet the water neutrality requirements of Horsham District Council.

Background

The existing layout of the building is a double fronted ground floor retail unit with 2 identical 1-bedroom flats on the first floor above.

The retail unit has been occupied since the 1950's as a Butchers shop. The flats above have been let on residential Assured Shorthold Tenancy agreements for many years.

Due to a number of factors, but not limited to, the rising energy costs, rising costs of meat produce, the cost of living crisis, change in consumer habits and fierce competition from supermarkets the Butcher's business is no longer viable. As no suitable alternative retail or commercial tenants can be found a planning proposal has been submitted to convert the ground floor retail area into two 2-bedroom flats.

The intention is to update the first floor existing 1-bedroom flats and retrofit water efficient fixtures and fittings prior to converting the ground floor retail unit into 2 flats.

This would substantially improve the water efficiency of the building as a whole and enable these water savings to be offset against the ground floor redevelopment thus ensuring the proposal achieves water neutrality.

The flats will assist in alleviating the chronic housing shortage and will provide new residential homes within just over 500m from two of Horsham's leading secondary schools. The homes will have easy access to local bus routes and are within walking distance to Horsham town centre.

Baseline Calculations

In order to establish a baseline for the existing building the water bills for the retail butcher shop and one of the two identical flats (Flat 3A) have been obtained evidencing the last 2 years of water use. (See Appendix 2)

However, flat 3B has had a recent change of tenancy so I am unable to obtain prior year water bills for this flat and so I have undertaken a flow survey for all of the water fixtures and fittings within this flat.

The water survey results can be found within Appendix 3. Photographs of all water fixtures are enclosed.

Where the fixture can be identified then the manufacturers specification has been obtained and documented within Appendix 3 detailing the design flow rates based on the available water pressure. (The water pressure within the building is 3 bar)

In addition the actual flow rates were measured using a 2 litre water vessel and stop watch. Each reading was undertaken 3 times and the average value documented accordingly. Where possible as a further measure the flow rate was verified using an Artic Hayes water flow meter. Video evidence of all testing is available on request.

The lower figure of the actual flow rate and the manufacturers specified flow rate was used to calculate the water usage by entering the figures into a Part G water efficiency calculator. Again the results can be found in Appendix 3.

The results of the water survey for Flat 3B showed a daily water usage of 179 litres/person/day. This is consistent with the actual water usage for the identical Flat 3A which has been evidenced by water bills.

Both flats 3A and 3B are currently occupied by one person although they have both been occupied by two people in prior years.

The fixtures and fittings within both flats are extremely inefficient and will benefit from the retrospective fit outs proposed within this application. (see proposed consumption)

By using the data from the water bills for Flat 3A and the Butcher shop along with the results of the flow survey for Flat 3B an accurate baseline can be established.

In order to provide an accurate comparison for the water usage of the building the historical occupancy rates for Horsham District Council need to be used as per the Water Neutrality Guidance Notes.

Based on the extrapolated 2011 census data for Horsham District, average occupancy rates are as follows:

- One-bedroom dwellings: 1.32 occupants
- Two-bedroom dwellings: 1.88 occupants
- Three-bedroom dwellings: 2.47 occupants
- Four-bedroom dwellings: 2.86 occupants
- Five-bedroom dwellings: 3.09 occupants

The existing first floor dwellings are 1-bedroom flats therefore the relevant occupancy figure of 1.32 occupants has been used to establish a representative baseline.

The water bills for flat 3a show an average water usage of 61m3 over a two year billing period of 730 days which equates to 167.1 l/p/d as per Appendix 2. (i.e. 73m3 + 49m3 x 1000 /730 days = 167.12 l/p/d)

Using the HDC census figures of 1.32 occupants as a typical occupancy for a 1-bedroom flat then this gives a baseline usage for Flat 3A of 220.6 l/d based on water bills.

Using the results of the flow survey and again adjusting for the HDC census this gives a water usage of 236.33 l/d for Flat 3B. (i.e. 179.04 l/p/d x 1.32 = 236.33)

The average water usage for the retail element based on water bills for the Butchers shop over a 2 year billing period of 730 days is 137 litres per day - see Appendix 2. (i.e. 100m3 x 1000 / 730 = 137 litres per day)

Therefore the total baseline water usage per day for the building based on the calculations above and evidence provided within Appendix 2 and 3 is **593.93**

litres per day. (i.e. Flat 3A – 220.6 l/d plus Flat B - 236.33 l/d plus 137 litres per day for the Butchers shop)

Proposed Consumption

After converting the ground floor retail unit to two 2-bedroom flats then using the HDC consensus occupancy levels for the entire property would equate to 6.4 people. (i.e. 2 x 1-bedroom existing flats and 2 x 2-bedroom newly converted flats giving occupancy of 2 x 1.32 plus 2x 1.88 = 6.4 people)

The flats currently have no water saving measures such as dual flushing toilets, water efficient taps or water efficient washing machines, etc hence the current inefficient water usage evidenced by the bills and survey.

Therefore the proposal is to retrofit the water services within the existing flats on the first floor in order to significantly lower their current water usage.

By installing similar water efficient services within the two new proposed 2-bedroom flats on the ground floor then the total combined water usage for the entire building will be below the existing baseline.

Appendix 1 shows that by replacing the existing services within the first floor flats with water efficient devices then the water usage can be dramatically reduced to 85.11 l/p/d as calculated using the Water Efficiency Calculator in accordance with Part G of the Building Regulations.

The revised water usage calculations for the entire building, as detailed below and within Appendix 1, would be **563.50 litres per day** which is below the existing baseline usage of **593.93 litres per day** therefore achieving water neutrality.(saving of 30.43 litres per day)

Water Reduction Measures

The water savings will be achieved as follows:-

As detailed above the flats currently have no water saving measures such as dual flushing toilets, water efficient taps or water efficient washing machines hence the current inefficient water usage evidenced.

By replacing the existing services within the first floor flats with water efficient devices the water usage can be dramatically reduced to 85.11 l/p/d as calculated using the Water Efficiency Calculator in accordance with Part G of the Building Regulations. (See Appendix 1). The same water efficient services would be installed within the new ground floor 2 bedroom flats.

Therefore with an average occupancy of 1.32 people in the 1-bedroom flats and 1.88 people in the 2-bedroom flats then the total water usage for the entire building would be :-

6.4 people x 85.11 l/p/d = 544.70 litres per day.

However, the ground floor flats would have ownership of the outside space and so this needs to be reflected within the calculations.

Again using the Water Efficiency Calculator in accordance with Part G of the Building Regulations the outside use is 5 l/p/d x 1.88 x 2 = 18.8 litres per day.

Therefore the total water usage for the entire building is 544.70 plus 18.8 = **563.50 litres per day**.

Conclusion

By retrofitting the water fixtures and fittings within the 2 existing 1- bedroom flats with modern efficient devices then significant water savings can be achieved that would more than offset any increase in water usage by converting the retail Butchers shop into 2 new 2-bedroom flats.

Therefore the proposed development achieves the water neutrality requirement for HDC.

APPENDIX 1

Water Efficiency Calculations and product specification

Installation Type	Unit of Measure	Capacity/Flow rate (1)	Use Factor (2)	Fixed use (litres/person/day) (3)	Litres/person/day = [(1)x(2)] + (3) (4)
WC (single flush)	Flush Volume (litres)		4.42	0.00	0
WC (dual flush)	Full flush Volume (litres)	4	1.46	0.00	5.84
	Part flush Volume (litres)	2.6	2.96	0.00	7.70
WC (multiple fittings)	Average effective flushing Volume (litres)		4.42	0.00	0
Taps (excluding kitchen/utility room taps)	Flow rate (litres/min)	5.00	1.58	1.58	9.48
Bath (where shower also present)	Capacity to overflow(litres)	150.00	0.11	0.00	16.50
Shower (where bath also present)	Flow Rate(litres / minute)	6.00	4.37	0.00	26.22
Bath Only	Capacity to overflow(litres)		0.50	0.00	0
Shower Only	Flow Rate (litres/minute)		5.60	0.00	0
Kitchen/Utility room sink taps	Flow rate (litres/minute)	5.00	0.44	10.36	12.56
Washing Machine	(Litres/kg dry load)	5.11	2.1	0.00	10.73
Dishwasher	(Litres/place setting)	1.25	3.6	0.00	4.5
Waste disposal unit	(Litres/use)	☐ Present	3.08	0.00	0
Water Softener	(Litres/person/day)		1.00	0.00	0
	(5)	Total Calculated use (litres/person/day) =SUM(column 4)			93.53
	(6)	Contribution from greywater (litres/person/day)			0
	(7)	Contribution from rainwater (litres/person/day)			0
	(8)	Normalisation factor			0.91
	(9)	Total internal water consumption = [(5)-(6)-(7)]x(8) (litres/person/day)			85.11
	(10)	External water use			5.0
	(11)	Total water consumption (Building Regulation 17.K) =(9)+(10)(litres/person/day)			90.1

Installation Type	Make/Model (mandatory)	Litres/Person/Day
WC (dual flush)	Ideal Standard Alto	13.54
Taps	Grohe Eurodisc Cosmopolitan	9.48
Baths (shower(s) present)	Ideal standard	16.50
Showers (bath(s) present)	Triton T80z Eco Fast	26.22
Kitchen Taps	Grohe Eurosmart	12.56
Washing Machines	Hoover 300 Lite H3W	10.73
Dishwasher		4.5

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Terms and Conditions
System Requirements



Triton T80Z Eco Fast Fix Electric Shower 8.5kw Chrome

TRITON

Product Code: TT020

Product Stock Levels: Low

RRP: ~~£385.58~~

£350.53

Quick Overview:

The Triton T80Z Eco Fast Fix Electric Shower 8.5kw Chrome (T80ZFF) is designed to limit water consumption to a maximum of 6 litres per minute, conserving a valuable resource and reducing your water bill. Did you also know that electric showers are 99.7% energy efficient.

Quantity 1

ADD TO BASKET

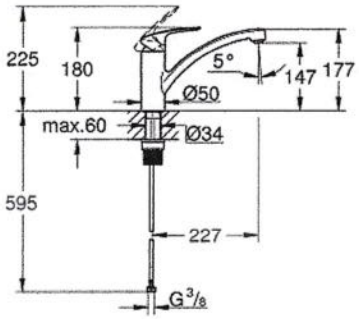
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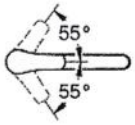
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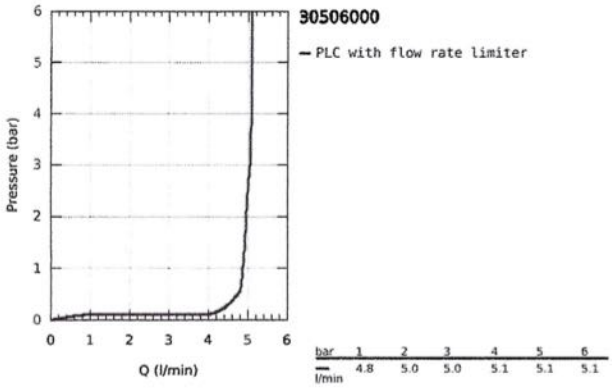
GROHE

30 506 000 **EUROSMART SINGLE-LEVER SINK MIXER 1/2"**









PRODUCT DESCRIPTION

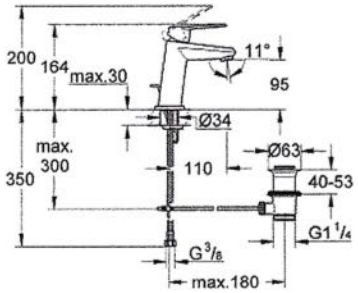
- Colour: Chrome
- low spout
- Cradle to Cradle Certified® Gold
- monobloc installation
- GROHE Long-Life finish
- GROHE SilkMove 35 mm ceramic cartridge
- GROHE Water Saving 5,7 l/min mousseur with coin slot for tool free replacement
- adjustable flow rate limiter
- integrated temperature limiter
- swivel cast spout
- swivel area 140°
- Lead and Nickel Free Inner Water Ways
- flexible connection hoses 3/8"
- GROHE FastFixation Plus installation system
- maximum flow rate (at 3 bar): 5 l/min
- professional edition

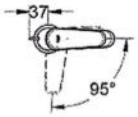
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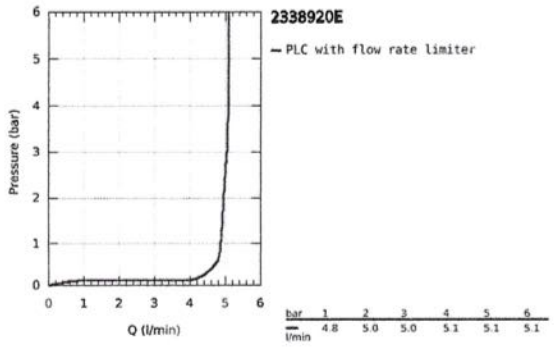
GROHE

23 389 20E **EURODISC COSMOPOLITAN BASIN MIXER 1/2" S-SIZE**









PRODUCT DESCRIPTION

- Colour: Chrome
- monobloc installation
- metal lever
- GROHE SilkMove Energy Saving 28 mm ceramic cartridge with energy saving function via cold start
- with temperature limiter
- GROHE Long-Life finish
- GROHE Water Saving - Less water, perfect flow
- maximum flow rate (at 3 bar): 5 l/min
- GROHE FastFixation Plus rapid installation system
- pop-up waste set 1 1/4"
- flexible connection hoses
- min. recommended pressure 1.0 bar

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NEW ALTO E754401 DF 4/2.6L CISTERN WHITE

Product code: B93604

Manufacturer code: E754401

Price (Inc. VAT)

£97.21

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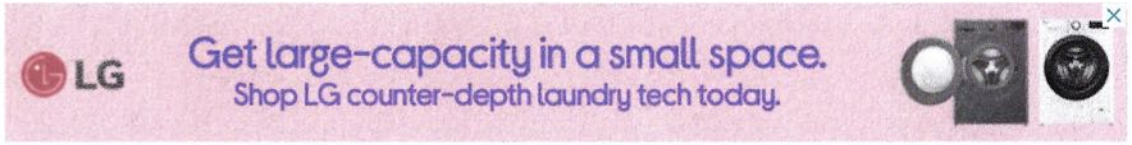
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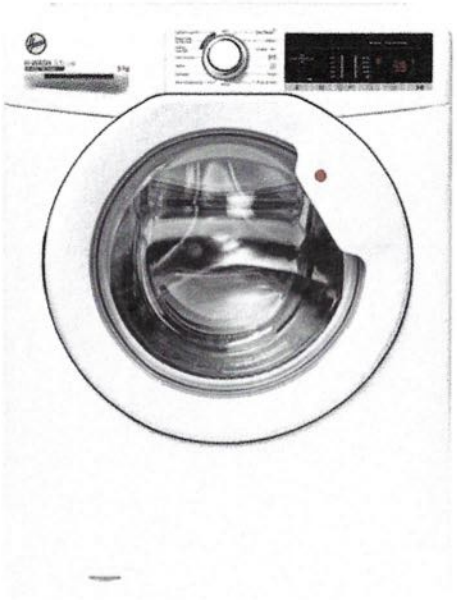
HOOVER H-WASH 300 LITE H3W 49TA4/1-80 NFC 9 kg 1400 Spin Washing Machine - White

★★★★☆ (836)

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Product fiche

Buy now pay within 6 months*



£299.00 Save £30.00

Was £329.00 (from 31/01/24 to 13/03/24)

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  From **£12.11** per month over 36 months*
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  Settle in full by 06 December 2024 & pay no interest

*Illustrative example: Credit amount £299.00. Pay 36 monthly payments of £12.11. Total amount payable £435.96.

Representative example: Rate of interest 29.9% (variable). 29.9% APR representative (variable). Assumed Credit Limit £1,200.

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Compare Save for later Share

HOOVER H-WASH 300 LITE H3W 49TA4/1-80 NFC 9 kg 1400 Spin Washing Machine - White

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Manufacturer's guarantee	- 1 year labour - 10 years parts

Performance

Capacity	9 kg
Maximum spin speed	1400 rpm
Energy rating	B
Spin performance	B
Rinsing effectiveness	4.9 g/kg
Energy consumption per cycle	0.57 kWh
Water consumption per cycle	46 litres
Airborne acoustical noise emission class	C
Airborne acoustical noise emissions	79 dB(A)

Washing times

60° wash time	210 minutes for 9 kg
Quick wash time	- 14 minutes for 1.5 kg

APPENDIX 2

Water Bills

Summary of Water Bills for Butchers shop 3, Elm Grove, Horsham RH13 5HX

Start Date	End Date	M^3 Used	Litres Used	Days	Litres/Day	
7th Dec 2021	14th Mar 2022	19	19,000	98	194	
15th Mar 2022	6th Jun 2022	14	14,000	84	167	
7th Jun 2022	14th Sept 2022	10	10,000	100	100	
15th Sept 2022	6th Dec 2022	12	12,000	83	145	
7th Dec 2022	6th Mar 2023	16	16,000	90	178	
7th Mar 2023	7th Jun 2023	0	-	93	0	*
8th Jun 2023	7th Sept 2023	10	10,000	92	109	
8th Sep 2023	7th Dec 2023	19	19,000	91	209	

Average Litres/Day 137.5

* Adjustment by Southern Water

business stream
A SCOTTISH WATER COMPANY

business-stream.co.uk

Customer reference / statement no
2714599 / 23

Statement / tax point date: 8 December 2022
Supply address: 3 [redacted], ELM GROVE, HORSHAM, RH13 5HX
Supply point ID / waste supply point ID: 3019200474W11 / 3019200474S19
Our VAT number: 945 8508 85

Mr Richard Hammond
T/A L M CLAPHAM
[redacted]

Your water services statement

15 September – 7 December 2022 (83 days, average £0.79 per day)

YOUR ACCOUNT SUMMARY

Your previous balance	£62.20	
Payments received	£62.20	CREDIT
Your balance brought forward	**£0.00**	

YOUR CHARGES THIS PERIOD (see page 2 for details)

Water services charges	£65.16
VAT	£0.00
Total charges this period	**£65.16**

Your new account balance **£65.16**

Thanks for paying by direct debit. You don't need to do anything - we'll collect £65.16 from your account on 22 December 2022.

E Estimated statement

This statement is based on an estimated read. If we receive an actual read, we will use it to calculate your next bill. You can submit your own readings, as long as it's safe to access your meter, on **business-stream.co.uk/meter-reading**. If your water is not provided by us, we will receive reads from your other supplier.

The water experts

Unless otherwise agreed, Scottish Water Business Stream Ltd provides services to you in accordance with our standard terms and conditions, a copy of which is available here: www.business-stream.co.uk/EnglandWalesTerms. Copies are also available on request. Through your continued receipt and acceptance of our services, you are deemed to have accepted our standard terms and conditions.
Scottish Water Business Stream Limited, 7 Lochside View, Edinburgh, EH12 9DH. Registered in Scotland SC294924.
Ofwat (the Water Services Regulation Authority) is the regulator of the water sector in England and Wales. For more information visit www.ofwat.co.uk

Your charges in detail

Meter number / meter size: 8M007725 / 15mm

Water charges			Units	Rate	VAT	Charge
Fixed water charge						
Yearly fee £85.90	8 Sep 23 - 7 Dec 23		91 days	0.234699	Z	£21.36
Volumetric water charge						
Estimated reading	8 Dec 23	1138				
Estimated reading	8 Sep 23	1119				
= volume used this period			19 m³			
Charges	8 Sep 23 - 7 Dec 23		19 m³	1.6105	Z	£30.60
Total water charges						**£51.96**

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	8 Sep 23 - 7 Dec 23	91 days	0.143661	Z	£13.07
Volumetric waste water charge					
Charges	8 Sep 23 - 7 Dec 23	18.05 m³	2.2758	Z	£41.08
Based on 95% of water usage figure					
Surface water drainage					
Charges	8 Sep 23 - 7 Dec 23	91 days		Z	£6.01
Based on the annual charge of £24.19					
Highway drainage					
Charges	8 Sep 23 - 7 Dec 23	91 days		Z	£3.01
Based on the annual charge of £12.09					
Total waste water and drainage charges					**£63.17**

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 and treating rain water which goes in to the public water and sewerage system from your premises.

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

Subtotal	**£115.13**
VAT	£0.00
Total charges this period	**£115.13**

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.

Your charges in detail

Meter number / meter size: 8M007725 / 15mm

Water charges			Units	Rate	VAT	Charge
Fixed water charge						
Yearly fee £85.90	8 Jun 23 - 7 Sep 23		92 days	0.234699	Z	£21.59
Volumetric water charge						
Estimated reading	8 Sep 23	1119				
Estimated reading	8 Jun 23	1109				
= volume used this period			10 m³			
Charges	8 Jun 23 - 7 Sep 23		10 m³	1.6105	Z	£16.10
Total water charges						**£37.69**

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	8 Jun 23 - 7 Sep 23	92 days	0.143661	Z	£13.22
Volumetric waste water charge					
Charges	8 Jun 23 - 7 Sep 23	9.5 m³	2.2758	Z	£21.62
Based on 95% of water usage figure					
Surface water drainage					
Charges	8 Jun 23 - 7 Sep 23	92 days		Z	£6.08
Based on the annual charge of £24.19					
Highway drainage					
Charges	8 Jun 23 - 7 Sep 23	92 days		Z	£3.04
Based on the annual charge of £12.09					
Total waste water and drainage charges					**£43.96**

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 and treating rain water which goes in to the public water and sewerage system from your premises.

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

Subtotal	**£81.65**
VAT	£0.00
Total charges this period	**£81.65**

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.

Your charges in detail

Meter number / meter size: 8M007725 / 15mm

Actual reading	14 Mar 23	1100
Estimated reading	7 Mar 23	1109
= volume used this period		-9m³

Estimated reading	8 Jun 23	1109
Actual reading	14 Mar 23	1100
= volume used this period		9m³

Water charges		Units	Rate	VAT	Charge
Fixed water charge					
Yearly fee £51.61	7 Mar 23 - 31 Mar 23	25 days	0.141397	Z	£3.53
Yearly fee £85.90	1 Apr 23 - 7 Jun 23	68 days	0.234699	Z	£15.96
Volumetric water charge					
Actual reading	14 Mar 23	1100			
Estimated reading	7 Mar 23	1109			
= volume used this period		-9 m³			
Estimated reading	8 Jun 23	1109			
Actual reading	14 Mar 23	1100			
= volume used this period		9 m³			
Charges	7 Mar 23 - 13 Mar 23	-9 m³	1.545	Z	-£13.90
Charges	14 Mar 23 - 31 Mar 23	1.884 m³	1.545	Z	£2.91
Charges	1 Apr 23 - 7 Jun 23	7.116 m³	1.6105	Z	£11.46
Total water charges					**£19.96**

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 £7.40	7 Mar 23 - 31 Mar 23	25 days	0.020274	Z	£0.51
Yearly fee £52.58	1 Apr 23 - 7 Jun 23	68 days	0.143661	Z	£9.77
Volumetric waste water charge					
Charges	7 Mar 23 - 13 Mar 23	-8.55 m³	2.2252	Z	-£19.03
Based on 95% of water usage figure					
Charges	14 Mar 23 - 31 Mar 23	1.79 m³	2.2252	Z	£3.98
Based on 95% of water usage figure					
Charges	1 Apr 23 - 7 Jun 23	6.76 m³	2.2758	Z	£15.38
Based on 95% of water usage figure					
Surface water drainage					
Charges	7 Mar 23 - 31 Mar 23	25 days		Z	£1.57
Based on the annual charge of £22.97					
Charges	1 Apr 23 - 7 Jun 23	68 days		Z	£4.49
Based on the annual charge of £24.19					
Highway drainage					
Charges	7 Mar 23 - 31 Mar 23	25 days		Z	£0.79
Based on the annual charge of £11.49					
Charges	1 Apr 23 - 7 Jun 23	68 days		Z	£2.25
Based on the annual charge of £12.09					
Total waste water and drainage charges					**£19.71**

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 and treating rain water which goes in to the public water and sewerage system from your premises.

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

Subtotal	**£39.67**
VAT	£0.00
Total charges this period	**£39.67**

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.

Your charges in detail

Meter number / meter size: 8M007725 / 15mm

Water charges			Units	Rate	VAT	Charge
Fixed water charge						
Yearly fee £51.61	7 Dec 22 - 6 Mar 23		90 days	0.141397	Z	£12.73
Volumetric water charge						
Estimated reading	7 Mar 23	1109				
Estimated reading	7 Dec 22	1093				
= volume used this period			16 m³			
Charges	7 Dec 22 - 6 Mar 23		16 m³	1.545	Z	£24.72
Total water charges						**£37.45**

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 £7.40	7 Dec 22 - 6 Mar 23	90 days	0.020274	Z	£1.82
Volumetric waste water charge					
Charges	7 Dec 22 - 6 Mar 23	15.2 m³	2.2252	Z	£33.82
Based on 95% of water usage figure					
Surface water drainage					
Charges	7 Dec 22 - 6 Mar 23	90 days		Z	£5.66
Based on the annual charge of £22.97					
Highway drainage					
Charges	7 Dec 22 - 6 Mar 23	90 days		Z	£2.83
Based on the annual charge of £11.49					
Total waste water and drainage charges					**£44.13**

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 and treating rain water which goes in to the public water and sewerage system from your premises.

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

Subtotal	**£81.58**
VAT	£0.00
Total charges this period	**£81.58**

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.

Your charges in detail

Meter number / meter size: 8M007725 SW_METER / 15mm

Water charges		Units	Rate	VAT	Charge
Fixed water charge					
Yearly fee £51.61	15 Sep 22 – 6 Dec 22	83 days	0.141397	Z	£11.74
Volumetric water charge					
Estimated reading	7 Dec 22	1093			
Actual reading	15 Sep 22	1081			
= Volume used this period		12.00 m³			
Charges	15 Sep 22 – 7 Dec 22	12.00 m³	1.545000	Z	£18.54
Total water charges					**£30.28**

A yearly fee for the upkeep of external pipes and pumps that supply water to your property.

The charge for the recorded amount of water you've used, measured by your meter.

Waste water charges		Units	Rate	VAT	Charge
Fixed waste water charge					
Yearly fee £7.40	15 Sep 22 – 6 Dec 22	83 days	0.020274	Z	£1.68
Volumetric waste water charge					
Charges	15 Sep 22 – 7 Dec 22	11.40 m³	2.225200	Z	£25.37
based on 95.00 % of water usage figure					
Total waste water charges					**£27.05**

A yearly fee for the upkeep of external pipes and pumps that remove waste water from your property.

The charge for the amount of waste water removed from your property, based on a proportion of the water measured by your meter.

Drainage charges		Units	Rate	VAT	Charge
Surface water drainage					
Yearly fee	15 Sep 22 – 6 Dec 22	83 days		Z	£5.22
Highway drainage					
Yearly fee	15 Sep 22 – 6 Dec 22	83 days		Z	£2.61
Total drainage charges					**£7.83**

As you drain to the public water and sewerage system you're charged for the cost of collecting and treating rain water from your property.

This covers your contribution to the public roads drainage system and keeping the roads free from flooding.

Subtotal	**£65.16**
VAT	£0.00
Total charges this period	**£65.16**

VAT on our charges
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.

Need help?

Complaints
If for any reason you feel your query hasn't been resolved as expected, you can make a complaint and escalate your concerns to our customer relations team:
Post: Customer relations team, Business Stream, 7 Lochside View, Edinburgh EH12 9DH.
Online: Via our website business-stream.co.uk

The Consumer Council for Water
If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit their website ccwater.org.uk, call them on 0300 034 2222, or write to them at Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

Your charges in detail

Meter number / meter size: 8M007725 SW_METER / 15mm

Water charges		Units	Rate	VAT	Charge
Fixed water charge					
Yearly fee £51.61	7 Jun 22 – 14 Sep 22	100 days	0.141397	Z	£14.14
Volumetric water charge					
Actual reading	15 Sep 22	1081			
Estimated reading	7 Jun 22	1071			
= Volume used this period		10.00 m³			
Charges	7 Jun 22 – 15 Sep 22	10.00 m³	1.545000	Z	£15.45
Total water charges					**£29.59**

A yearly fee for the upkeep of external pipes and pumps that supply water to your property.

The charge for the recorded amount of water you've used, measured by your meter.

Waste water charges		Units	Rate	VAT	Charge
Fixed waste water charge					
Yearly fee £7.40	7 Jun 22 – 14 Sep 22	100 days	0.020274	Z	£2.03
Volumetric waste water charge					
Charges	7 Jun 22 – 15 Sep 22	9.50 m³	2.225200	Z	£21.14
based on 95.00 % of water usage figure					
Total waste water charges					**£23.17**

A yearly fee for the upkeep of external pipes and pumps that remove waste water from your property.

The charge for the amount of waste water removed from your property, based on a proportion of the water measured by your meter.

Drainage charges		Units	Rate	VAT	Charge
Surface water drainage					
Yearly fee	7 Jun 22 – 14 Sep 22	100 days		Z	£6.29
Highway drainage					
Yearly fee	7 Jun 22 – 14 Sep 22	100 days		Z	£3.15
Total drainage charges					**£9.44**

As you drain to the public water and sewerage system you're charged for the cost of collecting and treating rain water from your property.

This covers your contribution to the public roads drainage system and keeping the roads free from flooding.

Subtotal	**£62.20**
VAT	£0.00
Total charges this period	**£62.20**

VAT on our charges
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.

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Your charges in detail

Meter number / meter size: 8M007725 SW_METER / 15mm

Water charges			Units	Rate	VAT	Charge
Fixed water charge						
Yearly fee £49.15	15 Mar 22 – 31 Mar 22		17 days	0.134658	Z	£2.29
Yearly fee £51.61	1 Apr 22 – 6 Jun 22		67 days	0.141397	Z	£9.47
Volumetric water charge						
Estimated reading	7 Jun 22	1071				
Actual reading	15 Mar 22	1057				
= Volume used this period			14.00 m³			
Charges	15 Mar 22 – 31 Mar 22		3.00 m³	1.476100	Z	£4.43
Charges	1 Apr 22 – 7 Jun 22		11.00 m³	1.545000	Z	£17.00
Total water charges						**£33.19**

A yearly fee for the upkeep of external pipes and pumps that supply water to your property.

The charge for the recorded amount of water you've used, measured by your meter.

Waste water charges		Units	Rate	VAT	Charge
Fixed waste water charge					
Yearly fee £7.04	15 Mar 22 – 31 Mar 22	17 days	0.019288	Z	£0.33
Yearly fee £7.40	1 Apr 22 – 6 Jun 22	67 days	0.020274	Z	£1.36
Volumetric waste water charge					
Charges	15 Mar 22 – 31 Mar 22	2.85 m³	2.267200	Z	£6.46
based on 95.00 % of water usage figure					
Charges	1 Apr 22 – 7 Jun 22	10.45 m³	2.225200	Z	£23.25
based on 95.00 % of water usage figure					
Total waste water charges					**£31.40**

A yearly fee for the upkeep of external pipes and pumps that remove waste water from your property.

The charge for the amount of waste water removed from your property, based on a proportion of the water measured by your meter.

Drainage charges		Units	Rate	VAT	Charge
Surface water drainage					
Yearly fee	15 Mar 22 – 31 Mar 22	17 days		Z	£1.11
Yearly fee	1 Apr 22 – 6 Jun 22	67 days		Z	£4.22
Highway drainage					
Yearly fee	15 Mar 22 – 31 Mar 22	17 days		Z	£0.55
Yearly fee	1 Apr 22 – 6 Jun 22	67 days		Z	£2.11
Total drainage charges					**£7.99**

As you drain to the public water and sewerage system you're charged for the cost of collecting and treating rain water from your property.

This covers your contribution to the public roads drainage system and keeping the roads free from flooding.

Subtotal	**£72.58**
VAT	£0.00
Total charges this period	**£72.58**

VAT on our charges
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.

Your charges in detail

Meter number / meter size: 8M007725 SW_METER / 15mm

Water charges			Units	Rate	VAT	Charge
Fixed water charge						
Yearly fee £49.15	7 Dec 21 – 14 Mar 22		98 days	0.134658	Z	£13.20
Volumetric water charge						
Actual reading	15 Mar 22	1057				
Estimated reading	7 Dec 21	1038				
= Volume used this period			19.00 m³			
Charges	7 Dec 21 – 15 Mar 22		19.00 m³	1.476100	Z	£28.05
Total water charges						**£41.25**

A yearly fee for the upkeep of external pipes and pumps that supply water to your property.

The charge for the recorded amount of water you've used, measured by your meter.

Waste water charges		Units	Rate	VAT	Charge
Fixed waste water charge					
Yearly fee £7.04	7 Dec 21 – 14 Mar 22	98 days	0.019288	Z	£1.89
Volumetric waste water charge					
Charges	7 Dec 21 – 15 Mar 22	18.05 m³	2.267200	Z	£40.92
based on 95.00 % of water usage figure					
Total waste water charges					**£42.81**

A yearly fee for the upkeep of external pipes and pumps that remove waste water from your property.

The charge for the amount of waste water removed from your property, based on a proportion of the water measured by your meter.

Drainage charges		Units	Rate	VAT	Charge
Surface water drainage					
Yearly fee	7 Dec 21 – 14 Mar 22	98 days		Z	£6.38
Highway drainage					
Yearly fee	7 Dec 21 – 14 Mar 22	98 days		Z	£3.19
Total drainage charges					**£9.57**

As you drain to the public water and sewerage system you're charged for the cost of collecting and treating rain water from your property.

This covers your contribution to the public roads drainage system and keeping the roads free from flooding.

Subtotal	**£93.63**
VAT	£0.00
Total charges this period	**£93.63**

VAT on our charges
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.

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WATER for LIFE from Southern Water

MR MICHAEL J BRYANT
3A ELM GROVE
HORSHAM
RH13 5HX

We're making things right
We didn't manage and report compliance correctly at our wastewater treatment works between 2010–17. This means we need to make things right for our customers and the environment. As agreed with Ofwat, we've reduced our wastewater charges by £123m until 2025 (bills will still rise with inflation and depend on your water use).
We're also investing in fixing pipes, pumping stations, wastewater plants and sewers to protect the environment.
Find out more at: **southernwater.co.uk/making-amends**

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 6pm

Your customer number
21651514

Your payment reference
0004 5107 62754

Dear Mr MICHAEL J BRYANT,

Here's your latest bill based on the meter reading we took on 20 September 2023. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

73 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 8076574

Latest reading: 20 Sep 2023

		1	2	7	8	.	0	0

Previous reading: 8 Sep 2022

		1	2	0	5	.	0	0

Your next meter reading is scheduled to take place by 28 Mar 2024

Previous bill's usage
49.00 m³

Charges

£336.04

Bill date
26 Sep 2023

Billing period
From: 09 September 2022
To: 20 September 2023

Bill type
Metered - Direct Debit

Previous bill's charges
£239.55

Future payments

Next monthly payment

£21.10

10 Oct 2023

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 3

Previous bill's payments
£21.10 monthly

Water

Period: 09 September 2022 to 31 March 2023

Variable Rate	£1.550 x	38.90m³	=	£60.30
Standing Charge			=	£10.51
Period: 01 April 2023 to 20 September 2023				
Variable Rate	£1.716 x	34.10m³	=	£58.52
Standing Charge			=	£9.91
Total Water				**£139.24**

Wastewater

Period: 09 September 2022 to 31 March 2023

Variable Rate	£1.976 x	35.99m³	=	£71.12
Standing Charge			=	£29.30
Period: 01 April 2023 to 20 September 2023				
Variable Rate	£2.176 x	31.54m³	=	£68.63
Standing Charge			=	£27.75
Total Wastewater				**£196.80**

∴ Water usage 2022/3 - 73m³ x 1000 = 73,000
2021/2 - 49m³ x 1000 = 49,000
122,000 ÷ 730 = 167
L/p/d

1684 - M - Document 1 of 1 - 27092023 - 5770480 - 5770518
STA-SWF08-31220

APPENDIX 3

Survey of existing fixtures and fittings within Flat 3B

Photos of Water Fixtures and Fittings in Flat 3B

Unbranded Kitchen Sink



Hoover Washer Dryer





Unbranded Toilet



Bristan Quest Basin Taps



Bristan Quest Bath/Shower



Water Efficiency Calculations for Flat 3B based on existing fixtures and fittings

Kitchen				
Description	**Manufacturers Flow rates at 3 bar**	**Flow rate as tested**	**Quantity**	**Net Water**
Unidentified make	Unknown	15	1	16.96
Total Litres/Person/Day				16.96

Other Taps - Bathroom Basin				
Description	**Manufacturers Flow rates at 3 bar**	**Flow rate as tested**	**Quantity**	**Net Water**
Bristan Quest	32.4	11	1	18.96
Total Litres/Person/Day				18.96

Shower				
Description	**Manufacturers Flow rates at 3 bar**	**Flow rate as tested**	**Quantity**	**Net Water**
Bristan Quest	19.9	17	1	74.29
Total Litres/Person/Day				74.29

Washing Machine				
Description	**Manufacturers Water Consumption**	**Litres /KG Dry Load**	**Quantity**	**Net Water**
Hoover WDXC C4851	115 litres per cycle	14.375	1	30.18
Total Litres/Person/Day				30.18

Dishwasher				
Description	**Litres/Place Setting**		**Quantity**	**Net Water**
None present - use default	1.25		1	4.5
Total Litres/Person/Day				4.5

Single Flush Toilet				
Description	**Manufacturers Flush Volume**	**Flush volume measured**	**Quantity**	**Net Water**
Unkown	Unknown (footnote 2)	8	1	35.36
Total Litres/Person/Day				35.36

Bath				
Description	**Capacity**		**Quantity**	**Net Water**
Unkown standard 1800 x 800	150		1	16.5
Total Litres/Person/Day				16.5

Total used	**196.75**
Contribution from greywater	**0**
Contribution from rainwater	**0**
Normalisation Factor	**0.91**
Total Internal water consumption (ltres/person/day)	**179.04**

Footnotes:

1) All manufacturers flow rates (where available) are based on the water pressure of 3 bar at the property and are sourced from the manufacturers technical product information. (copies attached)

2) Toilet capacity calculated on volume of water in cistern pre-flush and post-flush

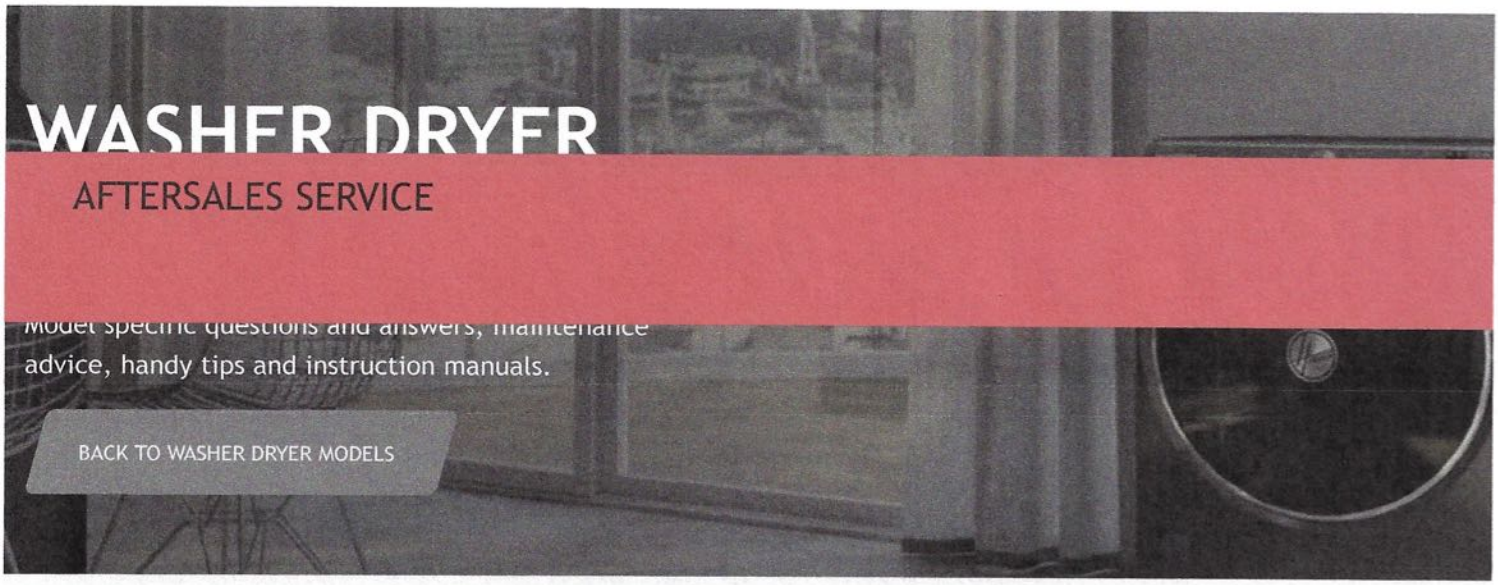
3) Flow rates on taps and shower were undertaken using a 2 litre water jug and stopwatch timer. This was repeated 3 times for each fixture and the average was used to determine the actual flow rates. Where possible these were verified against readings taken using an Artic Hayes flow meter.

Flat 3B water calculations based on survey and testing of existing fittings and fixtures.

Installation Type	Unit of Measure	Capacity/Flow rate (1)	Use Factor (2)	Fixed use (litres/person/day) (3)	Litres/person/day = [(1)x(2)] + (3) (4)
WC (single flush)	Flush Volume (litres)	8.00	4.42	0.00	35.36
WC (dual flush)	Full flush Volume (litres)		1.46	0.00	0
	Part flush Volume (litres)		2.96	0.00	0
WC (multiple fittings)	Average effective flushing Volume (litres)		4.42	0.00	0
Taps (excluding kitchen/utility room taps)	Flow rate (litres/min)	11.00	1.58	1.58	18.96
Bath (where shower also present)	Capacity to overflow(litres)	150.00	0.11	0.00	16.50
Shower (where bath also present)	Flow Rate(litres / minute)	17.00	4.37	0.00	74.29
Bath Only	Capacity to overflow(litres)		0.50	0.00	0
Shower Only	Flow Rate (litres/minute)		5.60	0.00	0
Kitchen/Utility room sink taps	Flow rate (litres/minute)	15.00	0.44	10.36	16.96
Washing Machine	(Litres/kg dry load)	14.37	2.1	0.00	30.18
Dishwasher	(Litres/place setting)	1.25	3.6	0.00	4.5
Waste disposal unit	(Litres/use)	☐ Present	3.08	0.00	0
Water Softener	(Litres/person/day)		1.00	0.00	0
	(5)	Total Calculated use (litres/person/day) =SUM(column 4)			196.75
	(6)	Contribution from greywater (litres/person/day)			0
	(7)	Contribution from rainwater (litres/person/day)			0
	(8)	Normalisation factor			0.91
	(9)	Total internal water consumption = [(5)-(6)-(7)]x(8) (litres/person/day)			179.04
	(10)	External water use			5.0
	(11)	Total water consumption (Building Regulation 17.K) =(9)+(10)(litres/person/day)			184.0

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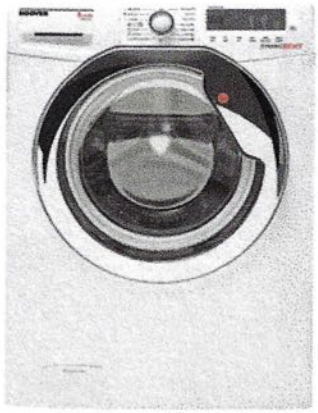
Terms and Conditions
System Requirements



DYNAMIC NEXT

Model No. WDXC C4851

Product code 31006726



INSTRUCTION MANUAL

GENUINE HOOVER SPARES & ACCESSORIES

VIEW LATEST RANGE

TROUBLESHOOTING GUIDES | MAINTENANCE ADVICE | KEY FEATURES

KEY FEATURES

8+5kg Wash/Dry Capacity

1400rpm

BAA Energy Efficiency

White

Dynamic Next Styling

Digital Display

3D Dynamic Wash System

Intelligent Wash System

KG Mode

Variable Spin & Temperature

Start Delay (Up to 24hrs)

Sensor Dry Technology

White Body

Chrome Door

FEATURES

Maximum spin speed (rpm)	1400
Washing Capacity	8
Drying Capacity	5
Type of Display	Digital
Type of Dial	Power Control Dial
Variable Temperature	Yes
3D Dynamic Wash System	Yes
KG Mode	Yes
Intelligent Wash System	Yes
Delay Start	Yes (up to 24hrs)
Super Silent	No
All In One Technology	No
WiFi Wizard Technology	No

PERFORMANCE

Energy Efficiency	A
Wash Performance	A
Spin Drying Performance	A

BUTTONS / DIALS

Start/Pause	Yes
Wash Time (Variable on selected programs)	Yes
Spin Speed (Variable)	Yes
Variable Temperature Option	Yes
Delay Start	Yes (up to 24hrs)
Up to 120 minutes timed drying	No
Easy Iron	Yes
Extra Rinse	Yes
Cold Wash	Yes

PROGRAMMES

All in One 20oC	No
All Baby 60oC	No
Rapid 14 Minute	Yes
Rapid 30 Minute	Yes
Cotton	Yes
Mixed	Yes
Delicates	Yes
Wool & Silk	Yes
Drain + Spin	Yes
Rinse	Yes
All in One 59 minute (full load)	Yes

OTHER INFORMATION

Colour	White
Door Colour	Chromed
Motor	No

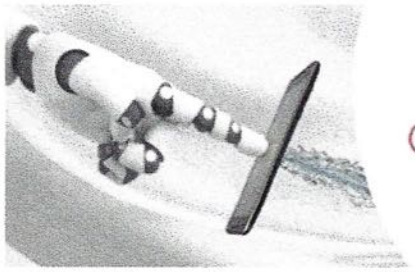
TECHNICAL SPECIFICATION

Average washing time cotton 60C (full load) (min)	230
Power consumption off-mode and left-on mode	0,4/0,6
Cold fill	Yes
Stainless steel drum	Yes
Weight (kg) (packed)	70,5
Weight (kg) (unpacked)	72,5
Packaged Product Height (mm)	890
Packaged Product Width (mm)	650
Packaged Product Depth (mm)	600
Unpackaged Product Height (mm)	850
Unpackaged Product Width (mm)	600
Unpackaged Product Depth (mm)	520
Energy consumption (kwh/cycle - wash)	1.36
Energy Consumption (kwh/cycle - wash & dry)	6.1
Water consumption (litres/cycle - wash)	60
Water Consuption (litres/cycle-wash & dry)	115
Annual Energy Consumption (kW) (wash only	272
Annual Energy Consumption (kW) (wash & dry)	1220
Annual Water Consumption (Litres) (wash only)	12000
Annual Water Consumption (Litres) (wash & dry)	23000
Energy Consumption kW/h 60o Full Load Wash cycle only **	1.36
Moisure Content Remaining %	44
Noise Level Spin (dbA)	71
Noise Level Wash (dbA)	61

HAVING ISSUES WITH THE APP?

Click on **ONE TOUCH** or **WIZARD** icon to get help and advice with the app you are using





ONETOUCH

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Appliance Cleaners
Hoover Care

QST 1/2 C

QUEST Tap Range
Quest Basin Taps Chrome



Specification	
Product Type:	Bathroom Taps
Main Construction Material:	Brass
Mount Type:	Deck
Handle Type:	Lever
Connection Inlet:	1/2" BSP
Connection Outlet:	M16 Aerator
Number of Tap Holes:	2
Valve/Cartridge Type:	1/2" Ceramic Disc Valve
Plumbing System Requirements:	Suitable for all plumbing systems
Minimum Dynamic Pressure (bar):	0.2 bar
Maximum Dynamic Pressure (bar):	5.0 bar
Maximum Hot Water Temperature °C:	65°C
Maximum Static Pressure (bar):	10 bar
Isolation Included:	No

Features:

- Long life and easy to use 1/4 turn ceramic disc valves
- Metal back nuts for added durability
- Easy to use metal handles
- Chrome plated to BS EN 248

Product Certifications:

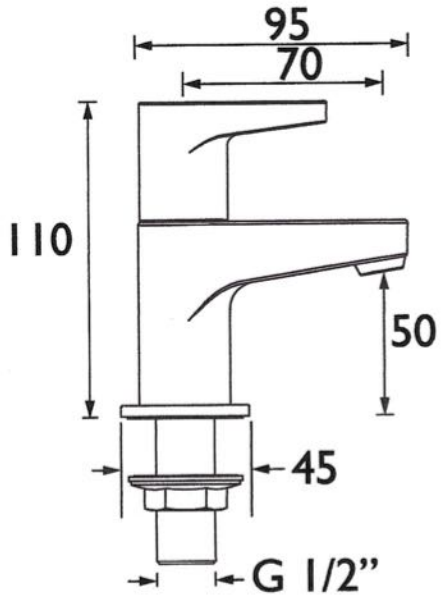
WRAS APPROVED PRODUCT

WRAS Certificate No: 2203908
WRAS Expiry Date: 31/03/2027

Unified Water Label 64.8 l/min

For more products, visit our website:
http://www.bristan.com

Dimensions (measurements in mm)



Flow Rates (l/min)						
System Pressure (bar)	0.2	0.5	1	2	3	5
QST 1/2 C (Cold)	8.4	13.2	18.7	26.5	32.4	41.8
QST 1/2 C (Hot)	8.4	13.2	18.7	26.5	32.4	41.8

TECHNICAL DATA SHEET

TOP QUALITY 5 YEARS GUARANTEED

TOP QUALITY 10 YEARS GUARANTEED *

BRISTAN

D9

Bristan, Birch Coppice Business Park, Dordon, Tamworth, B78 1SG. Web Site: www.bristan.com Telephone: 0330 026 6273. Email: enquire@bristan.com.
* - 10 year guarantee applies to products purchased on or after 01/04/2021. Non-chrome product finishes carry a 3 year guarantee on finish. See www.bristan.com/guarantees for more information. The information contained on this page was correct at date of issue. Fitting Dimensions are provided as a guide only. Some variation may occur due to manufacturing tolerances. Bristan pursues a policy of continuous improvement in design and performance of its products and so reserves the right to change specifications without prior notice.

QST BSM C

QUEST Tap Range
Quest Bath Shower Mixer Chrome



Features:

- Long life and easy to use 1/4 turn ceramic disc valves
- Metal back nuts for added durability
- Easy to use metal handles
- Includes 1.75m hose, rub-clean anti-limescale handset and wall bracket
- Minimum working pressure of 0.3 bar

Product Certifications:

Kiwa Cert. Number: 2207732
Kiwa Expiry Date: 01/08/2027

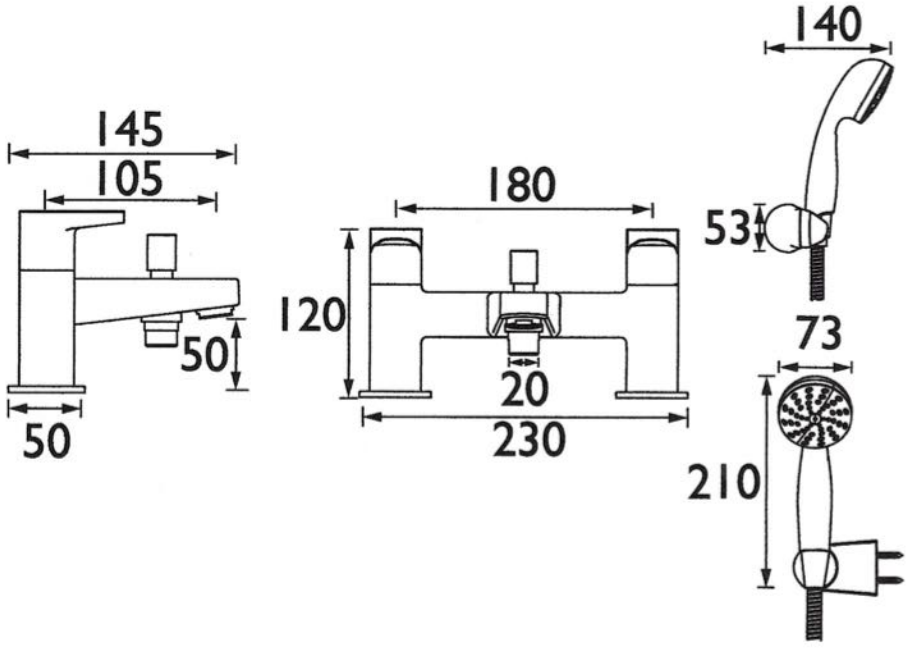
WRAS Cert. Number: 2210801
WRAS Expiry Date: 31/10/2027

Unified Water Label 19.9 l/min

Specification

Product Type:	Bathroom Taps
Main Construction Material:	Brass
Mount Type:	Deck Mounted
Handle Type:	Lever Handle
Connection Inlet:	3/4" BSP
Connection Outlet:	G 1/2"
Number of Tap Holes:	2
Valve/Cartridge Type:	3/4" Ceramic Disc Valve
Plumbing System Requirements:	Suitable for all plumbing systems
Minimum Dynamic Pressure:	0.3 bar
Maximum Dynamic Pressure:	5.0 bar
Maximum Hot Water Temperature: °C	65
Maximum Static Pressure: (bar)	10
Flow Type:	Single Flow
Isolation Included:	No
Check Valve Supplied:	No

Dimensions (measurements in mm)



Flow Rates (l/min)

System Pressure (bar)	0.3	0.5	1	2	3	5
Bath Filler	19	24.6	34.8	49.2	60.2	77.7
Through Handset	6.3	8.1	11.5	16.3	19.9	25.7

TECHNICAL DATA SHEET

5 YEARS GUARANTEED* 10 YEARS GUARANTEED*

BRISTAN

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