MILESTONE HOUSE



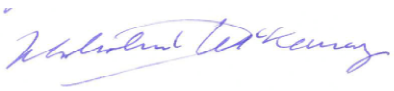
86 HURST ROAD, HORSHAM, WEST SUSSEX, RH12 2DT

Water Neutrality Assessment

November 2024
(Revised 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
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

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Water Neutrality Assessment

October 2024
(Revised January 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) and more recently as a house in multiple occupation (HMO) with an estimated capacity of 12 persons but lying vacant for the past six 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 meter readings from the site when in use as an HMO. It is understood that the building has been vacant for approximately six months. See Appendix F for the water bills for this period.

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).

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3.2 The ground floor had two kitchens located on the eastern side of the house (now removed) and two toilets located on the western side (one now 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 surgery, with the potential to add plans for a possible second floor residential apartment (dependent on water neutrality). 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, sink and shower) 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, the lift to the west and an area that may be used for a future residential/staff accommodation to the south. 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 which is to remain in the property in its redeveloped condition with the radiators being either retained or replaced with similar. 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 water meter readings/bills from the prior residential HMO use of the site (See Appendix F). The building has been vacant for the past six months with no water usage. 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 are therefore calculated as accurately as possible using the water bills for the HMO, provided by the owner,

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and 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 the proposed fixtures 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 practice of a similar size and capacity (also owned managed by the Arun Veterinary Group Ltd). The water bills for this practice (Chichester) 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 practice and at the Chichester veterinary practice.

TABLE 4.1
COMPARISON IN APPLIANCES

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

4.3 The above comparison shows that the proposed vets will have one more washing machine, dish washer and shower than the Chichester 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 practices it is deemed that the expected capacity and water usage of the new practice will comparable to the Chichester branch.

4.4 The existing site has previously been used as offices, with recent use as an HMO (house in multiple occupation) and has lain vacant for the past 6 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

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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*.

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 surgery. The water usage comprises two toilets, seventeen 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), a shower, washing machine and a dishwasher. A flat may be added to the plans for the second floor subject to the water neutrality findings. This will likely contain a kitchen with sink, dishwasher and washing machine and a bathroom with shower, WC and sink.

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 flat and toilets are to be *Lusso Luxe Matt black Wall mounted basin taps* with a flow rate of 3.5 litres per minute. The showers are to be *Lusso Luxe Matte Black Thermostatic Shower with Handheld Shower* with a flow rate of 13 litres per minute. Examples of other low-volume toilets and taps can be seen in Appendix D.

4.8 The existing and proposed daily uses of water at the site have been calculated from the Southern Water bills from the site when in use as an HMO (House of Multiple Occupancy) and the Portsmouth Water bills for the Arun Veterinary Group Ltd practice in Chichester with a similar client and staff capacity. The bills can be seen in Appendix F and are summarised in Table 4.2 below.

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TABLE 4.2
WATER USAGE

Existing usage from HMO water bills		Proposed usage from estimation/comparison with similar veterinary practice	
Average Daily usage HMO	1206.4 l/per day	Average daily usage vets	1571.1 l/per day
Change in usage			**+ 364.7 l/per day**

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

4.9 The results from the comparison with the Chichester veterinary hospital show that the predicted water usage at the site is expected to be 364.7 litres more per day or 2188.2 litres more per week (assuming a six-day working week) than the existing usage, meaning that a robust water saving of 500 l/per day or 3000 l/per week would be needed to achieve water neutrality. However, the fixtures and fittings are not of a low volume specification, unlike the models that are proposed to be fitted in the development so the water usage at the proposed veterinary surgery can safely be assumed to be less than at the comparison site.

4.10 The changing of the fittings and fixtures to more water efficient models could 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 which 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) with proposed *Lusso Luxe Matte Black Thermostatic Shower with Handheld Shower* having a flow rate of 13 l/minute making 104 litres per eight-minute shower. The WRC Part G calculator for water efficiency is shown in Appendix C.

4.11 The HMO had an occupancy of twelve residents. Using the standard toilet on average of five times per person per day (as stated by *Princeton University Student Climate Initiative*) would be 180 l/day on toilet flushing at the part flush rate. Compared with a 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, plus two persons using the WC in the accommodation an average of five times per day (as stated by *David Morris Toilet Breaks at Work*), would be 120 l/day at a part flush rate.

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The HMO would be using 102 l/day for 'toilet break' handwashing and 30 l/day for kitchen washing up use, if taken as a full sink being 15 l, used twice per day (as stated by *Quora*). Compared with the veterinary and residence usage estimated as 48 l/day for toilet break handwashing and 400 l/day for other sink usage. The HMO would be using 1440 l/day for showering, if taken as one shower per person per day. Compared with the veterinary usage of possibly 1040 l/day if taken as one shower per day by the clinical staff members as a worst-case scenario and two showers in the accommodation/staff flat. The changes in water usage with the new fixtures are summarised in Table 4.3 below.

TABLE 4.3
SUMMARY OF CHANGES IN WATER USAGE

Name of appliance	Estimated 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	180	120	-40
Sink	132	448	+316
Shower	1440	1040	-400
Dishwasher	30	15	-15
Washing Machine	23.42	23.42	0.0
Total Change			**-139**

4.12 The savings from using more water efficient models of appliances/fixtures in the development give an estimated saving of 139 l/day. This is more than water neutral when compared with the previous estimated usage. The WRC Part G calculator for water usage per person per day for the proposed development is shown in Appendix C.

4.14 Other 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). This would be sufficient to service the flushing of the toilets and could be topped up from the mains supply if required, provided that appropriate storage facilities and construction methods are employed. The main limitation on rainwater harvesting at the site would be the volume of storage available. Rainwater harvested for toilet flushing should be treated to prevent bacterial growth in pipes and cisterns. Treatment by UV is probably the most practicable. Rainwater harvesting details are given in Appendix C.

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- Reduced water flow facilities. This would comprise reduced flush lavatories, taps and other devices to reduce water use. Examples of reduced flow taps and sinks are given in Appendix D.

- Offsetting the water usage at another site owned by the same client.

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

4.12 Offsetting water use in new developments.

Options for offsetting water use by contribution to water conservation elsewhere are not yet developed, although approaches to Southern Water regarding contributions to their water conservation programmes can be made.

5. 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 practice and the water bills/statements from a comparable capacity veterinary practice, also owned by Arun Veterinary Group Ltd), compared to the estimated water use of the previous residential House of Multiple Occupancy (HMO) use at the site (according to the information provided to us by the client with regards to the usage and fixtures/appliances at the site during occupation and the water bills/statements from the HMO), indicates water neutrality will be achieved post development. This has been achieved by the replacement of older style fixtures that were previously in the residence with more efficient models. See Appendix D for examples of water efficient fixtures.

5.2 There are opportunities to reduce mains water consumption in the proposed redevelopment by incorporating water use reduction measures. The proposed development will use low-volume flushing toilets, low-volume taps and a low-volume shower. This will reduce the amount of water for bathroom use. See Appendix D for 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. The modelled figures for this are shown in Appendix B and C.

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

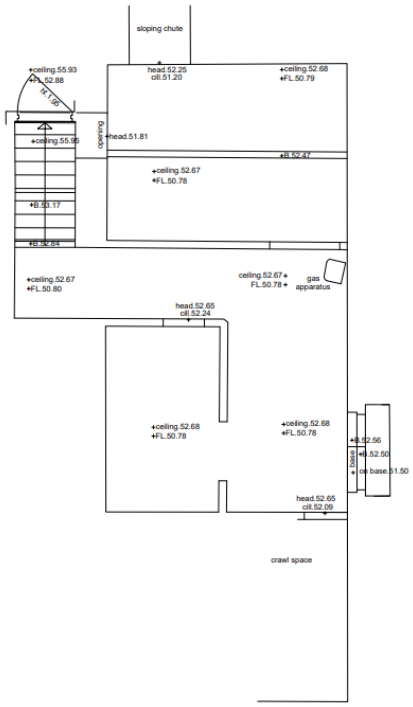
86 Hurst Road, Horsham, RH12 2DT

Figure 1: Location

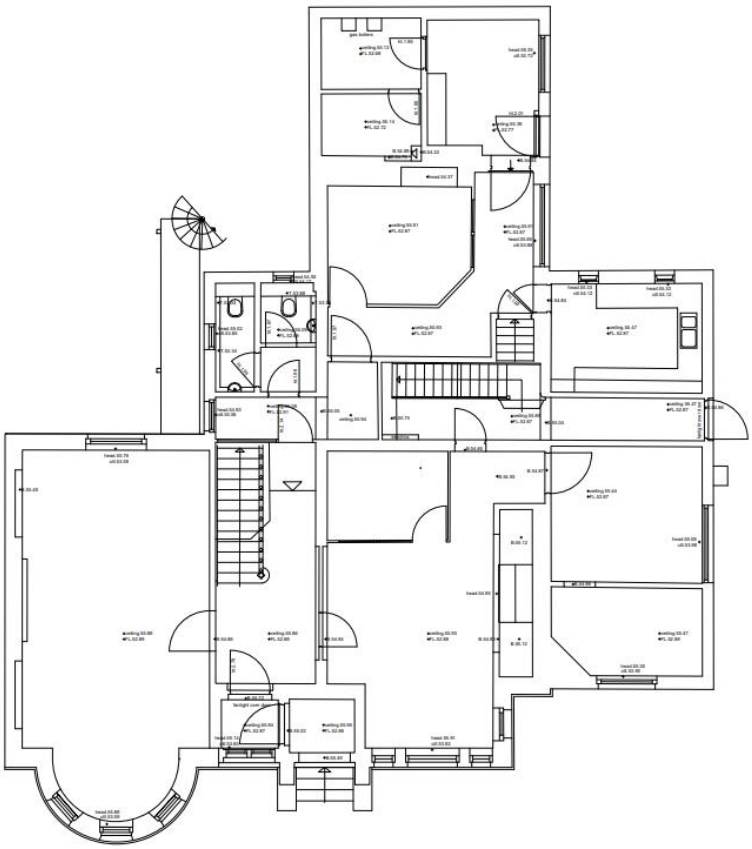
October 2024

Figure 2: Existing Site Layout

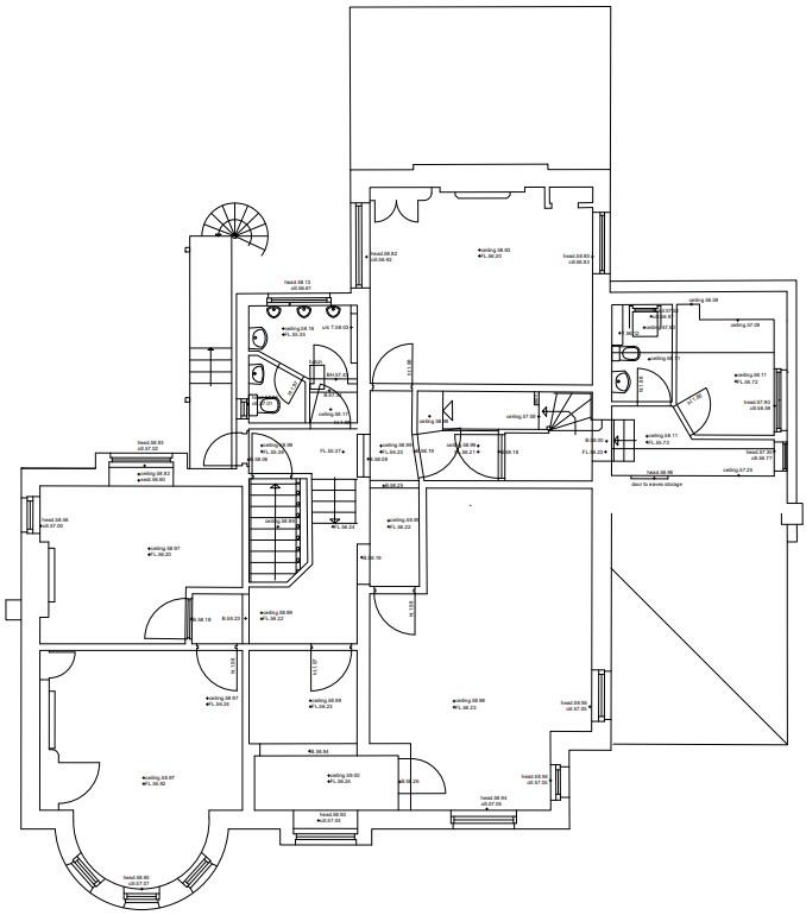
Basement Layout



Ground Floor Layout



First Floor Layout



Second Floor Layout

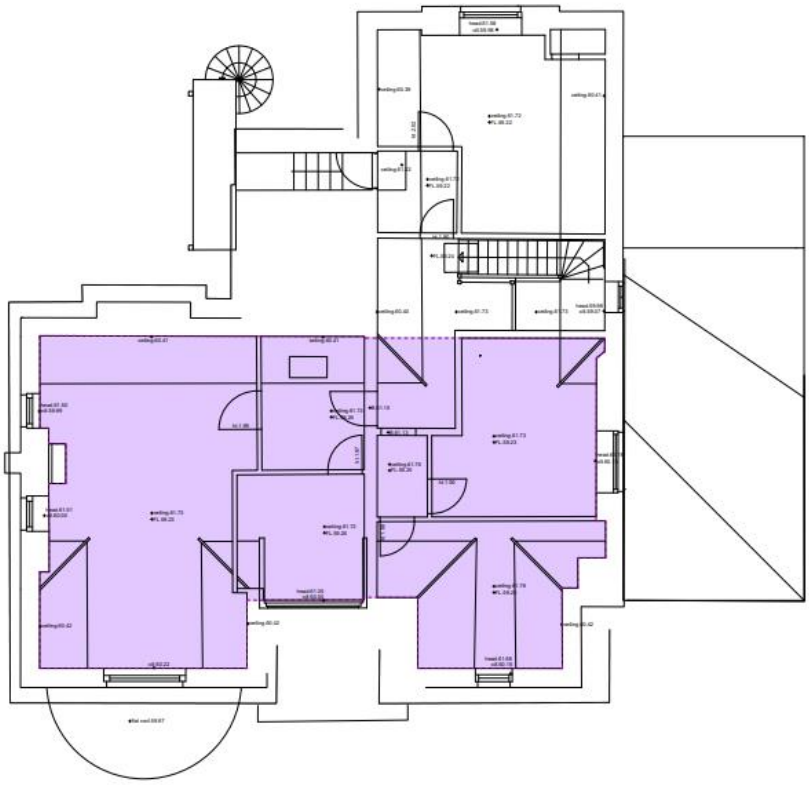


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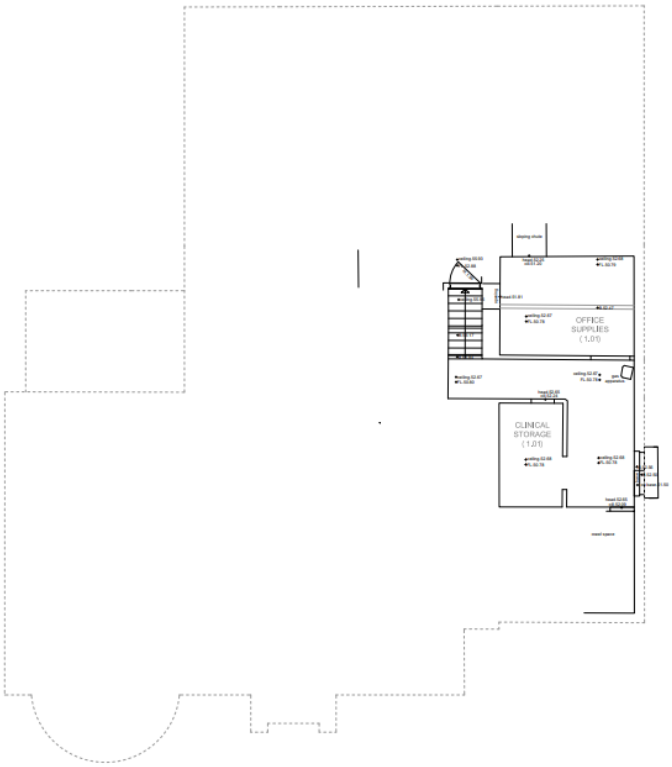
Figure 3: Proposed Site Layout

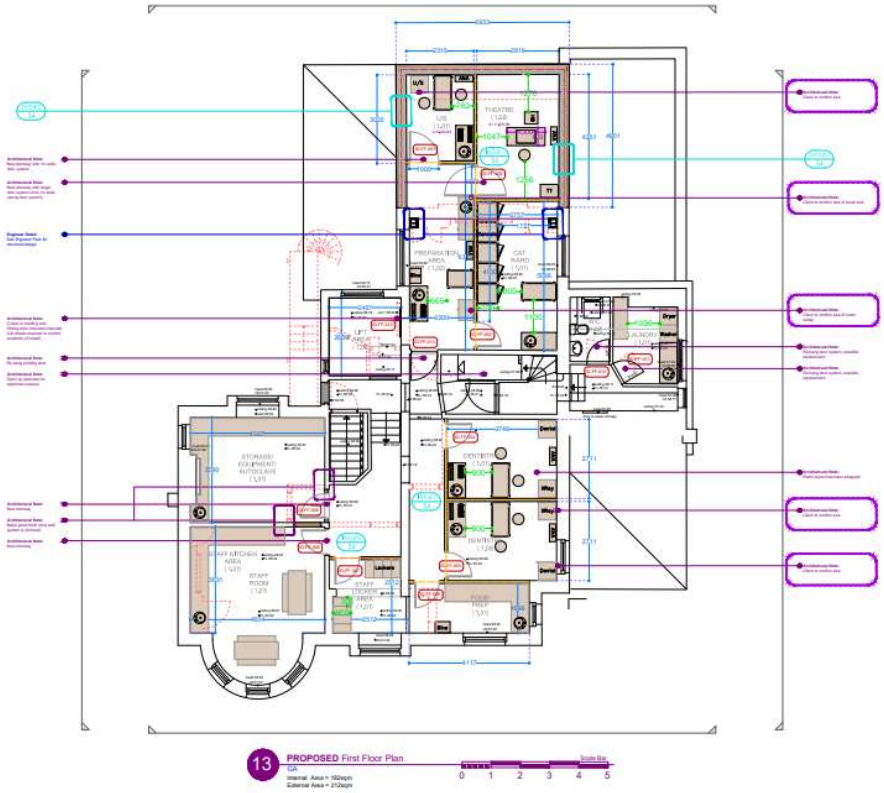
Basement Layout



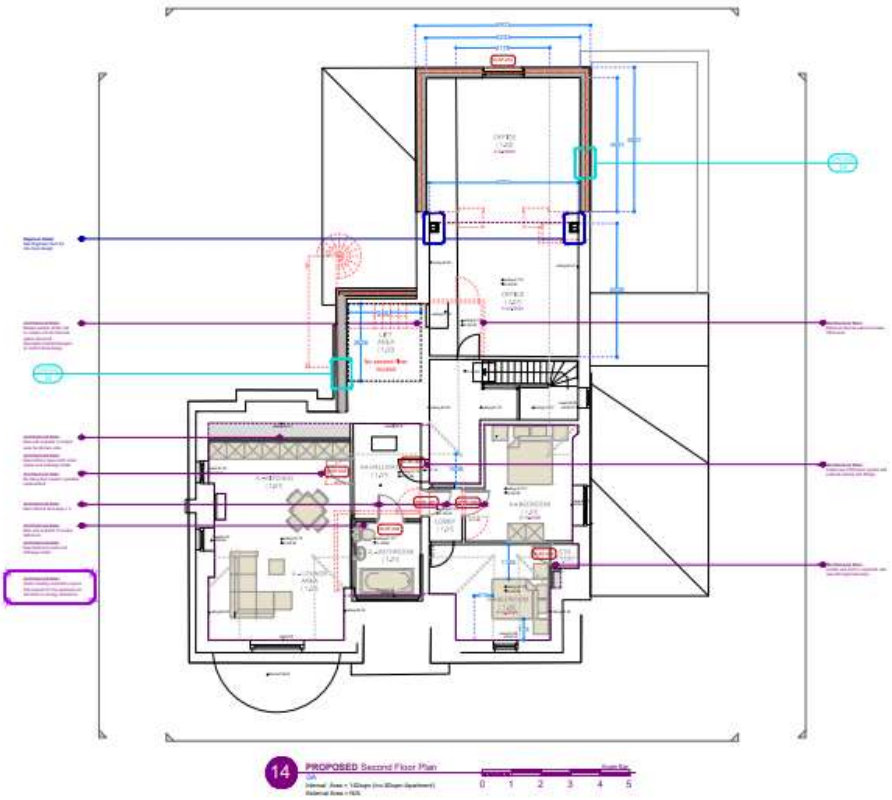
Ground Floor Layout



First Floor Layout



Second Floor Layout



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APPENDIX B

Hydrology

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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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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 & WRC Part G calculator & Rainwater Harvesting Data

BREEAM & WRC Part G Water efficiency Calculator

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

Showers

	Shower type	Specification flow rate (litres/minute)	Quantity (no.)		Total per fitting type
1	Lusso Luxe Matte Black Thermostatic Shower	13.00	2		26.00
2					0.00
3					0.00
4					0.00
5					0.00
	Total		2		26.00

Average flow rate (litres/min)	13.00
Proportionate flow rate (litres/min)	9.10

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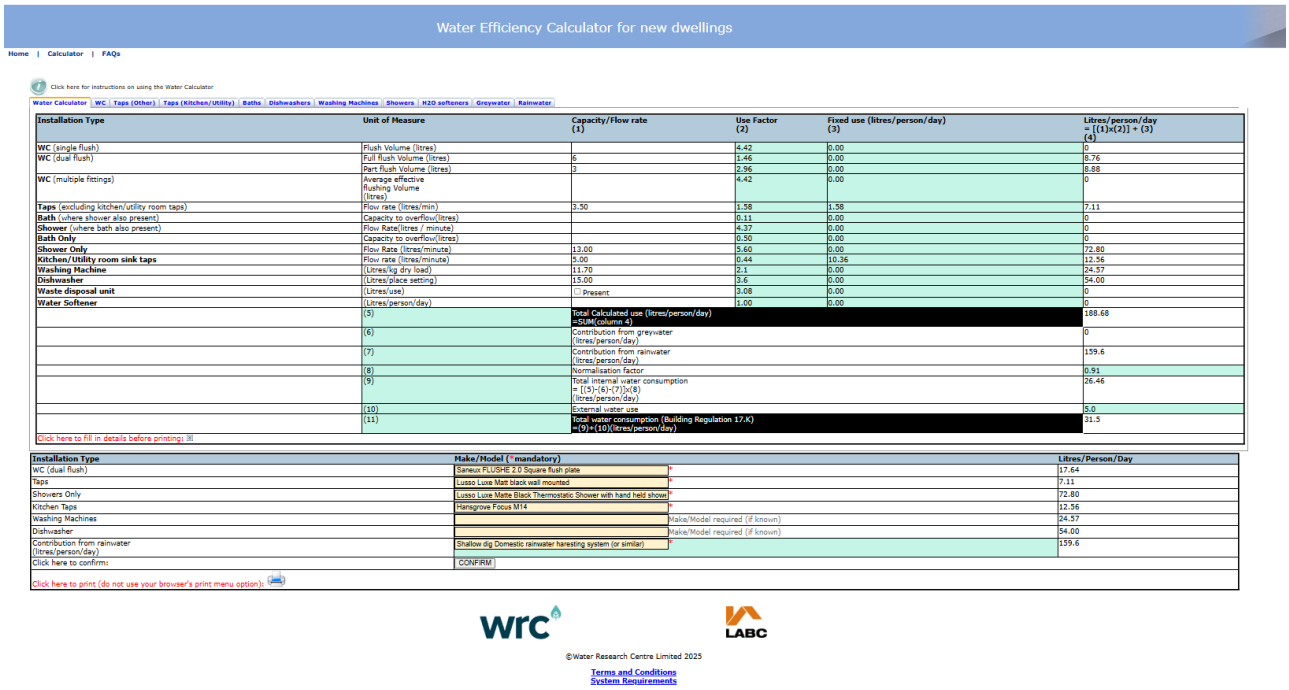

Water Efficiency Calculator for new dwellings

Home | Calculator | FAQs

Click here for instructions on using the Water Calculator

Water Calculator | WC | Taps (Other) | Taps (Kitchen/Utility) | Baths | Dishwashers | Washing Machines | Showers | H2O softeners | Greywater | Rainwater

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)	6	1.46	0.00	8.76
	Part flush Volume (litres)	3	2.96	0.00	8.88
WC (multiple fittings)	Average effective flushing Volume (litres)		4.42	0.00	0
Taps (excluding kitchen/utility room taps)	Flow rate (litres/min)	3.50	1.58	1.58	7.11
Bath (where shower also present)	Capacity to overflow(litres)		0.11	0.00	0
Shower (where bath also present)	Flow Rate(litres / minute)		4.37	0.00	0
Bath Only	Capacity to overflow(litres)		0.50	0.00	0
Shower Only	Flow Rate (litres/minute)	13.00	5.60	0.00	72.80
Kitchen/Utility room sink taps	Flow rate (litres/minute)	5.00	0.44	10.36	12.56
Washing Machine	(Litres/kg dry load)	11.70	2.1	0.00	24.57
Dishwasher	(Litres/place setting)	15.00	3.6	0.00	54.00
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)			188.68
	(6)	Contribution from greywater (litres/person/day)			0
	(7)	Contribution from rainwater (litres/person/day)			159.6
	(8)	Normalisation factor			0.91
	(9)	Total internal water consumption = [(5)-(6)-(7)]x(8) (litres/person/day)			26.46
	(10)	External water use			5.0
	(11)	Total water consumption (Building Regulation 17.K) =(9)+(10)(litres/person/day)			31.5

Click here to fill in details before printing: 🖹

Installation Type	Make/Model (*mandatory)		Litres/Person/Day
WC (dual flush)	Saneux FLUSHE 2.0 Square flush plate	*	17.64
Taps	Lusso Luxe Matt black wall mounted	*	7.11
Showers Only	Lusso Luxe Matte Black Thermostatic Shower with hand held shower	*	72.80
Kitchen Taps	Harsagrove Focus M14	*	12.56
Washing Machines		Make/Model required (if known)	24.57
Dishwasher		Make/Model required (if known)	54.00
Contribution from rainwater (litres/person/day)	Shallow dig Domestic rainwater haresting system (or similar)	*	159.6
Click here to confirm:	CONFIRM		

Click here to print (do not use your browser's print menu option):

wrc LABC

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Terms and Conditions
System Requirements

Rainwater Harvesting Details

1. Sizing the system

The required storage is recommended as 5% of the annual water demand. In this case, the demand being lavatory flushing (estimated at 41 litres/day or 14965 l per year. 5% = 748.25 l):

The Proposed Development

Annual Rainfall	607 ml / 0.6 m³
Roof Size	182m²
Catchment Capacity	0.6 x 182 = 109.2 m³ / 109200 l
At 75 %	**81900 l/year or 224.38 l/day average (Rainwater to be harvested form proposed development).**

Commercially available rainwater harvesting tanks include the size 1000 litres.

A mains water supply will also be connected to top-up the tank in case of extreme low rainfall periods.

Single downpipe connection to a standard water butt to collect water for garden irrigation. This water may also be used for car washing and other non-potable uses.

2. Model specification

Type: Shallow Dig Domestic Rainwater Harvesting System using 1000 litre storage tank

Direct Rainwater Harvesting System with roof water drained to underground tank adjacent to the point of used within the building.

Features: A submersible pump mounted inside the tank maintains pressure and delivers filtered rainwater on demand to where it is required (in this case for lavatory flushing).

A mains water top-up unit tops up the tank if it runs low on rainwater. Sensor detection allows mains water to enter the tank if the level becomes very low.

The filter comprises a two-stage commercial rainwater harvesting filter mounted in a chamber upstream of the storage tank. The filter size is based on the roof. The filter unit is designed to be self-cleaning. Alternatively, an internal basket filter can be fitted in the tank inlet.

Availability: Systems to the specification given above are commercially available from several companies.

Treatment: Treatment can be divided into three categories. Filtration, Biological Processes and Disinfection System. In a rainwater harvesting system, filters can be potentially located at four points.

- The collection tank
- Inside the collection tank
- Between the cistern and the collection tank
- Between the collection tank and the points of use

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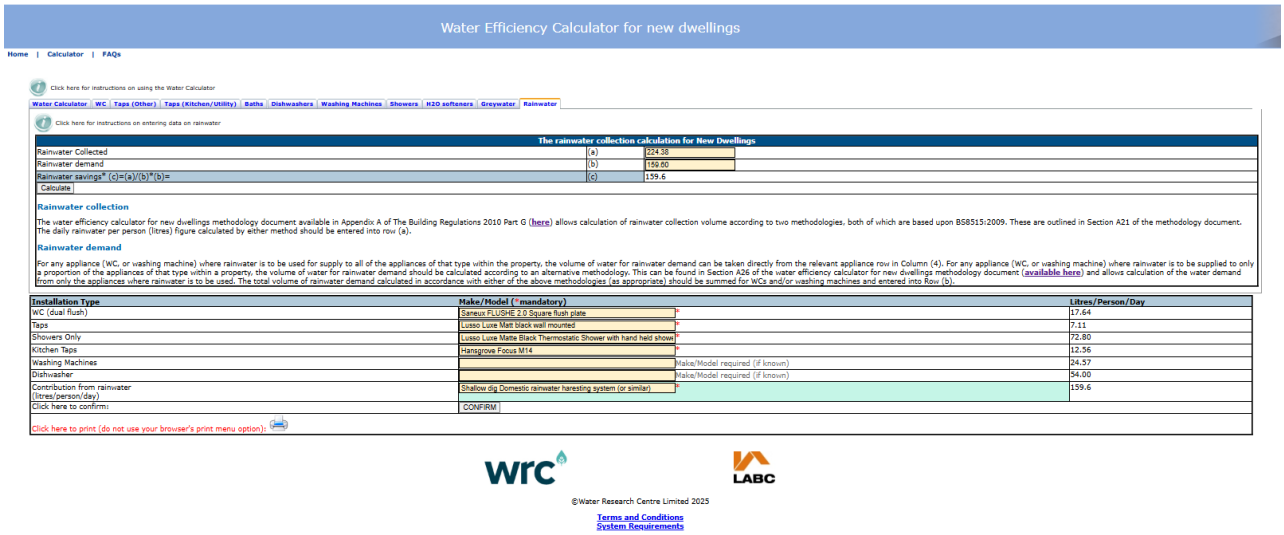
Rainwater Harvesting Calculation from WRC ltd



Water Efficiency Calculator for new dwellings

Home | Calculator | FAQs

Click here for instructions on using the Water Calculator

Water Calculator | WC | Taps (Other) | Taps (Kitchen/Utility) | Baths | Dishwashers | Washing Machines | Showers | H2O softeners | Greywater | Rainwater

Click here for instructions on entering data on rainwater

The rainwater collection calculation for New Dwellings

Rainwater Collected	(a)	224.38
Rainwater demand	(b)	159.60
Rainwater savings* (c)=(a)/(b)*(b)=	(c)	159.6

Calculate

Rainwater collection

The water efficiency calculator for new dwellings methodology document available in Appendix A of The Building Regulations 2010 Part G (here) allows calculation of rainwater collection volume according to two methodologies, both of which are based upon BS8515:2009. These are outlined in Section A21 of the methodology document. The daily rainwater per person (litres) figure calculated by either method should be entered into row (a).

Rainwater demand

For any appliance (WC, or washing machine) where rainwater is to be used for supply to all of the appliances of that type within the property, the volume of water for rainwater demand can be taken directly from the relevant appliance row in Column (4). For any appliance (WC, or washing machine) where rainwater is to be supplied to only a proportion of the appliances of that type within a property, the volume of water for rainwater demand should be calculated according to an alternative methodology. This can be found in Section A26 of the water efficiency calculator for new dwellings methodology document (available here) and allows calculation of the water demand from only the appliances where rainwater is to be used. The total volume of rainwater demand calculated in accordance with either of the above methodologies (as appropriate) should be summed for WCs and/or washing machines and entered into Row (b).

Installation Type	Make/Model (*mandatory)	Litres/Person/Day
WC (dual flush)	Saneux FLUSHE 2.0 Square flush plate *	17.64
Taps	Lusso Luxe Matt black wall mounted *	7.11
Showers Only	Lusso Luxe Matte Black Thermostatic Shower with hand held shower *	72.80
Kitchen Taps	Hansgrove Focus M14 *	12.56
Washing Machines	Make/Model required (if known)	24.57
Dishwasher	Make/Model required (if known)	54.00
Contribution from rainwater (litres/person/day)	Shallow dig Domestic rainwater haresting system (or similar) *	159.6
Click here to confirm:	CONFIRM	

Click here to print (do not use your browser's print menu option):

wrc LABC

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Terms and Conditions
System Requirements

APPENDIX D

Low-Volume Toilets & Taps and Calculations of Usage

© Environmental Assessment Services Limited

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



© Environmental Assessment Services Limited

Side elevation





© Environmental Assessment Services Limited

Radiators (to remain)





Existing toilet (ground floor)





© Environmental Assessment Services Limited

Existing sink (ground floor)



Kitchens with fixtures removed (ground floor)





Toilet with fixtures removed (first floor)





Bathroom with fixtures removed (first floor)





© Environmental Assessment Services Limited

Bath (removed)



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APPENDIX F:

Water bills for the site and Arun Veterinary Group Chichester Practice

Bills From the HMO

business stream
A SCOTTISH WATER COMPANY

business-stream.co.uk

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

Customer reference / invoice no
9190601857 / 6288504

Invoice / tax point date: 26 October 2024

Supply address: 86 SOUTHERN COUNTIES BUILDERS MILESTONE HOUSE HURST ROAD, HORSHAM SW, RH12 2DT

Supply point ID: water / waste water:
30194919679W10 / 30194919675S18

Our VAT number: 945 8508 85

Page 1 of 3

Arun Veterinary Group Limited
Arun Veterinary Group
Mill Stream
North Street
West Sussex
PULBOROUGH
RH20 4DH

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**

Your water services invoice

30 May 2023 - 3 April 2024 (310 days, average £5.23 per day)

Your water consumption and carbon emissions

The year to date (YTD) water consumption for your site is 247.57m³. Based on the billing period and using UK Government statistics, your annual carbon emissions are 453.64kgCO2e/yr.

Your account summary

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

Your charges this period (see page 2 for details)

Water services charges	£1,623.07
Sundry charges	**£0.00**
VAT	£0.00
Total charges this period	**£1,623.07**

We look forward to receiving your payment of £1,623.07

Your charges in detail

Meter number / meter size: 08023235 / 15mm

Water charges			Units	Rate	VAT	Charge
Fixed water charge						
Yearly fee £85.90	30 May 23 - 11 Jan 24		227 days	0.234699	Z	£53.28
Yearly fee £85.90	12 Jan 24 - 31 Mar 24		80 days	0.234699	Z	£18.78
Yearly fee £18.30	1 Apr 24 - 3 Apr 24		3 days	0.050137	Z	£0.15
Volumetric water charge						
Actual reading	5 Oct 23	5640				
Estimated reading	30 May 23	5478				
= volume used this period			162 m³			
Actual reading	4 Apr 24	5857				
Actual reading	5 Oct 23	5640				
= volume used this period			217 m³			
Charges	30 May 23 - 4 Oct 23		162 m³	1.6105	Z	£260.90
Charges	5 Oct 23 - 11 Jan 24		118.038 m³	1.6105	Z	£190.10
Charges	12 Jan 24 - 31 Mar 24		43.5 m³	1.6105	Z	£70.06
Charges	1 Apr 24 - 3 Apr 24		55.462 m³	2.0336	Z	£112.79
Total water charges						**£706.06**

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 £52.58	30 May 23 - 11 Jan 24		227 days	0.143661	Z	£32.61
Yearly fee £52.58	12 Jan 24 - 31 Mar 24		80 days	0.143661	Z	£11.49
Volumetric waste water charge						
Charges	30 May 23 - 4 Oct 23		153.9 m³	2.2758	Z	£350.25
Based on 95% of water usage figure						
Charges	5 Oct 23 - 11 Jan 24		112.137 m³	2.2758	Z	£255.20
Based on 95% of water usage figure						
Charges	12 Jan 24 - 31 Mar 24		41.324 m³	2.2758	Z	£94.05
Based on 95% of water usage figure						
Charges	1 Apr 24 - 3 Apr 24		52.689 m³	2.7071	Z	£142.63
Based on 95% of water usage figure						
Surface water drainage						
Charges	30 May 23 - 12 Jan 24		228 days		Z	£15.07
Based on the annual charge of £24.19						
Charges	13 Jan 24 - 31 Mar 24		79 days		Z	£5.22
Based on the annual charge of £24.19						
Charges	1 Apr 24 - 3 Apr 24		3 days		Z	£0.23
Based on the annual charge of £28.57						
Highway drainage						
Charges	30 May 23 - 11 Jan 24		227 days		Z	£7.50
Based on the annual charge of £12.09						
Charges	12 Jan 24 - 31 Mar 24		80 days		Z	£2.64
Based on the annual charge of £12.09						
Charges	1 Apr 24 - 3 Apr 24		3 days		Z	£0.12
Based on the annual charge of £14.28						
Total waste water and drainage charges						**£917.01**

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.

Sundry charges	Units	Rate	VAT	Charge
Deposit			Z	£0.00
Total sundry charges				**£0.00**

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

Subtotal	**£1,623.07**
Total charges this period	**£1,623.07**

business stream
A SCOTTISH WATER COMPANY

business-stream.co.uk

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

Customer reference / invoice no
9190601857 / 6288505

Invoice / tax point date: 26 October 2024

Supply address: 86 SOUTHERN COUNTIES BUILDERS MILESTONE HOUSE HURST ROAD, HORSHAM SW, RH12 2DT

Supply point ID: water / waste water:
3019491967W10 / 30194919675I8

Our VAT number: 945 8508 85

Page 1 of 3

Arun Veterinary Group Limited
Arun Veterinary Group
Mill Stream
North Street
West Sussex
PULBOROUGH
RH20 4DH

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**

Your water services invoice

4 April - 25 October 2024 (205 days, average £5.64 per day)

Your account summary

Your previous balance	£1,623.07
Payments received	£0.00
Your balance brought forward	**£1,623.07**

Your charges this period (see page 2 for details)

Water services charges	£1,158.06
VAT	£0.00
Total charges this period	**£1,158.06**

We look forward to receiving your payment of **£2,781.13**

Your water consumption and carbon emissions

The year to date (YTD) water consumption for your site is 247.57m³. Based on the billing period and using UK Government statistics, your annual carbon emissions are 441.65kgCO2e/yr.

Your charges in detail

Meter number / meter size: 08023235 / 15mm

Water charges			Units	Rate	VAT	Charge
Fixed water charge						
Yearly fee £18.30	4 Apr 24 - 25 Oct 24		205 days	0.050137	Z	£10.28
Volumetric water charge						
Estimated reading	26 Oct 24	6101				
Actual reading	4 Apr 24	5857				
= volume used this period			244 m³			
Charges	4 Apr 24 - 25 Oct 24		244 m³	2.0336	Z	£496.20
Total water charges						**£506.48**

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					
Volumetric waste water charge					
Charges	4 Apr 24 - 25 Oct 24	231.8 m³	2.7071	Z	£627.51
Based on 95% of water usage figure					
Surface water drainage					
Charges	4 Apr 24 - 25 Oct 24	205 days		Z	£16.05
Based on the annual charge of £28.57					
Highway drainage					
Charges	4 Apr 24 - 25 Oct 24	205 days		Z	£8.02
Based on the annual charge of £14.28					
Total waste water and drainage charges					**£651.58**

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	**£1,158.06**
Total charges this period	**£1,158.06**

Bills from Chichester Veterinary Surgery

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
Volumetric water charge						
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**

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 Oct 23 - 1 Jan 24		92 days	0.143661	Z	£13.22
Volumetric waste water charge						
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						
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						
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**

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

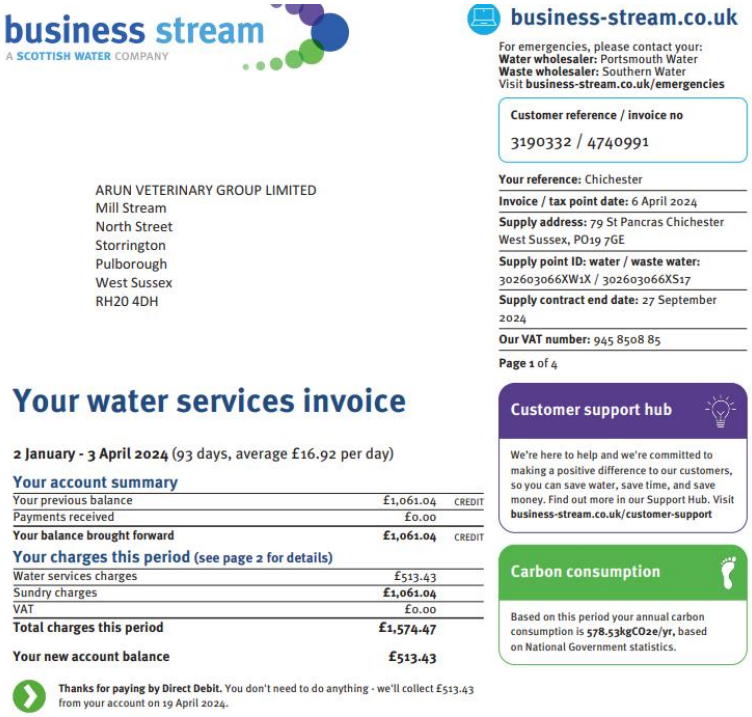
This is the amount of water that we estimate goes down your drain based on a proportion of the water consumption recorded by your water meter. In general, waste water is charged between 90% and 100% of your recorded water use.

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	**£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
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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.

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 >

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**

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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
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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**

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**

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

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**

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.

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
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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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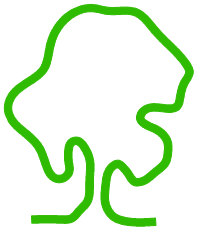

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