

Calculating Water Resale Prices at Holiday Caravan Parks

The '[Water resale order](#)' outlines rules set by Ofwat (The Water Services Regulation Authority) which determine how much you should be charged for your water supply at your caravan park. The rules vary depending on whether water meters are installed at your caravan park. Your park operator should tell you how your bill has been worked.

Non-metered Supply

The water resale order states that the reseller must charge for water in one of the following six ways:

1. *Split equally between the purchasers, or in proportion to:*
2. *The number of people in each property*
3. *The rateable value of each property*
4. *The total floor space of each property*
5. *The number of bedrooms in each property*
6. *Half the bill according to method 1 (split equally between purchasers) and the other half according to any one of methods 2-5*

If your park operator also uses a share of the water supply at your park, they must pay their share of the total bill in line with the rules set out above.

Your operator can only charge you for the period you have owned the caravan, so if you purchase part way through the year, you should expect an adjustment to your bill. If your operator charges more than the average bill in the park's region, the park operator must show that they worked out your bill using one of the above methods.

Metered Supply

If all caravans are metered, your park operator must:

- Charge each purchaser the same amount for each cubic metre as they pay the water company
- Share the cost of the standing charge they pay the company equally between all purchasers.



NACO

National Association
of Caravan Owners

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Some Purchasers are Metered and Some are Un-metered

If some caravans are metered and some not, your operator must work out the charges for metered purchasers first and subtract these from the total bill. They must then work out the charges for the un-metered purchasers using one of the six rules above.

Administration charge

Anyone selling water or sewerage services is entitled to make a reasonable charge for administration costs and maintaining meters. Your park operator can recover about £5 a year from purchasers without a water meter and £10 a year from purchasers who have a meter. The administration charge applies to each purchaser, not each occupant.

If you would like assistance establishing whether your park operator is reselling water in the prescribed way, please get in touch with our Advice Team. We will assess whether they are billing in accordance with the water resale order and assist you with correspondence with your park.

- You can call us on 01255 820 321
- You can email us on advice@nacoservices.com