

What's the difference between a domestic service and a non-domestic service?

When considering whether a water supply or a sewage discharge (the service) is domestic or non-domestic, we typically classify the proposed buildings on a development as either household or non-household and these are defined below: -

Household – a building provided for permanent residential purposes for example a flat or a house.

Non-household – a building for business purposes such as coffee shop or a factory incorporating a trade process, for example a vegetable processing plant or a brewery. A premises providing temporary residential accommodation such as a care home or hotel will also be classified as non-household.

For household premises all service is considered to be domestic.

Many non-household premises will require a service for both domestic and non-domestic purposes. Examples below: -

Domestic service – the service provided for staff or occupants of a non-household premises, for example water used for washing, cooking and sanitation. Any service that is not used in, or as part of the production or manufacturing process.

Non-domestic service – the service used for or associated with the production or manufacturing process. For example, the water used in or discharged from a vegetable processing plant for the cleaning of the vegetables.

Please note that the subsequent discharge of the used water to the sewer at the end of the manufacturing or trade process would be considered a Trade Effluent. Further information on Trade Effluent can be found here [Trade effluent \(anglianwater.co.uk\)](http://anglianwater.co.uk).

Since April 2017 non-household customers have been able to choose the retailer who carries out their billing and customer services functions. You can find more about competition on the Open Water website.