



Your local supply, on tap

Wholesale Tariff Document – from 1 April 2017

Affinity Water



Affinity Water Limited

Registered in England (company number 2546950)

Registered office: Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ

1 Introduction

- (1) Welcome to Affinity Water Limited's **wholesale tariff document 2017/18** referred to in the *Wholesale-Retail Code* issued by **OFWAT** under Sections 66DA and 117F of the Water Industry Act 1991.
- (2) This **wholesale tariff document** is made in accordance with Wholesale Charging Rules issued by **OFWAT** on 24 November 2016 under Sections 66E and 117I of the Water Industry Act 1991 and with the *Wholesale Retail Code*.
- (3) It sets out **our Wholesale Charges** including *Primary Charges* and *Non-Primary Charges* in accordance for the supply of *Water Services* to *Water Retailers* for the period from 1 April 2017 until further notice.

2 Contact Information

- (1) If **you** wish to contact **us** in relation to any service referred to in this **wholesale tariff document you** should contact **our** Wholesale Operations Service Desk as follows:

Wholesale Operations Service Desk	
Address	Affinity Water Limited Tamblin Way Hatfield Hertfordshire AL10 9EZ
Telephone	0345 350 3677
E-mail	wosd@affinitywater.co.uk
Web	www.affinitywater.co.uk/wholesale-contact-us

- (2) Any other enquiries about this **wholesale tariff document** should be addressed to the Company Secretary, Affinity Water Limited, Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ.

3 Our Water Supply Area

- (1) **Our** water supply area is defined in **our instrument of appointment** and comprises three discrete regions in the south east of England shown on the map below.



- (2) **We** have published on **our** website an ordnance survey map showing the boundary line of the area served by **our** network. **You** can access this at www.affinitywater.co.uk
- (3) **You** can also request a more detailed map of a specific area by contacting **us** or by using **our** postcode checker facility on **our** website at www.affinitywater.co.uk

4 Definitions and interpretation

- (1) In this **wholesale tariff document** the following words have the meanings given below. Other defined terms as expressed in *italics* are as defined in Part 1, Part B of the *Wholesale Retail Code*.

Term	Meaning
1991 Act	Water Industry Act 1991 (as amended)
abortive visit charge	A charge which you will incur if you cancel an activity with less than 24 hours notice or the activity is aborted due to your acts or omissions.
assessed charge	A non-metered charge used as an alternative to the rateable value charge as explained in section 5 of this wholesale tariff document .
eligible premises	Premises that could be supplied with water by a water supply licensee with a retail or restricted retail authorisation.
instrument of appointment	The written instrument (as varied from time to time) appointing the Company as the water undertaker for the areas described and subject to the conditions set out in the instrument, under what is now Section 6 of the 1991 Act .
metered charges	Charges for services that are based wholly or partly on measured quantities of volume.
non-metered charges	Charges for services that are not based on measured quantities of volume to any extent.
notional rateable value charge	A charge fixed wholly or partly by reference to a rating valuation list or otherwise determined, whether directly or indirectly, by reference to any value or other amount specified at any time in such a list or which purports to be so fixed or determined.
notional rateable value	The value determined by us in respect of any premises in place of any value included in a rating valuation list .
OFWAT	The Water Services Regulation Authority.
process number	The reference used in the <i>Operational Terms</i> to identify a particular process for the carrying out of an operation activity necessary for the <i>Wholesaler's</i> provision of <i>Water Services</i> to the <i>Water Retailer</i> .
rating valuation list	A list which is or has at any time been maintained, for the purposes of rating, under section 41 of the Local Government Finance Act 1988, section 67 of the General Rate Act 1967 or any other enactment.
relevant party	A <i>Service Provider</i> liable for meter reading charges in accordance with Part 4.8 of the <i>Business Terms</i> and pursuant to Section 205 of the 1991 Act .
schedule of charges	The schedule of <i>Primary Charges</i> found in section 7 of this wholesale tariff document together with the schedule of <i>Non- Primary Charges</i> found in section 8 of this wholesale tariff document .

Term	Meaning
special agreement	An agreement to which section 142(2)(b) of the 1991 Act applies
standing time	Time spent by us on site during periods where a process or action is required to take place before we can commence or continue with the activity
supply pipe	Any part of a service pipe which we or any other water undertaker could not be required to lay under section 46 of the 1991 Act .
water fittings regulations	The Water (Fittings) Regulations 1999
we/us/our	Affinity Water Limited.
working hours	Work, service or activities carried out between 07:00 and 17:00 Monday to Friday Including travel to and from site. Excluding Saturdays, Sundays and public holidays.
you/your	The <i>Contracting Retailer</i> .

- (2) If not defined above words and expressions used in this **wholesale tariff document** shall have the meanings given in the **1991 Act**. References to the **1991 Act** or to any other Act or regulations shall include its or their amendment or replacement.
- (3) Except where the context otherwise requires, words in the singular include the plural and words in the plural include the singular.
- (4) This **wholesale tariff document** should be read and construed in conjunction with the relevant parts of the *Wholesale-Retail Code* and the **1991 Act** (and any regulations made thereunder) where appropriate.
- (5) If any court or competent authority finds that any provision of this **wholesale tariff document** (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision is, to the extent required, to be deemed to be deleted, and the validity and enforceability of the other provisions of this **wholesale tariff document** is not to be affected.
- (6) If any invalid, unenforceable or illegal provision of this would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

5 Primary Wholesale Charges

5.1 Overview

- (1) The *Primary Charges* as set out below apply in respect of the water supply **we** provide to **you** and must be paid in accordance with the provisions set out in the *Wholesale Contract* and the *Wholesale Retail Code*.

5.2 Metered Charges

5.2.1 When will metered charges apply?

- (1) **Metered charges** apply to water made available to **you** for **you** to supply to **eligible premises** unless **we** determine it would be impractical or infeasible to install a meter.
- (2) If **metered charges** apply to any **eligible premises**, **we** will charge **you** for all water passing through the meter. This includes water lost as a result of leakage from the **supply pipe** (internal or external), waste or undue consumption of water, visible or non-visible.

5.2.2 Water used for fire fighting purposes

- (1) In accordance with Section 147 of the **1991 Act**, **we** will not charge a volumetric charge in respect of water used for fire fighting purposes or for the purpose of training persons for fire fighting.
- (2) Where a water supply is solely for the purposes of fire fighting, no standing charges are payable. In all other cases, standing charges will be payable at the rate appropriate for the meter size as set out in the **schedule of charges**.

5.2.3 Overview of our metered charges

- (1) **Our metered charges** consist of three different tariffs. If **metered charges** apply in respect of water made available to **you** for **you** to supply to **eligible premises**, **you** will be charged one of the following tariffs:
 - a. Standard tariff
 - b. Mid user tariff
 - c. Large user tariff
- (2) **Metered charges** comprise an annual standing charge and a volumetric charge as explained below:

Standing charge – The standing charge reflects the fixed costs in the provision and maintenance of **our** water supply system. The period covered by the standing charge may mean that some of the charge is paid in arrears and some in advance. The standing charge will vary according to the size of meter.

Volumetric charge – The volumetric charge is calculated by multiplying the volume of water supplied determined from the meter reading by the relevant rate per **cubic metre**.

- (3) A separate standing charge applies to each metered supply.

5.3 Non-metered Charges

5.3.1 Overview of our non-metered charges

- (1) If **metered charges** do not apply, one of the following **non-metered charges** will apply in respect of water supplied to **eligible premises**:
 - a. a **rateable value charge**
 - b. an **assessed charge**
- (2) A *Water Retailer* may request a review of charges under process H3.

5.3.2 Rateable value charge

- (1) The **rateable value charge** comprises:
 - a. an annual standing charge determined in accordance with the **schedule of charges** payable on a daily basis on all properties with a rateable value of greater than £50, and;
 - b. a charge calculated by multiplying the rateable value of the **eligible premises** by a rate in the £ based on the location of the **eligible premises** as specified in the **schedule of charges**.
- (2) The rateable value of the **eligible premises** will be the value shown in the **rating valuation list** at 31 March 1990 or a **notional rateable value** assigned by **us**.
- (3) **We** may apply a **notional rateable value charge** in respect of any **eligible premises** where:
 - a. they did not have a rateable value at 31 March 1990, (including but not limited to places of worship);
 - b. they are created from the sub division of **eligible premises** having a rateable value at 31 March 1990;
 - c. they are created from the merger of two or more **eligible premises** with individual rateable values. In the absence of clear evidence to the contrary the **notional rateable value** will be taken as the sum of the individual rateable values of the properties that have been merged;
 - d. they have a rateable value of less than £50, which is not representative of other similar properties in the **rating valuation list**;
 - e. building works have increased the property size and floor space by greater than 50% of the previous floor size.
- (4) Where the **eligible premises** do not have a water supply, but water is made available from communal facilities by virtue of occupation of the **eligible premises**, **you** will be liable to pay the **rateable value charge** in respect of the **eligible premises**.

5.3.3 Assessed charge

- (1) The **assessed charge** comprises an annual standing charge and an employee based volumetric charge.
- (2) For **eligible premises** in our Central Region or East Region, the employee based volumetric charge is calculated by multiplying the following:

- a. The number of people working or residing at the eligible **premises**;
- b. The assessed annual consumption per person for the relevant band, shown in the table below:

SIC Code Band	Band 1	Band 2	Band 3	Band 4	Band 5
Assessed annual consumption (cubic metres) per person	15	50	100	200	By inspection

- c. The rate per cubic metre shown in the **schedule of charges**.

- (3) For **eligible premises** in the Southeast Region, the employee based volumetric charge is calculated by multiplying the following:

- a. The number of people working or residing at the **eligible premises**;
- b. The assessed annual consumption per person shown in the table below:

Number of People at the Premises	Assessed Annual Consumption (cubic metres)
Full time employees, no canteen facilities	6
Full time employees with canteen facilities	10
Residential occupation	35
For part time employees	50% of the above allowances apply

- c. The rate per cubic metre shown in the **schedule of charges**.

- (4) For **eligible premises** in the Central Region where an **assessed charge** was applied at 31 March 2000 (and has continued to apply), the employee based volumetric charge will be calculated by multiplying 1) the number of people working or residing at the **eligible premises** (subject to a minimum of two) by 2) 15 cubic metres by 3) the rate per cubic metre shown in the **schedule of charges**.
- (5) Where consumption at the **eligible premises** is not realistically reflected by the number of employees, for example, in a public house, **we** will assess a charge based on information made available to **us** about the usage at the **eligible premises**.

5.4 Special Agreements

- (1) **We** are required under paragraph 7 of the Wholesale Charging Rules to publish the *Wholesale Charges* that apply to **special agreements**. These are provided in the **schedule of charges**.
- (2) **We** also set out in section 9 the description, and where applicable the standard, of non-potable supplies under **special agreements**.
- (3) The supply made pursuant to AFWN005 is an interruptible supply.

5.5 Allowances and volumetric adjustments

- (1) You can apply for a *Volumetric Adjustment* under process H1 in the following circumstances:
 - a. water for fire fighting purposes (as described in section 5.2.2 above)
 - b. bursts or leaks caused by failure of **our** assets;
 - c. the outcome of meter accuracy investigations or following the replacement of a faulty meter; and
 - d. other circumstances at our discretion.
- (2) **We** will calculate a *Volumetric Adjustment* based on the difference between historic consumption under usual circumstances and consumption under the circumstances in paragraphs (1)(a)-(d) above.
- (3) **We** will adjust the volumetric charge element of **our metered charge** to reflect the *Volumetric Adjustment*.

6 Non-Primary Wholesale Charges

6.1 Overview

- (1) The *Non-Primary Charges* set out in the **schedule of charges** and explained below apply in respect of chargeable services **we** provide to **you**.
- (2) Where *Water Services* are provided for in accordance with defined processes set out in Part 3 (Operational Terms) of the *Wholesale Retail Code* the charges are identified by reference to **process number**.
- (3) **We** have also included some charges in respect of some services which do not have a process set out in Part 3 (Operational Terms) of the *Wholesale Retail Code*. These are included by reference to a description of the relevant activity with further explanation within the text of this section as necessary.
- (4) Where possible **we** have set out standard charges for particular services and the basis of these is explained in section 6.2. Where it is not possible to provide a standard charge **we** have explained the basis on which a non-standard charge will be calculated in section 6.3.

6.2 Basis for charging standard charges

- (1) Standard charges are set out in the **schedule of charges** against the activity to which they relate.
- (2) **We** expect that in the majority of cases **we** will be able to apply a standard charge and will endeavour to do so wherever possible but in the following circumstances **we** reserve the right to move to a non-standard charge:
 - a. access is significantly hindered;
 - b. there is a requirement for reconfiguration of pipework and associated excavation;
 - c. there are unforeseen and significant obstructions, restrictions or suspected ground contamination or any other limitations; or
 - d. there is a requirement for traffic management, street works or any other arrangements.
- (3) If **we** are proceeding with work on the basis of a standard charge and **we** encounter any of the circumstances referred to in paragraph (2) which mean that **we** are unable to complete the work on the basis of the standard charge **we** will immediately stop the work and inform **you**. **We** will then look to proceed on the basis of a non-standard charge as set out in section 6.3.

6.3 Methodology for calculating non-standard charges

- (1) **Our** non-standard charges will apply to activities as indicated in the **schedule of charges** and in the circumstances set out at paragraph (2) of section 6.2 above.
- (2) Where a non-standard charge applies **we** will provide **you** with a quotation in advance. **We** will not start work until **you** have accepted that quotation.

(3) **We** will base **our** quotation on the standard charge for the activity **we** determine is closest to the one which **you** have requested plus any additional anticipated cost.

(4) **Our** additional anticipated costs may include any or all of the following:

a. direct costs including travel and **standing time**:

Class of employee	Hourly rate (£)
Senior Manager	97.00
Line Manager	70.06
Technician	47.03
Overtime will be applied at 50% above the hourly rate if outside of working hours	

b. administration costs or other management costs incurred for a specific **activity**;

c. cost of subcontractor(s) including **standing time**;

d. cost of materials required including wastage or excess materials;

e. Ad-hoc cost of hiring external plant, equipment, materials, labour etc. incurred as a consequence of:

a) an emergency;

b) the *Water Retailer* requiring resources (including labour) at short notice where the cost is higher due to time restrictions;

c) rectifying obstructions (whether known or unknown to **us**) that restrict or prevent **us** from carrying out the **activity**.

f. cost of obtaining any licences, permits, consent, temporary signage, traffic management, shoring and any specific costs associated with carrying out the **activity**;

g. enforcement fees (if applicable);

h. legal and consultancy fees;

i. management fees;

j. costs associated with surveying, designing, reviewing, drafting, verifying, printing and copying required for the **activity**;

k. costs associated with carrying out pipework modifications or excavation;

l. costs associated with the transport of plant, material and/or equipment;

m. direct and indirect costs associated with any disruption caused to **our** network.

6.4 Metering activity

- (1) **We** will carry out metering activity in accordance with **our** policy in respect of metering, which is published on **our** website at www.affinitywater.co.uk, section 4.2 of the *Business Terms* and the *Operational Terms*.
- (2) Affinity Water Limited offers meter reading services to all *Water Retailers*. This activity falls outside of the Wholesale Retail Code; please contact us for further information.

6.5 Contribution Offers

- (1) Where the installation of a meter has been deemed to be impractical **we** will make a *Contribution Offer* under process H2 on the basis set out in the **schedule of charges**.

6.6 Meter readings used by other Service Providers

- (1) Pursuant to Section 205 of the **1991 Act** and section 4.8 of the *Business Terms*:
 - a. In circumstances where **we** obtain a meter reading, which is disclosed to and/or by the *Market Operator*, relating to metered **eligible premises** supplied by different *Service Providers*, **we** are entitled to charge the **relevant party** a reasonable proportion of the expenses of obtaining the reading and the reasonable expenses of disclosing the meter reading.
 - b. Unless **we** waive the right to charge the **relevant party** the expenses, the charges as set out in the **schedule of charges** will apply irrespective of whether the meter reading has been issued by the *Market Operator* prior to an invoice being issued.

6.7 Damage to our network or meters

- (1) If an act or omission of **you**, **your** agent, contractor or subcontractor damages **our** network or a meter, **we** will look to recover from **you** the total cost of the actual work involved in repairing or replacing the damaged network or damaged meter on the basis of the charges set out in this **wholesale tariff document** subject to the limits on **your** liability provided for in sections 14.1 and 14.2 of the *Business Terms*.

6.8 Data Logging Devices

- (1) **Our** list of meters which is available on **our** website at www.affinitywater.co.uk includes details of meters compatible with the fitting of data logging devices or *Retailer Equipment*.
- (2) **We** have also published on **our** website the Terms and Conditions upon which **we** will allow *Retailer Equipment* to be installed on **our** meters and **our** policy on how **we** treat *Retailer Equipment*.
- (3) **We** will not charge **you** for installing *Retailer Equipment* on **our** meters unless **we** have carried out any part of the work associated with installing the meter logger for example, the installation of a splitter cable which is required for the purposes of enabling the logger to be installed on **our** meter. In these circumstances **we** will charge **you** the reasonable expenses incurred in carrying out the work as set out in the **schedule of charges**.

6.9 Meter usage data

- (1) **Our** charges in respect of provision of usage data in accordance with section 4.7 of the *Business Terms* are as set out in the **schedule of charges**.

6.10 Provision of mapping information

- (1) **You** can request mapping information showing where **our** water mains are located. **Our** provision of mapping information may be subject to licensing requirements which may restrict the information that we are able to provide **you** with. Where **we** do provide information **we** will charge **you** in accordance with the **schedule of charges**.

7 Schedule of Primary Charges (Wholesale)

Non-Household: Central Region

Metered Charges

excl. VAT
2017-18

Non-Household Standing Charge 12-15mm Meter (£/year)	17.40
Non-Household Standing Charge 19-21mm Meter (£/year)	26.40
Non-Household Standing Charge 25mm Meter (£/year)	28.44
Non-Household Standing Charge 30mm Meter (£/year)	31.56
Non-Household Standing Charge 38-40mm Meter (£/year)	33.48
Non-Household Standing Charge 50mm Meter (£/year)	40.68
Non-Household Standing Charge 65mm Meter (£/year)	73.08
Non-Household Standing Charge 75-80mm Meter (£/year)	104.76
Non-Household Standing Charge 100mm Meter (£/year)	104.76
Non-Household Standing Charge 150mm Meter (£/year)	104.76
Non-Household Standing Charge 200mm Meter (£/year)	104.76
Non-Household Standing Charge Metered Field Supply (£/year)	17.40
Non-Household Large User Fixed Charge (Over 50MI) (£/year)	16200.00
Non-Household Standby Charge (£/year)	17602.00

Non-Household Standard Volumetric Charge (0-3MI) (£/m3)	0.9761
Non-Household Mid User Volumetric Charge (3-50MI) (£/m3)	0.9155
Non-Household Large User Volumetric Charge (Over 50MI) (£/m3)	0.5915

Non-Metered Charges

excl. VAT
2017-18

Non-Household Non-Metered RV Standing Charge (£/year)	27.30
Non-Household Rateable Value Charge (£ per £ RV) - Colne Area	0.4976
Non-Household Rateable Value Charge (£ per £ RV) - Lee Area	0.6217
Non-Household Rateable Value Charge (£ per £ RV) - Rickmansworth Area	0.4841
Non-Household Rateable Value Charge (£ per £ RV) - North Surrey Area	0.5123
Non-Household Non-Metered Field Supply Standing Charge (£/year)	17.40

Assessed Charges

excl. VAT
2017-18

Non-Household Standing Charge 12-15mm Meter (£/year)	17.40
Non-Household Standing Charge 19-21mm Meter (£/year)	26.40
Non-Household Standing Charge 25mm Meter (£/year)	28.44
Non-Household Standing Charge 30mm Meter (£/year)	31.56
Non-Household Standing Charge 38-40mm Meter (£/year)	33.48
Non-Household Standing Charge 50mm Meter (£/year)	40.68
Non-Household Assessed Volumetric Charge (£/m3)	0.9761

Non-Household: East Region

Metered Charges

excl. VAT
2017-18

Non-Household Standing Charge 12-15mm Meter (£/year)	17.40
Non-Household Standing Charge 20mm Meter (£/year)	26.40
Non-Household Standing Charge 25mm Meter (£/year)	28.44
Non-Household Standing Charge 40mm Meter (£/year)	33.48
Non-Household Standing Charge 50mm Meter (£/year)	40.68
Non-Household Standing Charge 80mm Meter (£/year)	104.76
Non-Household Standing Charge 100mm Meter (£/year)	104.76
Non-Household Standing Charge 150mm Meter (£/year)	104.76
Non-Household Large User Fixed Charge (Over 100MI) (£/year)	29332.44
Non-Household Large User Fixed Charge (50MI - 100MI) (£/year)	16102.44
Non-Household Mid User Fixed Charge (25 - 50MI) (£/year)	8442.48

Non-Household Standard Volumetric Charge (0-3MI) (£/3)	1.6483
Non-Household Standard Volumetric Charge (3-5MI) (£/3)	1.6483
Non-Household Mid User Volumetric Charge (5-25MI) (£/3)	1.4636
Non-Household Mid User Volumetric Charge (25-50MI) (£/3)	1.1259
Non-Household Large User Volumetric Charge (50-100MI) (£/3)	0.9727
Non-Household Large User Volumetric Charge (Over 100MI) (£/3)	0.8404

Assessed Charges

excl. VAT
2017-18

Non-Household Standing Charge Assessed (£/year)	17.40
Non-Household Employee Based Volumetric Charge (£/3)	1.6483

Non-Household: Southeast Region

Metered Charges

excl. VAT
2017-18

Non-Household Standing Charge 12-15mm Meter (£/year)	17.40
Non-Household Standing Charge 20mm Meter (£/year)	26.40
Non-Household Standing Charge 25mm Meter (£/year)	28.44
Non-Household Standing Charge 30mm Meter (£/year)	31.56
Non-Household Standing Charge 40mm Meter (£/year)	33.48
Non-Household Standing Charge 50mm Meter (£/year)	40.68
Non-Household Standing Charge 80mm Meter (£/year)	104.76
Non-Household Standing Charge 100mm Meter (£/year)	104.76
Non-Household Standing Charge 150mm Meter (£/year)	104.76
Non-Household Standing Charge Metered Field Supply (£/year)	17.40
Non-Household Standard Volumetric Charge (0-3MI) (£/m3)	1.7444
Non-Household Mid User Volumetric Charge (3-50MI) (£/m3)	1.6425
Non-Household Large User Volumetric Charge (Over 50MI) (£/m3)	1.2214

Non-Metered Charges

excl. VAT
2017-18

Non-Household Non-Metered RV Standing Charge (£/year)	27.30
Non Household Rateable Value Charge (£ per £ RV) - Folkestone Area	1.6256

Assessed Charges

excl. VAT
2017-18

Non-Household Standing Charge Assessed (£/year)	17.40
Non-Household Employee Based Volumetric Charge (£/m3)	1.7444

Special Agreements Wholesale Charges

excl. VAT

2017-18

AFWP001 Standing Charge (£/year)	1874.88
AFWP001 Volumetric Charge (0-3MI) (£/m3)	0.7321
AFWP001 Volumetric Charge (3-50MI) (£/m3)	0.6866
AFWN002 Standing Charge (£/year)	40.68
AFWN002 Volumetric Charge (£/m3)	0.3840
AFWN003 Volumetric Charge (£/m3)	1.1339
AFWN004 Standing Charge (£/year)	104.76
AFWN004 Volumetric Charge (£/m3)	1.2214
AFWN005 Standing Charge (£/year)	17.40
AFWN005 Volumetric Charge (£/m3)	1.7444
AFWN006 Volumetric Charge (£/m3)	0.0000
AFWP007 Volumetric Charge for first 654m3 per six month period (£/m3)	0.0000

8 Schedule of Non-Primary Charges (Wholesale)

New Connections

Process Number	Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
A6	Application to be registered as the Water Retailer to a newly connected Supply Point.	0	N/A

Metering

Process Number	Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
B1	Installation of a meter performed by the Wholesaler (total cost including cost of meter):		
	AQUADIS+ DN15 MANIFOLD FITTED WITH EVERBLU AQP15MSB315VMEE31 – screw into existing manifold	90	43
	AQUADIS+ DN15 INLINE FITTED WITH EVERBLU AQ15134CB315VMEE31 – screw in to existing boundary box	91	43
	AQUADIS+ DN20 INLINE FITTED WITH EVERBLU AQ20QC160VMUKEE35 – screw in to existing boundary box	109	43
	AQUADIS+ DN25 INLINE FITTED WITH EVERBLU AQ025DM260_C0_UKAF – screw in to existing boundary box	172	43
	AQUADIS+ DN15 MANIFOLD FITTED WITH EVERBLU AQP15MSB315VMEE31 – external install including pit	675	112
	AQUADIS+ DN15 INLINE FITTED WITH EVERBLU AQ15134CB315VMEE31 – external install including boundary box	677	112

	AQUADIS+ DN20 INLINE FITTED WITH EVERBLU AQ20QC160VMUKEE35 - external install including boundary box	694	112
	AQUADIS+ DN25 INLINE FITTED WITH EVERBLU AQ025DM260_C0_UKAF - external install including boundary box	1,034	112
	AQUADIS+ DN40 INLINE FITTED WITH EVERBLU AQ040FM300_C0_UKAF – external install including pit	1,086	112
	WOLTEX DN50 FITTED WITH EVERBLU WE050HI200_C1PP_AF – external install including pit L	1,136	112
	WOLTEX DN80 FITTED WITH EVERBLU WE080IG200_C1PP_AF – external install including pit	1,188	112
	WOLTEX DN100 FITTED WITH EVERBLU WE100KK250_C1PP_AF – external install including pit	1,581	112
	WOLTEX DN150 FITTED WITH EVERBLU WE150MK300_C1PP_AF - external install including pit	1,728	112
	Working at height (charged in addition to the meter install prices above)	130	N/A
	Working in a confined space (charged in addition to the meter install prices above)	409	N/A
	Internal meter installation	Non- standard	Non- standard
B3	Meter accuracy test performed by the Wholesaler. Charges apply according to the size of meter:		
	15mm Class C/D R315 R400 - Manifold and Inline	541	112

	20mm	598	112
	25mm	612	112
	30 – 40mm	777	112
	50 – 80mm	873	112
	100 – 150mm	952	112
	4-100mm EM Meters	1,200	112
	Additional Engineer Report other than the Calibration Certificate	202	N/A
B7	Water Retailer requested change to size, model or location of meter performed by the Wholesaler (other than a replacement following a fault) includes the price of the new meter.		
	AQUADIS+ DN15 MANIFOLD FITTED WITH EVERBLU AQP15MSB315VMEE31	339	112
	AQUADIS+ DN15 INLINE FITTED WITH EVERBLU AQ15134CB315VMEE31	341	112
	AQUADIS+ DN20 INLINE FITTED WITH EVERBLU AQ20QC160VMUKEE35	359	112
	AQUADIS+ DN25 INLINE FITTED WITH EVERBLU AQ025DM260_C0_UKAF	422	112
	AQUADIS+ DN40 INLINE FITTED WITH EVERBLU AQ040FM300_C0_UKAF	475	112
	WOLTEX DN50 FITTED WITH EVERBLU WE050HI200_C1PP_AF	524	112
	WOLTEX DN80 FITTED WITH EVERBLU WE080IG200_C1PP_AF	577	112
	WOLTEX DN100 FITTED WITH EVERBLU WE100KK250_C1PP_AF	629	112

	WOLTEX DN150 FITTED WITH EVERBLU WE150MK300_C1PP_AF	776	112
B11	<i>Water Retailer request for Wholesaler to carry out a Meter Read for a Non-Market Meter relating to a Transfer or allocation of a Supply Point:</i>		
	Meter read by a meter reading operative	6	6
	Meter read requiring attendance of a network technician	141	112

Confirmation and verification of Supply Arrangements

Process Number	Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
C1	Desk-top verification of meter details or meter supply arrangements	47	N/A
	Simple verification* on the basis of a site visit during working hours .	141	112
	Simple verification* on the basis of a site visit outside of working hours .	211	169
	Complex verification* on the basis of a site visit during working hours .	282	112
	Complex verification* on the basis of a site visit outside of working hours .	423	169

***We** will advise **you** when **you** contact us whether an on-site verification is simple or complex based on whether **we** anticipate it will take not more than one man-hour on site (simple) or more than one hour on site (complex).

Contribution Offers

Process Number	Activity	Offer £ Exc VAT
H2	Contribution Offer in relation to meter installs previously deemed to be impractical. DN15 – DN25	50
	Contribution Offer in relation to meter installs previously deemed to be impractical. DN40 – DN150	100

Disconnections and reconnections

Process Number	Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
I1 I3 I4 I5	<p>Disconnections and reconnections of a service pipe:</p> <p>Disconnection requested by the <i>Water Retailer</i> and performed by the <i>Wholesaler</i> in relation to <i>Non-Household Customer</i> non-payment</p> <p>Disconnection performed by the <i>Wholesaler</i> for illegal use</p> <p>Disconnection performed by the <i>Wholesaler</i> for breach of water fittings regulations</p> <p>Disconnection requested by the <i>Non-Household Customer</i> and performed by the <i>Wholesaler</i></p> <p>* We will advise you when you contact us as to whether a disconnection is a simple or a complex one based on whether we expect it to take not more than one man-hour on site (simple) or more than one man-hour on site (complex).</p> <p>If any disconnection requires a survey the charge for this survey will be an additional charge.</p>		
	Simple disconnection during working hours*	141	112
	Simple disconnection outside of working hours*	211	169
	Complex disconnection during working hours*	282	112
	Complex disconnection outside of working hours*	423	169
I7	Gaining entry to an eligible premises for the purposes of Disconnection using the <i>Wholesaler's</i> powers of entry at the <i>Water Retailer's</i> request	Non-standard	Non-standard

<p>Advanced Commitment Reduced Charge:</p> <p>Applies in relation to Processes I1 and I5 where the survey and disconnection can be carried out during the same visit. The savings reflect the reduced cost of the survey and disconnection undertaken at the same time.</p> <p>Works carried out during working hours: saving of £94</p> <p>Works carried out outside working hours: saving of £141</p>			
<p>I8 I10 I11</p>	<p>Reconnections:</p> <p>Reconnection requested by the <i>Water Retailer</i> and performed by the <i>Wholesaler</i>.</p> <p>Reconnection performed by the <i>Wholesaler</i> following rectification of a breach of water fittings regulations:</p> <p>Reconnection performed by the <i>Wholesaler</i> following a Disconnection requested by the <i>Non-Household Customer</i>.</p>		
	Reconnection during working hours .	141	112
	Reconnection outside of working hours .	211	169
	Water quality assurance check* – flushing and water testing on reconnection (charged in addition to reconnection fee where required).	75	N/A

* **We** will advise **you** when **you** contact us whether a water quality assurance check is required. More than one may be required if the first test is unsatisfactory.

Ad hoc meter reading

Ad hoc meter reading required by the <i>Water Retailer</i>	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Meter read requiring attendance of a network technician	141	112

Survey charge

If a site survey is required in respect of any activity list in this **schedule of charges**, a survey charge will apply in addition to the relevant charge for that activity:

Survey Charge	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
1 Hour survey by one technician during working hours	141	112
1 Hour survey by one technician outside of working hours	211	169
2 Hour survey by one technician during working hours	188	112
2 Hour survey by one technician outside of working hours	282	169
4 Hour survey by one technician during working hours	282	112
4 Hour survey by one technician outside of working hours	423	169
8 Hour survey by one technician during working hours	470	112
8 Hour survey by one technician outside of working hours	705	169
Bespoke survey anticipated to take longer than 8 hours or requiring more than one technician.	Non-standard	Non-standard

We will advise **you** when **you** contact **us** as to the length of survey needed for **your** particular requirements.

Replacement of lead service pipes

Replacement of lead service pipes	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Replacement of lead service pipes (open cut) (up to 2m)	538	165
Replacement of lead service pipes (open cut) (2 - 3m)	665	165
Replacement of lead service pipes (open cut) (3-6m)	945	165
Replacement of lead service pipes (open cut) (6-10m)	1,181	165
Replacement of lead service pipes (open cut) (10 – 14m)	1,465	165
Replacement of lead service pipes (open cut) (14 – 20m)	1,600	165
Replacement of lead service pipes (open cut) (longer than 20m)	Non-standard	Non-standard

Provision and maintenance of fire hydrants

Provision and maintenance of fire hydrants	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Set up and instruction charge based on 1hr of 1 office staff and 3hrs of 1 technician site work	188	N/A
Administration charge	47	N/A
Install new hydrant to existing main excluding post and plate Including: notifying consumers, shut down main, excavation, cut out section of main, insert tee and assemble associated fittings, fix hydrant, charge main, flush and sample, construct chamber and reinstate surrounding surfaces. All work is carried in compliance with NRSWA.	882	220
Install new hydrant to run off new main excluding post and plate Including: excavation, cut section of main, insert tee and assembly of associated fittings, fix hydrant, construct chamber and backfill surrounding area to base course level. Work is carried out, in conjunction with the laying of a new main on new un-adopted sites.	882	220
Re-site hydrant position from carriageway to footpath Including: excavation, cut section of main, insert associated fittings, remove and re-fix hydrant, construct chamber and backfill surrounding area to base course level, re-instate abandoned location of hydrant. All work is carried in compliance with NRSWA.	1514	387
Install new hydrant in terminal wash out position on run off new main, excluding post and plating Including: excavation, assembling of associated fittings, fix hydrant, construct chamber and backfill surrounding area to base course level. Work is carried out, in conjunction with the laying of a new main on new un-adopted development sites.	1565	391

<p>Raise hydrant and replace with new</p> <p>Including: notifying consumers, the shut down main, excavation, unbolting and remove hydrant, insert distance piece and fixing new hydrant, charge main, flush and sample, rebuild section of chamber and reinstate. All work is carried out in compliance with NRSWA.</p>	882	220
<p>Replace defective hydrant (hydrant only, excluding post and plating)</p> <p>Including: notifying consumers, shut down main, excavation, unbolting and remove old hydrant and replace with new hydrant, charge main, flush and sample, rebuild chamber and reinstate. All work is carried out in compliance with NRSWA.</p>	518	129
<p>Replace defective hydrant and fittings (old LCC type, excluding post and plating)</p> <p>Including: Excavation, remove old pipework, install taper and/or distance pieces, duck-foot and hydrant, rebuild chamber and reinstate surface area. All work is carried out in compliance with NRSWA.</p>	882	220
<p>Repack hydrant including ease spindle</p> <p>Including; unbolt and remove packing nut/gland, remove old packing and replace with new packing. This work may require excavating to gain access to seized nuts, partial rebuild of chamber and reinstate surface area. All work is carried out in compliance with NRSWA.</p>	483	120
<p>Rewasher hydrant</p> <p>Including: notifying consumers, excavating, unbolt and remove top half of hydrant, replace defected washer, refit hydrant , charge main, flush and sample, rebuild dismantled sections and reinstate surface area. This work may on occasions be carried out without the need to excavate. All work is carried out in compliance with NRSWA.</p>	469	117
<p>Reconstruct hydrant/pit chamber</p> <p>Including: the excavation and removal of broken or collapsed chamber, rebuild chamber with new sections, frame and cover, and reinstate surface area. All work is carried out in compliance with NRSWA.</p>	282	70

Replace with new hydrant frame and cover Including: breaking out surrounding surface, remove existing frame and cover, reset new frame & cover, reinstate surrounding surface area. All work is carried out in compliance with NRSWA.	324	81
Raise or lower existing hydrant frame and cover	468	117
Re-align existing hydrant frame and cover	284	71
Supply and fit hydrant post and plate	282	70
Abandon hydrant	832	208
Terminal hydrant maintenance (% of the appropriate hydrant maintenance charge)	50%	N/A

Damage to apparatus

Damage to apparatus	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Repair of damage to apparatus	Non-standard	Non-standard

Site inspections

Site inspections	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
1 Hour inspection by one technician during working hours	141	112
1 Hour inspection by one technician outside of working hours	211	169
2 Hour inspection by one technician during working hours	188	112
2 Hour inspection by one technician outside of working hours	282	169
4 Hour inspection by one technician during working hours	282	112
4 Hour inspection by one technician outside of working hours	423	169
8 Hour inspection by one technician during working hours	470	112
8 Hour inspection by one technician outside of working hours	705	169
Bespoke survey anticipated to take longer than 8 hours or requiring more than one Technician.	Non-standard	Non-standard

* **We** will advise **you** when **you** contact **us** as to the length of inspection needed for **your** particular requirements.

Provision and use of standpipes

Provision and use of standpipes	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Standpipe Charges:		
19mm standpipe refundable deposit	161	N/A
63mm standpipe refundable deposit	338	N/A
19mm standpipe rent per week	30	N/A
19mm standpipe rent per month	84	N/A
63mm standpipe rent per week	37	N/A
63mm standpipe rent per month	104	N/A
19mm standpipe purchase (without valve key)	73	N/A
63mm standpipe purchase (without valve key)	250	N/A
Valve Key and bar only purchase	88	N/A
Set up and instruction charge based on 1hr of 1 office staff and 3hrs of 1 technician site work	72	N/A
Administration charge	25	N/A

Meter readings used by other Service Providers

Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Use of meter reading to calculate sewerage charges	2	N/A

Data Logging Devices

We will advise **you** as to the complexity of splitter cable when **you** contact **us** based on whether **we** anticipate installation taking up to 2 man-hours (simple), between 2 and 4 man-hours (complex) or more than 4 man-hours (very complex).

Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Simple provision of splitter cable during working hours	238	112
Complex provision of splitter cable during working hours	332	112
Very complex provision of splitter cable during working hours	520	112

Meter Usage Data

Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Flow date provision on a monthly basis (per month)	141	N/A
Ad-hoc flow data provision (per month)	141	N/A
Information relating to the location of a meter and information relating to the technology required to read a meter and access to such technology (per month)	141	N/A

Provision of mapping Information

Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Registration to our on-line NRSWA portal (if you have an OS licence)	35	N/A
Provision of a map	35	N/A

9. Quality of Water for Non-Potable Water Services

Special Agreements

Agreement	Description
AFWN002	Raw water
AFWN003	Raw Water
AFWN004	Partially treated water
AFWN005	Raw water
AFWN006	Raw water

AFWN004 – Standard

Parameter	Concentration / level		
	Minimum	Maximum	Mean
Iron (mg/l)	<0.015	<0.015	<0.015
Sodium (mg/l)	4.57	7.58	5.66
Potassium (mg/l)	0.359	0.528	0.454
Chloride (mg/l)	<8	9	<8.1

Parameter	Concentration / level		
	Minimum	Maximum	Mean
Sulphate (mg/l)	<5	<5	<5
Nitrate (mg/l)	<2	<2	<2
Silica (mg/l)	<3	<3	<3
Specific Conductance (µS/cm)	24	42	37

Water supplied other than for domestic purposes including Building Water

Non-Potable Water Service	Description
Building Water	This will be treated water but may not be wholesome in accordance with regulations made pursuant to section 67 of the Water Industry Act 1991.
All water supplied other than for domestic purposes (as defined in section 218 of the Water Industry Act 1991)	This will be treated water but may not be wholesome in accordance with regulations made pursuant to section 67 of the Water Industry Act 1991.

Change History

Version Number	Date of Issue	Change	Sections Affected
1	13 January 2017		
2	20 March 2017	Updating of special agreements to add newly identified special agreements	Section 5.4 – Special Agreements Section 7 – Special Agreements Wholesale Charges
		Addition of Section 9 - Quality of Water for Non-Potable Water Services	Section 5.4 – Special Agreements Section 9 – Quality of Water for Non Potable Water Services