

AffinityWater

Wholesale Tariff Document (Wholesale Charges Schedule)

2022/23

January 2022



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1. Introduction

- (1) Welcome to Affinity Water Limited's **wholesale tariff document 2022/23** 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 the *Wholesale-Retail Code* and with the Wholesale Charging Rules issued by **OFWAT** on 16 October 2018 under Sections 66E and 117I of the Water Industry Act 1991. It contains our Wholesale Charges Schedule.
- (3) Our Wholesale Charges Schedule sets out **our Wholesale Charges** including *Primary Charges* and *Non-Primary Charges* for the supply of *Water Services* to *Water Retailers* for the period from 1 April 2022 to 31 March 2023.

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 southeast 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 on our [website](#)
- (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](#)

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 we are unable to complete the activity due to your acts or omissions or due to the acts or omissions of your customers.
activity	An activity carried out by us to deliver <i>Water Services</i> and which is listed in the wholesale charges schedule .
aggregated volume	Where there is more than one metered supply to eligible premises the total volume of water supplied to the eligible premises through all the supply points (the aggregated volume).
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 , 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.

Term	Meaning
out of hours surcharge	A charge which you will incur if you request us to carry out (and we agree to carry out) an activity outside our working hours . This charge will be payable <u>in addition</u> to the standard charge for the relevant activity .
process number	The reference (comprising a letter and a number) 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 .
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.
wholesale charges schedule	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 .
working hours	Work, service or activities carried out between 08:00 and 16:00 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 any 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, in which case **non-metered charges** will apply.
- (2) All new **eligible premises**, including newly constructed premises where premises have previously been substantially or entirely demolished regardless of whether an existing supply pipe is reused, will be subject to **metered charges**.
- (3) 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 **wholesale charges schedule**.

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 depending on the amount of water used by the **eligible premises** each year.
- (2) In our Central Region and Southeast Region we have three tariffs:
- Standard tariff** – the **eligible premises** uses less than 3 Ml per annum.

- b. **Mid user tariff** – the **eligible premises** uses between 3 MI and 50 MI per annum.
 - c. **Large user tariff** – the **eligible premises** uses over 50 MI per annum.
- (3) In our East Region we have six tariffs:
- a. **Standard tariff (0-3 MI)** – the **eligible premises** uses less than 3 MI per annum.
 - b. **Standard tariff (3-5 MI)** – the **eligible premises** uses between 3 MI and 5 MI per annum.
 - c. **Mid User (5-25 MI)** – the **eligible premises** uses between 5 and 25 MI per annum.
 - d. **Mid User (25-50 MI)** – the **eligible premises** uses between 25 and 50 MI per annum.
 - e. **Large User (50-100 MI)** – the **eligible premises** uses between 50 and 100 MI per annum.
 - f. **Large User (Over 100 MI)** – the **eligible premises** uses more than 100 MI per annum.
- (4) **Eligible premises** will be placed on the standard tariff unless you apply to us for **eligible premises** to be placed on the mid user tariff or large user tariff using *Process H5 under the Wholesale Retail Code*. If **we** believe that an **eligible premises** no longer qualifies for the mid user tariff or large user tariff we will instigate *Process H4 under the Wholesale Retail Code*.
- (5) **We** will apply the tariff from the date of application unless evidence is provided that the customer or third party acting on their behalf had requested this prior, but their request was not submitted to **us** in time. **We** do not backdate change of tariff requests unless the above evidence has been provided. This evidence should be provided as part of the H5 request.
- (6) **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.
- Fixed charge** – This is an additional charge applicable to mid users and large users as indicated in the **wholesale charges schedule** that reflects the higher fixed costs in supplying these premises.
- 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.

- (7) Where there is more than one metered supply to an **eligible premises** we will base determination of which tariff applies (standard, mid user, large user) on the total volume of water supplied to the **eligible premises** through all the supply points (the **aggregated volume**). The determined tariff will apply to all the supply points. The tariff for the largest supply point will comprise a standing charge, a fixed charge (if applicable based on the **aggregated volume**) and a volumetric charge. The tariff for the other supply points will comprise a standing charge and volumetric charge.

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 **rateable value charge**
 - 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:
- an annual standing charge determined in accordance with the **wholesale charges schedule** payable on a daily basis on all properties, and;
 - for **eligible premises** with a rateable value of greater than £50, 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 **wholesale charges schedule**.
- (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:
- they did not have a rateable value at 31 March 1990, (including but not limited to places of worship);
 - they are created from the sub-division of **eligible premises** having a rateable value at 31 March 1990;
 - 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) **We** will determine the applicable **notional rateable value** by having regard to the rateable values of similar premises in the **rating valuation list** at 31 March 1990 and any representations to **us**.
- (5) 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) Please note that **we** will not consider any assessed tariff until a meter has been applied for following the B1 process. Any request will be rejected until **we** can confirm if a meter installation is feasible.
- (3) The employee based volumetric charge is calculated per employee, regardless of them being seasonal or part time. For the avoidance of doubt, each employee will count as 1 FTE for the purposes of calculating the volumetric charge.
- (4) 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 and/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 **wholesale charges schedule**.
- (5) 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 **wholesale charges schedule**.
- (6) 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 **wholesale charges schedule**.
- (7) 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 **wholesale charges schedule**.
- (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*.
- (4) **We** do not offer an allowance for customer side leakage. If the case is complex or evidence of mitigating circumstances has been provided (such as delays by **us**) or a customer has been proactive and repaired a leak prior to a retailer reading, **we** can review these on a case-by-case basis.
- (5) Please bear in mind that the Central Market Operating System (CMOS) will automatically distribute volumetric adjustments, taking into account any transfer reads. Settlement charges will not be generated for any closed RF periods unless a Settlement Re-Run is requested in line with the Market Terms. If **you** believe **you** are owed a credit for a closed RF period, **we** may be able to raise a credit outside of CMOS. Please contact wholesale.commercial@affinitywater.co.uk with your request.

5.6. Charges for Vacant Premises

- (1) There will be no charges for *Vacant Premises* except where the *Vacant Premises* are metered and water passes through the meter.
- (2) Where water passes through the meter of a *Vacant Premises* the volumetric charge but not the standing charge will apply. The volumetric charge will be determined in accordance with sections 5.2.1 and 5.2.3 above.

5.7. Charges for Premises Temporarily Disconnected

- (1) There will be no charges for any period during which **eligible premises** are *Temporarily Disconnected* except where the premises that are *Temporarily Disconnected* are metered and water passes through the meter.
- (2) Where water passes through the meter of *Temporarily Disconnected* **eligible premises** the volumetric charge but not the standing charge will apply. The volumetric charge will be determined in accordance with sections 5.2.1 and 5.2.3 above.

6. Non-Primary Wholesale Charges

6.1. Overview

- (1) The *Non-Primary Charges* set out in the **wholesale charges schedule** 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.
- (5) Where **we** initiate an **activity** under the *Wholesale Retail Code* and have followed the processes in the *Wholesale Retail Code* in full and **we** are unable to complete the **activity** because of **your** acts or omissions or the acts or omissions of **your** customers **we** will charge an **abortive visit charge**.

6.2. Basis for charging standard charges

- (1) Standard charges are set out in the **wholesale charges schedule** 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 requirements relating to access.

- (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 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 **wholesale charges schedule** 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 of all hours including travel time and **standing time**:

Class of Employee	Hourly Rate (£) Excl. VAT
Senior Manager	113
Line Manager	85
Technician	57
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:
 - (i) an emergency;
 - (ii) the *Water Retailer* requiring resources (including labour) at short notice where the cost is higher due to time restrictions;
 - (iii) 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 and/or delivery of resources, plant, material and/or equipment;
- m. direct and indirect costs associated with any disruption caused to **our** network.

6.4. 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 **wholesale charges schedule**.

6.5. 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 **wholesale charges schedule** will apply irrespective of whether the meter reading has been issued by the *Market Operator* prior to an invoice being issued.

6.6. 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*.

6.7. Data Logging Devices

- (1) **Our** list of meters which is available on **our website** 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 **wholesale charges schedule**.

6.8. 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 **wholesale charges schedule**.

6.9. 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 **wholesale charges schedule**.

Activity	Charge (£) Excl. VAT
Registration to our on-line NRSWA portal (if you have an OS licence)	39
Provision of a map	39

Guidelines regarding provision of mapping information can be found on our [website](#).

6.10. Industry-wide incentive schemes

- (1) Affinity Water does not currently operate a Gap Site Incentive Scheme or Vacancy Incentive Scheme. Should this position change **we** will make an announcement on the "Retailers" section of **our** website. <https://www.affinitywater.co.uk/retailers>.

7. Schedule of Primary Charges (Wholesale)

Non-Household: Central Region

Metered Charges

	Appendix Ref.	Excl. VAT 2022-23
Non-Household Fixed Charge 12-15mm Meter (£/year)		16.80
Non-Household Fixed Charge 19-21mm Meter (£/year)		27.36
Non-Household Fixed Charge 25mm Meter (£/year)		29.40
Non-Household Fixed Charge 30mm Meter (£/year)		32.52
Non-Household Fixed Charge 38-40mm Meter (£/year)		34.44
Non-Household Fixed Charge 50mm Meter (£/year)		42.00
Non-Household Fixed Charge 65mm Meter (£/year)		75.48
Non-Household Fixed Charge 75-80mm Meter (£/year)		108.12
Non-Household Fixed Charge 100mm Meter (£/year)		108.12
Non-Household Fixed Charge 150mm Meter (£/year)		108.12
Non-Household Fixed Charge 200mm Meter (£/year)		108.12
Non-Household Fixed Charge Metered Field Supply (£/year)	A	16.80
Non-Household Large User Fixed Charge (£/year)	B	15880.00
Non-Household Standard (0-3MI) Volumetric Charge (£/m ³)	C	0.9957
Non-Household Mid User (3-50MI) Volumetric Charge (£/m ³)	D	0.9279
Non-Household Large User (Over 50MI) Volumetric Charge (£/m ³)	E	0.6103

Non-Metered Charges

		Excl. VAT 2022-23
Non-Household Non-Metered RV Fixed Charge (£/year)		30.10
Non-Household Rateable Value Charge (£ per £ RV) - Colne Area	F	0.5494
Non-Household Rateable Value Charge (£ per £ RV) - Lee Area	G	0.6865
Non-Household Rateable Value Charge (£ per £ RV) - Rickmansworth Area	H	0.5346
Non-Household Rateable Value Charge (£ per £ RV) - North Surrey Area	I	0.5658

Assessed Charges

		Excl. VAT 2022-23
Non-Household Fixed Charge 12-15mm Meter (£/year)		16.80
Non-Household Fixed Charge 19-21mm Meter (£/year)		27.36
Non-Household Fixed Charge 25mm Meter (£/year)		29.40
Non-Household Fixed Charge 30mm Meter (£/year)		32.52
Non-Household Fixed Charge 38-40mm Meter (£/year)		34.44
Non-Household Fixed Charge 50mm Meter (£/year)		42.00
Non-Household Employee Based Volumetric Charge (£/m ³)	J	0.9957

Non-Household: East Region**Metered Charges**

	Appendix Ref.	Excl. VAT 2022-23
Non-Household Fixed Charge 12-15mm Meter (£/year)		16.80
Non-Household Fixed Charge 20mm Meter (£/year)		27.36
Non-Household Fixed Charge 25mm Meter (£/year)		29.40
Non-Household Fixed Charge 40mm Meter (£/year)		34.44
Non-Household Fixed Charge 50mm Meter (£/year)		42.00
Non-Household Fixed Charge 80mm Meter (£/year)		108.12
Non-Household Fixed Charge 100mm Meter (£/year)		108.12
Non-Household Fixed Charge 150mm Meter (£/year)		108.12
Non-Household Large User Fixed Charge (Over 100MI) (£/year)	K	30675.00
Non-Household Large User Fixed Charge (50-100MI) (£/year)	L	16745.04
Non-Household Mid User Fixed Charge (25-50MI) (£/year)	M	8640.00
Non-Household Standard (0-3MI) Volumetric Charge (£/m ³)	N	1.6890
Non-Household Standard (3-5MI) Volumetric Charge (£/m ³)	O	1.6890
Non-Household Mid User (5-25MI) Volumetric Charge (£/m ³)	P	1.5032
Non-Household Mid User (25-50MI) Volumetric Charge (£/m ³)	Q	1.1576
Non-Household Large User (50-100MI) Volumetric Charge (£/m ³)	R	0.9955
Non-Household Large User (Over 100MI) Volumetric Charge (£/m ³)	S	0.8562

Non-Metered Charges

		Excl. VAT 2022-23
Non-Household Non-Metered RV Fixed Charge (£/year)		30.10
Non-Household Rateable Value Charge (£ per £ RV)	T	1.1153

Assessed Charges

		Excl. VAT 2022-23
Non-Household Fixed Charge Assessed (£/year)		16.80
Non-Household Employee Based Volumetric Charge (£/m ³)	U	1.6890

Non-Household: Southeast Region**Metered Charges**

	Appendix Ref.	Excl. VAT 2022-23
Non-Household Fixed Charge 12-15mm Meter (£/year)		16.80
Non-Household Fixed Charge 20mm Meter (£/year)		27.36
Non-Household Fixed Charge 25mm Meter (£/year)		29.40
Non-Household Fixed Charge 30mm Meter (£/year)		32.52
Non-Household Fixed Charge 40mm Meter (£/year)		34.44
Non-Household Fixed Charge 50mm Meter (£/year)		42.00
Non-Household Fixed Charge 80mm Meter (£/year)		108.12
Non-Household Fixed Charge 100mm Meter (£/year)		108.12
Non-Household Fixed Charge 150mm Meter (£/year)		108.12
Non-Household Fixed Charge Metered Field Supply (£/year)	V	16.80
Non-Household Standard (0-3MI) Volumetric Charge (£/m ³)	W	1.7964
Non-Household Mid User (3-50MI) Volumetric Charge (£/m ³)	X	1.6827
Non-Household Large User (Over 50MI) Volumetric Charge (£/m ³)	Y	1.2602

Non-Metered Charges

		Excl. VAT 2022-23
Non-Household Non-Metered RV Fixed Charge (£/year)		30.10
Non-Household Rateable Value Charge (£ per £ RV)	Z	1.7183

Assessed Charges

		Excl. VAT 2022-23
Non-Household Fixed Charge Assessed (£/year)		16.80
Non-Household Employee Based Volumetric Charge (£/m ³)	AA	1.7964

Special Agreements Wholesale Charges

		Excl. VAT 2022-23
AFWP001 Volumetric Charge (0-3MI) (£/m ³)		0.7469
AFWP001 Volumetric Charge (3-50MI) (£/m ³)		0.6959
AFWN002 Fixed Charge (£/year)		108.12
AFWN002 Volumetric Charge (£/m ³)		0.4342
AFWN004 Fixed Charge (£/year)		108.12
AFWN004 Volumetric Charge (£/m ³)		1.2602
AFWN005 Fixed Charge (£/year)		16.80
AFWN005 Volumetric Charge (£/m ³)		1.7964
AFWN006 Volumetric Charge (£/m ³)		0.000
AFWP007 Volumetric Charge for first 654m ³ per six-month period (£/m ³)		0.000

8. Schedule of Non-Primary Charges (Wholesale)

8.1. Understanding our schedule of non-primary charges

- (1) **Our** schedule of non-primary charges is set out by **activity** type. All charges are per **activity** unless otherwise stated. **We** have included reference numbers for each **activity**.
- (2) Each section sets out tables of charges and explains how these charges will be applied.
- (3) If **you** ask for an **activity** to be carried out outside of **our working hours** **you** will be charged an **out of hours surcharge** in addition to the usual charge.
- (4) If **you** cancel an **activity** with less than 24 hours' notice or the **activity** is aborted due to the acts or omissions of either **you** or **your** customer the applicable **abortive visit charge** will apply. If the cancellation or abortive visit relates to an **activity** for which an **out of hours surcharge** applies then the relevant **abortive visit charge** will be multiplied by a factor of two.

8.2. Metering

- (1) **We** will carry out metering **activity** in accordance with **our** [policy](#) in respect of metering.
- (2) **We** do not allow for notional downsizing of a meter.
- (3) **We** will always need to make an initial visit in order to carry out a site survey before undertaking any metering **activity** in order to establish the work that will be involved. As such, a one-hour site survey charge will apply in all instances in which **we** carry out a metering **activity** (internal reference 7.01) in addition to the cost for the metering **activity**.
- (4) Wherever possible, **we** will carry out the site survey and the metering **activity** itself during **our** initial visit and where **we** are able to do this then **we** will waive the site survey charge.
- (5) If **you**, **your** non-household customer, or **your** customer's representative has logging equipment fitted then **you** may need to disconnect this equipment prior to **us** carrying out **our** works. Please visit **our** [website](#) for **our** 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*.
- (6) If a metering **activity** requires **us** to work at height or in a confined space **we** will make an additional charge as follows:

Internal Ref	Activity	Charge (£) Excl. VAT
1.01	Working at height (charged in addition to the meter install prices below)	150
1.02	Working in a confined space (charged in addition to the meter install prices below)	450

8.2.1. Meter Installation

- (1) **You** can request to have a meter installed at **eligible premises** where there isn't one currently.
- (2) **Our** charges for meter installations are set out below:

Process Number	Internal Ref (Meter Menu Ref)	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
B1	Installation of a meter performed by the Wholesaler (total cost including cost of meter):				
	2.01 (60.20.503)	AQUADIS+ 15mm MANIFOLD FITTED WITH EVERBLU – screw into existing manifold or internally	109	45	121
	2.02 (60.20.205)	AQUADIS+ 15mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	112	45	121
	2.03 (60.20.503)	AQUADIS+ 15mm MANIFOLD FITTED WITH EVERBLU – external install including pit	702	227	242
	2.04 (60.20.205)	AQUADIS+ 15mm INLINE FITTED WITH EVERBLU – external install including boundary box	704	227	242
	2.05 (60.20.220)	AQUADIS+ 20mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	140	45	121
	2.06 (60.20.220)	AQUADIS+ 20mm INLINE FITTED WITH EVERBLU - external install including boundary box	727	227	242

	2.07 (60.20.225)	AQUADIS+ 25mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	231	57	121
	2.08 (60.20.225)	AQUADIS+ 25mm INLINE FITTED WITH EVERBLU - external install including boundary box	829	227	242
	2.09 (60.20.240)	AQUADIS+ 40mm INLINE FITTED WITH EVERBLU – external install including pit	976	227	242
	2.10 (60.10.010)	WOLTEX 50mm FITTED WITH EVERBLU – external install including pit	1,100	257	242
	2.11 (60.10.020)	WOLTEX 80mm FITTED WITH EVERBLU – external install including pit	1,219	288	242
	2.12 (60.10.030)	WOLTEX 100mm FITTED WITH EVERBLU – external install including pit	1,337	294	242
	2.13 (60.10.040)	WOLTEX 150mm FITTED WITH EVERBLU - external install including pit	1,540	319	242

Example for a B1 meter installation request during working hours: 1 hr survey (7.01) £121 + 15mm inline meter (2.02) £112 = £233 (excluding VAT)

- (3) Where the installation is deemed to be impractical, **we** will waive the survey charge and ask **you** to submit an H5 form to move to assessed charges.
- (4) Where the installation of a meter has been deemed to be impractical, **we** can provide a *Contribution Offer* under process H2. **We** will determine when these contributions are applicable, and **we** expect **you** to pass the savings on to **your** customers. Further details are provided in the below table but please contact **our** WOSD team if **you** would like to discuss further.

Process Number	Internal Ref	Activity	Offer (£) Excl. VAT
H2	4.01	Contribution Offer in relation to meter installs previously deemed to be impractical. 15mm - 25mm	57
	4.02	Contribution Offer in relation to meter installs previously deemed to be impractical. 40mm – 150mm	115

8.2.2. Meter Accuracy Testing

- (1) **You** can request an accuracy test of **your** non-household customer's installed meter. In order to test the meter **we** will need to remove the meter and send it for analysis. **We** will install a replacement meter whilst **we** establish the accuracy of the original meter.
- (2) **Our** charges will depend on the outcome of the meter accuracy test and whether or not the meter is found to reading accurately and when **you** have requested the exchange to be carried out:
- if the meter accuracy test exchange is carried out during **working hours** and the meter is shown to be faulty then there will be no charge.
 - if the meter accuracy test exchange is carried out at **your** request outside of **working hours** and the meter is shown to be faulty then **you** will only be charged the **out of hours surcharge**.
 - if the meter is shown to be accurate then charges will apply as set out in the table below:

Process Number	Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
B3	Meter accuracy test performed by the Wholesaler. Charges apply according to the size of meter:				
	2.14	15mm Class C/D R315 R400 - Manifold and Inline	339	102	121
	2.15	20mm	420	102	121
	2.16	25mm	572	124	121
	2.17	30 – 40mm	777	136	121
	2.18	50 – 80mm	974	136	121
	2.19	100 – 150mm	1,235	203	121
	2.20	4-100mm EM Meters	1,439	203	121
	2.21	Additional Engineer Report other than the Calibration Certificate	229		

Example for a B3 meter accuracy test during working hours: 1 hr survey (7.01) £121 + 25mm meter (2.16) £572 = £693 (excluding VAT)

8.2.3. Meter Upgrades (No Relocation)

(1) The charges in the table below are applicable where **you** would like **us** to change the size or model of **your** non-household customer's meter and that **activity** can be carried out without any modifications to the existing boundary box or pit. They will also apply in some circumstances to replacement of faulty, damaged or missing meters (see section 8.2.5 below).

Process Number	Internal Ref (Meter Menu Ref)	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
	Water Retailer requested change to size, model or location of meter performed by the Wholesaler (other than a replacement following a fault) which can be wholly carried out within the existing boundary box or pit (includes the price of the new meter).				
B5/B7	2.22 (60.20.503)	AQUADIS+ 15mm MANIFOLD FITTED WITH EVERBLU - fitted into existing boundary box or internally	198	127	121
	2.23 (60.20.205)	AQUADIS+ 15mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	200	127	121
	2.24 (60.20.220)	AQUADIS+ 20mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	226	127	121
	2.25 (60.20.225)	AQUADIS+ 25mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	351	136	121
	2.26 (60.20.240)	AQUADIS+ 40mm INLINE FITTED WITH EVERBLU - fitted into existing pit	552	136	242
	2.27 (60.10.010)	WOLTEX 50mm FITTED WITH EVERBLU - fitted into existing pit	621	136	242
	2.28 (60.10.020)	WOLTEX 80mm FITTED WITH EVERBLU - fitted into existing pit	684	150	242
	2.29 (60.10.030)	WOLTEX 100mm FITTED WITH EVERBLU - fitted into existing pit	747	176	242

	2.30 (60.10.040)	WOLTEX 150mm FITTED WITH EVERBLU - fitted into existing pit	923	191	242
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Example for a B7 meter upgrade into an existing pit/manifold completed out of hours: 1 hr survey (7.01) £121 + 15mm meter (2.22) £198 + out of hours surcharge £127 = £446 (excluding VAT)

8.2.4. Meter Upgrades and Relocations / Modifications

- (1) The charges in the table below apply where **you** would like **us** to change the size or model of **your** non-household customer's meter and that **activity** can only be carried out by making modifications to the existing boundary box or pit. They also apply where **you** request relocation of **your** non-household customer's meter.
- (2) These charges will also apply in some circumstances to replacement of faulty, damaged or missing meters (see section 8.2.5 below).

Process Number	Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
B7	Water Retailer requested change to size, model or location of meter performed by the Wholesaler (other than a replacement following a fault) which requires the relocation or modification of the boundary box or pit (includes the price of the new meter).				
	2.31 (60.20.503)	AQUADIS+ 15mm MANIFOLD FITTED WITH EVERBLU - relocate or modify boundary box	702	227	242
	2.32 (60.20.205)	AQUADIS+ 15mm INLINE FITTED WITH EVERBLU - relocate or modify boundary box	704	227	242
	2.33 (60.20.220)	AQUADIS+ 20mm INLINE FITTED WITH EVERBLU - relocate or modify boundary box	727	227	242
	2.34 (60.20.225)	AQUADIS+ 25mm INLINE FITTED WITH EVERBLU - relocate or modify boundary box	840	227	242

2.35 (60.20.240)	AQUADIS+ 40mm INLINE FITTED WITH EVERBLU - relocate or modify pit	986	227	242
2.36 (60.10.010)	WOLTEX 50mm FITTED WITH EVERBLU - relocate or modify pit	1,100	257	242
2.37 (60.10.020)	WOLTEX 80mm FITTED WITH EVERBLU - relocate or modify pit	1,219	288	242
2.38 (60.10.030)	WOLTEX 100mm FITTED WITH EVERBLU - relocate or modify pit	1,337	294	242
2.39 (60.10.040)	WOLTEX 150mm FITTED WITH EVERBLU - relocate or modify pit	1,540	319	242

Example for a B7 meter relocation carried out during working hours 2 hr survey (7.02) £176 + 20mm meter (2.33) £727 = £903 (excluding VAT)

8.2.5. Faulty, Damaged or Missing Meters

- (1) **You** can ask **us** to investigate a faulty, damaged or missing meter at **your** non-household customer's premises. **We** will arrange a site survey to determine whether or not the meter is faulty and to determine whether the fault was caused by **you** or **your** customer.
- (2) **Our** charges will depend on the outcome of **our** investigation, when **you** have requested the investigation to be carried out and whether any problem with the meter has been caused by **your** customer:
 - a. if **our** investigation finds that the meter is present and working correctly then **you** will be charged the relevant one-hour site survey charge (internal reference 7.01) only.
 - b. If **our** investigation finds that the meter is faulty, damaged or missing and there is no evidence that **you** or **your** customer caused this and the investigation was carried out during **working hours** there will be no charge.
 - c. If **our** investigation finds that the meter is faulty, damaged or missing and there is no evidence that **you** or **your** customer caused this and **you** requested **our** investigation be carried out outside of **our working hours** then **you** will be charged only the **out of hours surcharge** element of the one-hour site survey charge (internal reference 7.01).
 - d. If **our** investigation finds that the meter is faulty, damaged or missing and there is evidence that this was due to the acts or omissions of **you** or **your**

customer **you** will be charged as if **you** had requested a meter in accordance with sections 8.2.3 and 8.2.4 above.

8.3. Confirmation and Verification of Supply Arrangements

- (1) **We** can verify meter asset details including location and meter supply arrangements upon request from **you** or **your** non-household customer.
- (2) A desktop analysis and/or a site visit can be carried out by **us** to investigate whether the data relating to location and meter supply arrangements **we** have supplied to the market is accurately registered, charges for these activities can be found in the table below.
- (3) If **we** conclude from **our** investigations that the data was inaccurately registered, then no charge will apply unless **you** have requested that **we** carry out the **activity** outside of **our working hours**. In that scenario **you** will only be charged the relevant **out of hours surcharge** for the **activity**.

Process Number	Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
C1	3.01	Desk-top verification of meter details or meter supply arrangements	46		
	3.02	Simple verification* on the basis of a site visit during working hours .	121	113	121
	3.03	Complex verification* on the basis of a site visit during working hours .	243	211	121

Example for a C1 simple verification: 1 hr survey completed out of hours (3.02) £121 + out of hours surcharge £113 = £234 (excluding VAT)

***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).

8.4. Disconnections and Reconnections

- (1) Please be advised that **we** recognise the Water Industry Accredited Entity Scheme (WIRSAE) and will allow accredited entities under this scheme to carry out the temporary disconnection and reconnection of supplies for non-payment. This is **our** preferred method for this type of **activity**.
- (2) **We** offer temporary and permanent disconnections of service pipes as well as reconnection of temporary disconnections. There are standard and non-standard services for both a disconnection and a reconnection.
- (3) Upon the receipt of a permanent disconnection request from the retailer, **we** will check if the customer has already submitted a disconnection request as part of a Developer Services application. In cases where a Developer Services application is identified, **we** will notify **you** via the I5 form and will direct **our** Developer Services team to contact the customer to complete the process. If there is no open application, **we** will proceed with the request via the I5 form. Market updates will proceed as normal regardless of the route taken by the customer.
- (4) **We** will always need to make an initial visit to carry out a site survey before undertaking any work, this is to understand the complexity of the work **you** are asking **us** to carry out. A survey charge is not applicable if the permanent disconnection is requested by the customer. However, a survey charge (internal reference 7.01) will be levied in the event of the process being cancelled by **you** or the customer after the survey has taken place. All other disconnection **activity** will have a minimum one-hour site survey charge applied in addition to the charge for the disconnection or reconnection **activity**. If **we** determine that the work requested is of a non-standard nature, **we** will provide **you** with a quotation.
- (5) Wherever possible, **we** will carry out the site survey and any disconnection during **our** initial visit and where **we** are able to do this then **we** will waive the site survey charge. This will not be possible for **us** to do in all cases.
- (6) Where the configuration of the supply allows, a temporary disconnection for non-payment will involve shutting off the outside stop tap/valve. This is consistent with the requirements of our accredited entity scheme.
- (7) Please note that it is not legally permissible to carry out disconnections for certain classes of non-household customers who provide services to customers who may be regarded as vulnerable or sites that lead to a health and safety risk.
- (8) It is **your** responsibility to ensure all consumer protection measures have been satisfied before requesting a temporary disconnection for non-payment from **us**. **We** must be provided with a copy of any final notice served on **your** customer as part of **your** request to **us**. It is **your** responsibility to ensure **you** do not request a disconnection of a customer who cannot legally be disconnected. Please refer to Schedule 4A of the WIA 1991 for clarity on which premises cannot be disconnected for non-payment of charges.

- (9) Sometimes it may not be possible to disconnect **your** customer as two or more premises may be connected via a single service pipe. If this is the case, **we** will establish and advise what non-standard options may be available to **you**.
- (10) If **we** cannot disconnect **your** customer due to a faulty asset on **our** water network, then **we** will fix the problem as soon as reasonably practicable and carry out the disconnection at a later date.
- (11) The charges in the below table do not cover reconnection of permanent disconnections, or disconnections carried out during development of a site. Should **your** non-household customer require these, they or their provider should apply to **us** direct through our Developer Services team.

Process Number	Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
11 / 13 / 14 / 15		Disconnections and reconnections of a service pipe:			
		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			
		Disconnection performed by the <i>Wholesaler</i> for illegal use			
		Disconnection performed by the <i>Wholesaler</i> for breach of water fittings regulations (Non-Standard charges apply)			
		Disconnection requested by the <i>Non-Household Customer</i> and performed by the <i>Wholesaler</i>			
		All disconnections require a site survey, which will be charged in addition to the rate below, unless this relates to a permanent disconnection request by the customer – 8.4(4) refers.			
	5.01	Temporary disconnection during working hours*	121	113	121
	5.02	Permanent disconnection during working hours*	Free of charge	171	121
17	5.03	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	Non-Standard
11		Advanced Commitment Reduced Charge:			
		Applies in relation to Process 11. Where both the survey and disconnection can be carried out during the same visit the cost of the survey will not be charged. These savings reflect the reduced cost incurred by us .			
		5.04	Applicable survey charge.		
	5.05	Applicable survey charge.			
18 / 110 / 111		Reconnections:			
		Reconnection requested by the <i>Water Retailer</i> and performed by the <i>Wholesaler</i> :			
		Reconnection performed by the <i>Wholesaler</i> following rectification of a breach of water fittings regulations :			
		Reconnection performed by the <i>Wholesaler</i> following a Disconnection requested by the <i>Non-Household Customer</i> :			
		5.06	Reconnection during working hours .	133	113
	5.07	Water quality assurance check* – flushing and water testing on reconnection (charged in addition to reconnection fee where required).	85 (per sample)		

Example for a temporary disconnection of a single supply out of hours which could not be carried out during the same visit as the survey: 1 hour survey (7.01) £121 + temporary disconnection (5.01) £121 + out of hours surcharge £113 = £355 (excluding VAT)

* **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.

Please note, the taking of water samples is to meet **our** statutory obligations and therefore this **activity** is mandatory.

8.5. Ad hoc meter reading (retailers without a meter reading services contract with us)

- (1) **We** offer ad hoc meter reading of **your** non-household customer's meter even if **you** do not have a meter reading services contract with **us**. Please note that **we** only offer these services during **our working hours**.
- (2) If **you** wish to discuss an ad hoc meter reading service for multiple meters to assist with **your** long unread meter levels, please contact **our** wholesale commercial team directly and **we** will provide a quote (minimum of 20 meters).
- (3) Prices indicated below are per meter read. All visits are chargeable unless **we** are unable to provide a read or skip code.
- (4) Scheduled meter reading services are available to all retailers on a contracted basis. This **activity** falls outside of the Wholesale Retail Code; please contact **us** for further information.

Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
6.01	Ad hoc meter reading for one meter requested by the <i>Water Retailer</i>	62	62
6.02	Ad hoc meter reading for multiple meters requested by the Water retailer (minimum of 20)	Price on application	

8.6. Survey charge / Site inspections

- (1) If a site survey is required in respect of any **activity** listed in this **wholesale charges schedule**, a survey charge, as set out in the table below, will apply in addition to the relevant charge for that **activity**.
- (2) **We** will advise **you** when **you** contact **us** as to the length of survey needed for **your** particular requirements.

- (3) The survey charges in the table are based on one technician, however, if **we** anticipate that due to **your** particular requirements more than one technician is required then **we** will charge **you** for each technician accordingly.

Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
7.01	1 Hour survey by one technician during working hours	121	113	121
7.02	2 Hour survey by one technician during working hours	176	163	121
7.03	3 Hour survey by one technician during working hours	243	211	121
7.04	4 Hour survey by one technician during working hours	298	261	121
7.05	5 Hour survey by one technician during working hours	366	309	121
7.06	6 Hour survey by one technician during working hours	419	356	121
7.07	7 Hour survey by one technician during working hours	464	403	121
7.08	8 Hour survey by one technician during working hours	511	451	121
7.09	Bespoke survey anticipated to take longer than 8 hours	Non-Standard	Non-Standard	Non-Standard

Example: 2 hr survey by two technicians during working hours (7.02) £176 x 2 = £352 (excluding VAT). If aborted this would cost £121 x 2 = £242

8.7. Replacement of lead communication pipes

- (1) **We** will always need to make an initial visit in order to carry out a site survey before undertaking any replacement of a lead communication pipe in order to establish the work that will be involved. As such, a survey charge will apply in all instances in which **we** carry out replacement of a lead communication pipe in addition to the charge shown in the table below. **We** will advise **you** when **you** contact **us** as to the length of survey needed.
- (2) Please note that **we** do not offer these **activities** outside of **working hours**.
- (3) **We** will not undertake any visit or work until the customer side pipework has been replaced.
- If the customer's excavation is no longer open for **us** to inspect the work we require photographic evidence before attendance which demonstrates:

- (i) a photo of the original supply pipe; and
 - (ii) a photo of the open excavation showing the depth of the supply pipe. This must be a clear picture with a tape measure or measuring stick in the hole clearly showing the depth (min 750mm - max 1350mm); and
 - (iii) a photo of the supply pipe at the point of entry to the property; and
 - (iv) a photo of the supply pipe exposed at the boundary.
- (4) If **we** attend and the customer side work has not been completed, **we** will levy an **abortive visit charge**. If **we** undertake excavations and discover work has not been completed as advised, **we** will charge for all costs incurred.

Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
8.02	Replacement of lead communication pipes (all methods) (up to 3m)	961	242
8.03	Replacement of lead communication pipes (all methods) (>3 up to 6m)	1,275	242
8.04	Replacement of lead communication pipes (all methods) (>6 up to 10m)	1,652	242
8.05	Replacement of lead communication pipes (all methods) (>10 up to 14m)	2,070	242
8.06	Replacement of lead communication pipes (all methods) (>14 up to 20m)	2,502	242
8.07	Replacement of lead communication pipes (all methods) (longer than 20m)	Non-Standard	Non-Standard

8.8. Stop Taps

- (1) **You** can ask **us** to change the location of **your** non-household customer's existing outside stop tap.
- (2) In order for **us** to determine the complexity of the work **you** are asking **us** to undertake **we** will need to carry out a site survey.
- (3) Following the survey **we** will provide **you** with confirmation of the relevant charge for the relocation **activity** from those listed in the table below, however, if **we** determine that the complexity of the work requires **us** to treat it as non-standard **we** will provide **you** with a quotation on that basis.

- (4) The charges as set out in the table below do not include the cost of a site survey (which is to be charged in addition in all instances). Charges relating to site surveys can be found within the relevant section of this document.

Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
10.01	Relocate (re-site) existing Stop Tap during working hours (supply pipe < 33mm diameter)	511	235	242

Example for a stop tap relocation (re-site): 1 hr survey (7.01) £121 + stop tap relocation (10.01) £511 = £632 (excluding VAT)

8.9. Pressure and Flow Check

- (1) **You** can also ask **us** to check the pressure and flow of **your** non-household customer's supply. This will involve **us** visiting **your** site to carry out **our** investigations and gather measurements. **We** will advise **you** when **you** contact **us** as to the length of survey needed for **your** particular requirements.
- (2) **Our** charges will depend on the outcome of **our** investigation and when **you** have requested the investigation to be carried out:
 - a. if **our** investigation is carried out during **our working hours** and concludes that the pressure and flow do not meet **our** obligations no charge will be made.
 - b. if **our** investigation is carried out outside of **our working hours** and concludes that the pressure and flow do not meet **our** obligations then only the **out of hours surcharge** element set out in the table below will be charged.
 - c. if **our** investigation concludes that the pressure and flow meets **our** obligations then charges will apply as set out in the table below. More information regarding **our** obligations can be found on **our** website: <https://www.affinitywater.co.uk/my-water/water-pressure>

Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
11.01	1 Hour survey by one technician during working hours	121	113	121
11.02	2 Hour survey by one technician during working hours	176	163	121
11.03	3 Hour survey by one technician during working hours	243	211	121
11.04	4 Hour survey by one technician during working hours	298	261	121
11.05	5 Hour survey by one technician during working hours	366	309	121
11.06	6 Hour survey by one technician during working hours	419	356	121
11.07	7 Hour survey by one technician during working hours	464	403	121
11.08	8 Hour survey by one technician during working hours	511	451	121
11.09	Bespoke survey anticipated to take longer than 8 hours or requiring more than one technician.	Non-Standard	Non-Standard	Non-Standard

Example for a 1 hr pressure and flow check out of hours (11.01) £121 + out of hours surcharge £113 = £234 (excluding VAT)

- (3) The survey charges in the above table are based on one technician, however, if **we** anticipate that due to **your** particular requirements more than one technician is required then **we** will charge **you** for each technician accordingly.

8.10. Damage to apparatus

- (1) If an act or omission of **you** or **your** customer, **your/their** respective agents, contractors or subcontractors 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*.

Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
12.01	Repair of damage to apparatus	Non-Standard	Non-Standard	Non-Standard

8.11. Data Logging Devices

- (1) **We** will not charge **you** for installing *third party equipment* on **our** meters unless **we** have carried out any part of the work to install the meter logger. We will charge for installation of a splitter cable which is required for the purposes of enabling the logger to be installed. We will also charge for installation of a temporary data logger and provision of data from this logger.
- (2) In these circumstances, **we** will charge **you** in accordance with the table below. Charges are based on one technician and are per visit per logger. If **we** anticipate that due to **your** particular requirements more than one technician is required then **we** will charge **you** for each additional technician accordingly (see 15.03 in the table below).
- (3) Please visit **our** [website](#) for **our** Terms and Conditions upon which **we** will allow *third party equipment* to be installed on **our** meters and **our** policy on how **we** treat *third party equipment*.

Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
15.01	One-off site visit and installation of splitter lead for a 3rd party data logger. Includes splitter lead and one technician (travel + time on site)	350	121
15.01a	Additional logger at same site (per logger) installed on same visit as first logger (15.01). Installation of splitter lead for 3rd party data logger. Includes splitter lead and one technician (time on site).	294	
15.02	One-off site visit and temporary data logging of meter. Provision of data to 3rd party. Includes installation and collection.	264	121
15.02a	Additional logger (per logger) installed on same site on same visit as first logger (15.02). Temporary data logging of meter. Provision of data to 3rd party. Includes installation and collection.	142	
15.03	Additional technician (per visit) - refer to applicable survey rate table	Per table in section 8.6	

8.12. Meter Usage Data

- (1) Where **we** have installed loggers to Non-Household meters to enable **us** to understand night use as part of **our** leakage calculation for a zone, **we** can make this information available to **you**.
- (2) There is no obligation for **us** to maintain the provision of such data if, for any reason, the logger or data transmission facility malfunctions or **we** decide to remove the logger from service. If the latter, then the information on CMOS will be updated to reflect the change in equipment and the retailer will be notified.
- (3) The data can be provided in two ways:
- a. a monthly download by **our** technician.
 - b. an account to access the on-line data portal, which can include an advanced viewing and reporting package. As the logger owner, **we** can provide the necessary permissions to gain access and make the necessary arrangements.
- (4) **We** will need 10 business days' notice for either of the requests above.

Internal Ref	Activity	Charge (£) Excl. VAT
16.01	On-line portal registration fee to view data online (basic package) from one of our data loggers. Rate is per logger and includes the first year of data for that logger.	175
16.05	Advanced viewing and reporting package. Annual fee for online platform (in addition to 16.01).	67
16.06	On-line flow data provision per year per logger (once registered).	67
16.07	Provide historical data package from one of our loggers – price depends on data format requested.	Non-Standard

8.13. Provision and maintenance of fire hydrants

- (1) The charges within the following table relating to fire hydrant activities do not include the cost of a site survey, which will be charged in addition to the below. Charges relating to site surveys can be found within the relevant section of this document. **We** will advise **you** when **you** contact **us** as to the length of survey needed for **your** particular requirements.
- (2) It is a criminal offence under Section 174(3)(a)(c) of the Water Industry Act 1991 and Section 42(6)(a) of the Fire and Rescue Services Act 2004 to attach any apparatus to the Company's network without obtaining its consent, and/or to use fire fighting apparatus for purposes other than for fire fighting.
- (3) Those wishing to draw water from Affinity Water's network must obtain a hydrant licence in advance. The Set up and Instruction Charge will apply for each licence but in the event that there is no requirement for an Affinity Water technician to inspect then only the Administration Charge will apply.
- (4) **We** do not routinely offer these services outside of **working hours**.

Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
9.01	Set up and Instruction Charge based on 1hr of 1 office staff and 1.5hrs of 1 technician site work	179	46
9.02	Administration Charge	47	
9.03	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.	3,740	242

Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
9.04a	<p>Install new hydrant to run off new main excluding post and plate (up to 190mm pipe)</p> <p>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.</p>	1,092	242
9.04b	<p>Install new hydrant to run off new main excluding post and plate (191-320mm pipe)</p> <p>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.</p>	1,534	242
9.06a	<p>Install new hydrant in terminal wash out position on run off new main, excluding post and plating (up to 190mm pipe)</p> <p>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.</p>	924	242
9.06b	<p>Install new hydrant in terminal wash out position on run off new main, excluding post and plating (191-320mm pipe)</p> <p>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.</p>	1,492	242

Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
9.07	Raise hydrant and replace with new Including: notifying consumers, 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.	2,207	242
9.08	Replace defective hydrant (hydrant only, excluding post and plating) 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.	1,127	242
9.09	Replace defective hydrant and fittings (old LCC type, excluding post and plating) 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.	1,127	242
9.10	Repack hydrant including ease spindle 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.	774	121
9.11	Rewasher hydrant 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.	774	121

Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
9.12	Reconstruct hydrant/pit chamber 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.	826	121
9.13	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.	626	121
9.15	Raise or lower existing hydrant frame and cover Including: excavating frame & cover, inserting concrete section or additional cement bedding to raise hydrant or removing concrete section, re-bedding existing frame and cover to correct level and reinstating the surrounding area. All work is carried out in compliance with NRWSA	578	121
9.16	Re-align existing hydrant frame and cover Including: breaking out surrounding surface, lift frame and cover, reset and reinstate surrounding surface area. All work is carried out in compliance with NRSWA	1,022	121
9.18	Abandon hydrant	Non-Standard	121
9.19	Terminal hydrant maintenance (% of the appropriate hydrant maintenance charge)	50% of the relevant charge above	
9.20	Minor works charges: - Supply and fit hydrant post and plate - Post and plate removal - Clear chamber - Provide concrete apron - Supply and fit metal outlet - Supply and fit hydrant lid - Replace false spindle cap (dolly) - Other minor works completed by Technician	140	121

8.14. Provision and use of standpipes

- (1) Charges below relating to standpipe hire and/or purchase do not include delivery to **you**. Please note that **we** do not offer a delivery service. Items are available for collection from **our** depots within **working hours** only and are always subject to local depot opening hours, please check with **our** team for more information.
- (2) It is a criminal offence under Section 174(3)(a)(c) of the Water Industry Act 1991 and Section 42(6)(a) of the Fire and Rescue Services Act 2004 to attach any apparatus to the Company's network without obtaining its consent, and/or to use fire fighting apparatus for purposes other than for fire fighting. Therefore, **you** must obtain a hydrant licence before drawing water from Affinity Water's network. In the event that **you** or **your** customers are found to have taken water without a licence in place **we** will look to recover all relevant charges on the basis of **our** reasonable estimate of the volume of water used.
- (3) The set up and instruction charge will apply for each licence but in the event that there is no requirement for an Affinity Water technician to inspect then only the administration charge will apply.

Internal Ref	Activity	Charge (£) Excl. VAT
13.01	19mm standpipe refundable deposit	179.30
13.02	63mm standpipe refundable deposit	375.80
13.03	19mm standpipe rent per week	35.30
13.05	63mm standpipe rent per week	42.70
13.07	19mm standpipe purchase (without valve key)	81.10
13.08	63mm standpipe purchase (without valve key)	277.60
13.09	Valve Key and bar only purchase	98.20
13.10	Set up and Instruction Charge based on 1hr of 1 office staff and 1hr of 1 technician site work (includes travel to/from site)	102.40
13.11	Administration Charge	31.00

9. Quality of Water for Non-Potable Water Services

9.1. Special Agreements

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

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
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

10. 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.

11. Appendix – Primary Charges (Wholesale) Tariff Mapping to CMOS

*Not including Standing Charges

Reference*	CMOS Tariff Code	CMOS Description
A & D	WTMPWAWCM003	Metered Potable Water AWCentral Monthly + Field Supply
A & C	WTMPWAWCH002	Metered Potable Water AWCentral Half Yearly + Field Supply
B & E	WTMPWAWCM002	Metered Potable Water AWCentral Monthly + Large User
C	WTMPWAWCH001	Metered Potable Water AWCentral Half Yearly Std
D	WTMPWAWCM001	Metered Potable Water AWCentral Monthly Std
D	WTMPWAWCM001A	Metered Potable Water AWCentral Monthly Std Mid User AggSatellite
E	WTMPWAWCM002A	Metered Potable Water AWCentral Monthly + Large User AggSatellite
F	WTUWAWCY001	Unmeasured Water AWCentral Yearly Colne
G	WTUWAWCY003	Unmeasured Water AWCentral Yearly Lee
H	WTUWAWCY005	Unmeasured Water AWCentral Yearly Rickmansworth
I	WTUWAWCY007	Unmeasured Water AWCentral Yearly North Surrey
J	WTAWAWCY001	Assessed Water AWCentral Yearly Std
K & S	WTMPWAWEM002	Metered Potable Water AWEast Large User (Over 100ML)
L & R	WTMPWAWEM003	Metered Potable Water AWEast Large User (50-100ML)
M & Q	WTMPWAWEM004	Metered Potable Water AWEast Mid User (25-50ML)
N	WTMPWAWEH001	Metered Potable Water AWEast Std User (0-5MI)
O	WTMPWAWEM0013TO5A	Metered Potable Water AWEast Std User (3-5ML) AggSatellite
P or Q Block Tariff	WTMPWAWEM001	Metered Potable Water AWEast Mid User (5-25MI)
P	WTMPWAWEM0015TO25A	Metered Potable Water AWEast Mid User (5-25ML) AggSatellite

Q	WTMPWAWEM004A	Metered Potable Water AWEast Mid User (25-50ML) AggSatellite
R	WTMPWAWEM003A	Metered Potable Water AWEast Large User (50-100ML) AggSatellite
S	WTMPWAWEM002A	Metered Potable Water AWEast Large User (Over 100ML) AggSatellite
T	WTUWAWEY001	Unmeasured Water AWEast Yearly Std
U	WTAWAWEY001	Assessed Water AWEast Yearly Std
V & W	WTMPWAWSEH002	Metered Potable Water AWSouthEast Std User + Field Supply
W	WTMPWAWSEH001	Metered Potable Water AWSouthEast Std User (0-3MI)
X	WTMPWAWSEM001	Metered Potable Water AWSouthEast Mid User (3-50MI)
X	WTMPWAWSEM001MA	Metered Potable Water AWSouthEast Mid User (3-50MI) AggSatellite
Y	WTMPWAWSEM001LA	Metered Potable Water AWSouthEast Large User (Over 50MI) AggSatellite
Z	WTUWAWSEY001	Unmeasured Water AWSouthEast Yearly Std
AA	WTAWAWSEY001	Assessed Water AWSouthEast Yearly Std

12. Document Change History

Version Number	Date of Issue	Change	Sections Affected
1.0	13/01/2022	Initial Publication	N/A
1.1	17/01/2022	Correct minor typos in tables	7. Schedule of Primary Charges (Wholesale)
1.2	07/07/2022	Clarification of applicable survey charges for disconnections	8.4. Disconnections and Reconnections