

# Wholesale charges

2020-21

This is not a Scheme of Charges

Customers should refer to our Household Scheme of Charges

Retailers should refer to our Wholesale Scheme of Charges

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# About this document

## Wholesale charges 2020-21

*1 April 2020 to 31 March 2021*

Wholesale charging rules issued by the Water Services Regulation Authority (Ofwat) only apply to the charges that wholesalers make to retailers for the provision of services to business customers. However, for the purposes of demonstrating compliance with the price controls determined in respect of wholesale activities, Ofwat requires wholesalers (under Condition B (Charges) of their appointments) to publish all wholesale charges in one document.

This document is not a Scheme of Charges. All terms, conditions and descriptions of the services offered can be found within the two Schemes we have published on our website.

- Household customers should refer to the Household Scheme of Charges. Wholesale charges are included within customer charges.
- Retailers should refer to the Wholesale Scheme of Charges. Wholesale charges for non-households in this document are a copy of those published in the Wholesale Scheme.
- Non-household customers billed by Hafren Dyfrdwy should refer to our Non-Household Customer scheme of charges. Customers that have switched to an alternative retailer for their water supply should refer to the scheme of their retailer.

This document is split into three:

- Part (1) is the wholesale charges that are included within household bills.
- Part (2) is our primary wholesale charges for retailers supplying eligible premises within the non-household market.
- Part (3) is our non-primary charges for retailers or other customers.

Part 1 charges are not available to any customers as households are not eligible to participate in the retail market. Parts 2 and 3 replicate information included within our Wholesale Scheme.

## Developers

If you are looking for information on charges for developers then go to:

<https://www.hdcymru.co.uk/developers>

# Section 1: Wholesale charges for households

## Household charges 2020-21

### 1.1 Introduction

This section of the document sets out water and sewerage charges for **2020-21**. Section references correspond to the relevant sections of the Household Scheme of Charges set out in section B of that document. For example, unmetered charges explained in section B2 of the Household Scheme of Charges relate to the unmetered charges tables set out in section 1.2 below.

### 1.2 Wholesale unmetered charges (households)

#### Wholesale HH 1: Unmetered water supply and used water charges

Charging Zone	Fixed Charge	Minimum Charge	Rate per pound of rateable value (p/£RV)				£ per annum
	£ per annum	£ per annum	Water supply	Used and surface water	Used water only	Surface water only*	Highway Drainage
A	5.00	79.19	96.44*	107.74	82.14	25.60	5.00
B	75.77	N/A	76.32	N/A	N/A	N/A	N/A
C	35.50	N/A	72.08	N/A	N/A	N/A	N/A
D	5.00	79.19	87.52*	92.60	72.24	20.36	5.00

Rates not available to household customers or retailers. Refer to the Household Scheme of Charges.

### 1.3 Wholesale metered charges (households)

#### Wholesale HH 2: Metered water supply volumetric charges

	Zones A and D	Zone B	Zone C
Standing charge (£ per year)	7.86	7.86	7.86
Volumetric charge (£ per m <sup>3</sup> )	1.4166	1.1727	1.0879

Rates not available to household customers or retailers. Refer to the Household Scheme of Charges.

#### Wholesale HH 3: Metered used water charges for Zones A and D

	Charge £ per m <sup>3</sup>
Volume discharged directly or indirectly to a public sewer	0.9795
Volume discharged directly to our treatment works	0.8379

Rates not available to household customers or retailers. Refer to the Household Scheme of Charges.

## Wholesale HH 4: Metered Standing charges for used water for Zones A and D

Sewerage £ per year	Highway Drainage £ per year
3.83	5.00

Rates not available to household customers or retailers. Refer to the Household Scheme of Charges.

## Wholesale HH 5: Metered surface water drainage charges for Zones A and D

### (a) Rateable Value charges

Charging Zone	Rate per pound of rateable value (p/£RV)
A	25.60
D	20.36

Rates not available to household customers or retailers. Refer to the Household Scheme of Charges.

### (b) Property type surface water drainage charges

Type of premises	Charge £ per year
Detached house (including link-detached):	62.51
Semi-detached house	41.66
Other household premises	20.83

Rates not available to household customers or retailers. Refer to the Household Scheme of Charges.

## Wholesale HH 6: Charge for testing meters up to and including 28 mm

Charge for meter testing for meters up to and including 28 mm
£70.00

Identical to the rate included within the Household Scheme of Charges.

## 1.4 Assessed volume charges

## Wholesale HH 7: Property type and assessed volume charges

### (a) Zones A and D

	Applicable Zones	Water Supply £ per year	Used Water* £ per year	Highway Drainage £ per year
Detached house (including link-detached):	A and D	198.25	133.31	5.00
Semi-detached house	A and D	173.45	117.79	5.00
Other household premises	A and D	154.09	111.00	5.00
Single Occupancy	A and D	76.94	54.57	5.00
*Plus the appropriate charge for surface water drainage (see Wholesale HH 5b)				

Rates not available to household customers or retailers. Refer to the Household Scheme of Charges.

*(b) Zones B and C*

	Water Supply £ per year Zone B	Water Supply £ per year Zone C
Single Occupancy	65.02	60.32
Multi Occupancy	111.45	103.39

**1.5 Support options****Wholesale HH 8: WaterSure/WaterSure Plus tariff**

	Charge £ per year
Water supply	265.44
Sewerage	267.81

Rates not available to household customers or retailers. Severn Trent & Hafren Dyfrdwy household retail apply a discount to these rates. Refer to the Household Scheme of Charges.

**Wholesale HH 9: The Here2Help Scheme (Social tariff)**

Band	Water Supply Zones A and D £ per year	Water Supply Zones B and C £ per year	Sewerage Zones A and D £ per year
1	131.48	131.48	135.15
2	131.48	131.48	135.15
3	131.48	131.48	135.15
4	131.48	131.48	135.15
5	131.48	131.48	135.15
6	131.48	131.48	135.15
7	131.48	131.48	135.15
8	131.48	131.48	135.15
9	131.48	131.48	135.15

Rates not available to household customers or retailers. Severn Trent household retail applies a discount to these rates. Refer to the Household Scheme of Charges.

## Section 2: Wholesale charges for non households

### 2.1 Introduction

This section of the document sets **our** wholesale water and sewerage charges for **2020-21**. Section references correspond to the relevant sections of the Wholesale Scheme of Charges set out in section B of that document. For example, unmetered charges explained in section B2 relate to the unmetered charges tables set out in section 2.2 below.

### 2.2 Unmetered charges

**Table 1: Unmetered water supply and sewerage charges**

Charging Zone	Rate per pound of rateable value (p/£RV)			
	Water supply	Used and surface water	Used water only	Surface water only*
A	96.44	110.95	85.35	25.60
B	90.90	N/A	N/A	N/A
C	85.56	N/A	N/A	N/A
D	87.52	95.90	75.54	20.36

\* Subject to a maximum charge of £107,783.94

**Table 2: Unmetered water supply and sewerage fixed charges**

Charging Zone	Fixed charge per property £	Fixed charge per property £	Fixed charge per property £	Fixed charge per property £
Zone	Water Supply	Used Water	Surface Water only	Highway Drainage
A	5.00	8.51	3.51	5.00
B	65.24	N/A	N/A	N/A
C	25.67	N/A	N/A	N/A
D	5.00	8.51	3.51	5.00

The highway drainage charge applies to all customers using our sewerage system.

**Table 3: Unmetered cattle trough**

	£ per annum
Fixed charge for a supply to a cattle trough	135.11

## 2.3 Metered charges

**Table 4: Metered water supply volumetric charges**

*Table 4(a) Metered water supply volumetric charges for Zones A, B, C and D*

Zone	Water Supply Charge	Charge in £ per m <sup>3</sup>
Zone A and D	Standard water supply charge 0 to 9,999m <sup>3</sup>	1.4166
Zone B	Standard water supply charge 0 – 49,999 m <sup>3</sup>	1.1119
Zone C	Standard water supply charge 0 – 49,999 m <sup>3</sup>	1.0315

*Table 4(b) Metered non-potable water supply volumetric charges for Zone B*

Non-Potable Water Volume	Charge in £ per m <sup>3</sup>
Volumetric (0-50MI)	0.7242
Volumetric (50+ MI)	0.7209

**Table 5: Metered Standing and Fixed charges**

*(a) Meter charges (standing charges) for Zones A and D, intermediate and large users*

Meter size not exceeding	Water Supply £ per year
15 mm	8.92
22 mm	8.92
30 mm	14.73
42 mm	29.69
50 mm	39.53
80 mm	64.07
100 mm	71.13
150 mm	147.81
200 mm	178.41
250 mm	207.83
300 mm	231.73

*(b) Fixed charges*

Volume of water supplied/sewage discharged	Water Supply £ per year	Used Water £ per year	Surface Water £ per year	Highway Drainage £ per year
0 to 4,999 m <sup>3</sup>	-	N/A	N/A	5.00
5,000 to 9,999 m <sup>3</sup>	-	N/A	N/A	5.00
10,000 to 50,000 m <sup>3</sup>	-	N/A	N/A	5.00
50,000 m <sup>3</sup> or greater	5.19	N/A	N/A	5.00

*(c) Meter charges (standing charges) for standard users in Zones B and C*

Meter Standing Charges	
Meter size up to:	£ per year
15 mm	8.92
22 mm	8.92
30 mm	39.61
35 mm	69.13
42 mm	102.16
54 mm	138.12
80 mm	171.04
100 mm	252.42
150 mm	347.00
200 mm and above	411.75

**Table 6: Metered used water charges for Zones A and D***Volumetric charges (charge per m3 of used water discharged and fixed charges £ per annum)*

Volume discharged directly or indirectly to a public sewer	Volume of Water Supplied			
	0-4.9 MI	5-9.9 MI	10-49 MI	50+ MI
Volumetric charges (charge per £ m3 of used water discharged)	0.9795	0.9795	0.9753	0.9480
Fixed charge £ per annum	N/A	N/A	42.21	1,364.41
Volumes discharged directly to our sewage treatment works (£ m3)	0.8379	0.8379	0.8379	0.8379

**Table 7: Metered non-household surface water drainage charges for Zones A and D***(a) Rateable Value charges*

Charging Zone	Rate per pound of rateable value (p/£RV)
A	25.60
D	20.36

*Subject to a maximum charge of £107,783.94*



*(b) Site area surface water charges (Zones A and D only)*

Band	Chargeable area in m2 (all figures are inclusive)	Charge £ per year
1	up to 20	8.42
2	21-99	46.03
3	100-199	92.27
4	200-299	153.81
5	300-499	246.20
6	500-749	384.88
7	750-999	538.94
8	1,000-1,499	769.82
9	1,500-1,999	1,077.33
10	2,000-3,999	1,846.89
11	4,000-7,499	3,540.25
12	7,500-9,999	5,387.69
13	10,000-14,999	7,696.64
14	15000-19,999	10,775.63
15	20,000-24,999	13,854.51
16	25,000-29,999	16,933.49
17	30000-34,999	20,012.28
18	35,000-39,999	23,093.08
19	40,000-44,999	26,173.89
20	45,000-49,999	29,254.80
21	50,000-99,999	46,186.52
22	Over 100,000	107,783.94

*(e) Surface water charges - transition to site area (Zones A and D only)*

Band	Charge £ per year
T	257.75

**Table 8: Intermediate and large user tariffs**

	Additional fixed charge £ per year	Rate in £ per m <sup>3</sup> of water supplied in the period		
		From 1 April to 30 April inclusive	From 1 May to 30 September inclusive	From 1 October to 31 March inclusive
Intermediate User	3,080.89	0.9720	1.2968	0.9720
Large User	21,778.69	0.6440	0.8593	0.6440

\*In CMOS, the fixed charge above is aggregated with the fixed charge shown in table 5(b).

**Table 9: Standby tariff capacity charges**

Total peak and off peak notified volumes (m <sup>3</sup> )	Fixed charge*	Rate in £ per m <sup>3</sup> of water supplied in the period		
		From 1 April to 30 April inclusive	From 1 May to 30 September inclusive	From 1 October to 31 March inclusive
Standard (0-9,999 m <sup>3</sup> )	-	0.6211	1.0364	0.6211
Intermediate (10,000-49,999m <sup>3</sup> )	1,730.10	0.4861	0.8109	0.4861
Large (50,000m <sup>3</sup> or greater)	12,229.60	0.3221	0.5374	0.3221

\*In CMOS, the fixed charge above is aggregated with the fixed charge shown in table 5(b).

**Table 10: Standby tariff volume charges for Zones A and D**

Total volume supplied (m <sup>3</sup> )	Fixed charge £ per year	Rate in £ per m <sup>3</sup> of water supplied
Standard (0-9,999 m <sup>3</sup> )	N/A	0.6211
Intermediate (10,000-49,999m <sup>3</sup> )	1,350.00	0.4861
Large (50,000m <sup>3</sup> or greater)	9,550.00	0.3221

**Table 11: Standby tariff premium charges where the notified volume is zero for Zones A and D**

Rate in £ per m <sup>3</sup> of water supplied in the period		
From 1 April to 30 April inclusive	From 1 May to 30 September inclusive	From 1 October to 31 March inclusive
1.2422	2.0728	1.2422

**Table 12: Supplies to New Appointments and Variations (NAVs)**

(a) Indicative rates for Supplies to New Appointments & Variations (NAVs) for Zones A and D commissioned before 1 April 2020

Charges		Up to 10 plots	More than 10 plots	Notes
<b>Bulk supply</b>				
Volume supplied	£/m <sup>3</sup>	1.2565	0.9746	
Household standing charge	£/property	-	-	Per household on site
<b>Bulk discharge</b>				
Volume discharged	£/m <sup>3</sup>	0.9795	0.9795	
Household standing charge	£/property	3.83	3.83	Per household on site
Highway drainage charge	£/property	-	-	Per household on site
Property type detached	£/property	62.51	62.51	Per household of each type on site
Property type semi-detached	£/property	41.66	41.66	
Property type other	£/property	20.83	20.83	

(b) Indicative rates for Supplies to New Appointments & Variations (NAVs) for Zones A and D commissioned after 1 April 2020

Charges		Up to 10 plots	More than 10 plots	Notes
<b>Bulk supply</b>				
Volume supplied	£/m <sup>3</sup>	1.4166	1.1828	
Household standing charge	£/property	1.83	-	Per household on site
<b>Bulk discharge</b>				
Volume discharged	£/m <sup>3</sup>	0.9795	0.9795	
Household standing charge	£/property	3.83	3.83	Per household on site
Highway drainage charge	£/property	-	-	Per household on site
Property type detached	£/property	62.51	62.51	Per household of each type on site
Property type semi-detached	£/property	41.66	41.66	
Property type other	£/property	20.83	20.83	

NAV charges apply to **new appointments** for unserved sites. They do not apply to new appointees serving large non-household customers using **more than** 50 MI/a or variations by consent. Numbers are based on Zones A or D (Powys and Monmouthshire). Different rates for **water** would apply in Zones B or C (Wrexham or Chester).

The charges shown are indicative charges for a typical housing development; actual charges will depend on **our** calculation of the cost that **we** would incur if **we** served the site directly, as described in B3.4. These charges apply to **new appointments** for unserved sites. They do not apply to **new appointments** serving large non-household customers using more than 50 MI/a or variations by consent. **We** have not presented indicative **NAV** charges for zones B or C and **we** would calculate the rates for any **NAV** site in those areas based on the wholesale volumetric charges that apply in those areas.

## 2.4 Assessed volume charges

**Table 13: Assessed volume and fixed charges**

Charges calculated by using the appropriate m<sup>3</sup> charge listed in the table below and multiplying it by the volume water that we assess is supplied to such premises plus a fixed charge (also shown in table below).

	Zones A & D	Zone B	Zone C
Charge Type	Charge in £ per m <sup>3</sup>	Charge in £ per m <sup>3</sup>	Charge in £ per m <sup>3</sup>
Water Supply	1.4166	1.1119	1.0315
Used Water*	0.9753	N/A	N/A
	Fixed charge of £	Fixed charge of £	Fixed charge of £
Water Supply	5.00	5.00	5.00
Used Water*	8.51	N/A	N/A
Highway Drainage	5.00	N/A	N/A

\*Plus the appropriate charge for surface water drainage (see table 7)

## 2.5 Trade effluent charges

**Table 14: Trade effluent charges for Zones A and D**

(a) Standard

Charging element	Charge in £ per m <sup>3</sup>	Charge in £ per kg	£ per annum
R (Reception and conveyance in the public foul water sewer)	0.1416	-	-
Conveyancing standing charge	-	-	N/A
V (Volumetric treatment)	0.2105	-	-
B (Biological treatment)	-	0.3616	-
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)	-	0.8203	-
Discharge to a public surface water sewer under a consent	0.0708	-	-

Fixed charges in Table 16 also apply.

(b) Intermediate

Charging element	Charge in £ per m <sup>3</sup>	Charge in £ per kg	£ per annum
R (Reception and conveyance in the public foul water sewer)	0.1374	-	-
Conveyancing standing charge	-	-	42.21
V (Volumetric treatment)	0.2105	-	-
B (Biological treatment)	-	0.3616	-
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)	-	0.8203	-
Discharge to a public surface water sewer under a consent	0.0708	-	-

Fixed charges in Table 16 also apply.

*(c) Large 50 Ml or greater of water supplied*

Charging element	Charge in £ per m <sup>3</sup>	Charge in £ per kg	£ per annum
R (Reception and conveyance in the public foul water sewer)	0.1101	-	-
Conveyancing standing charge	-	-	1,364.41
V (Volumetric treatment)	0.2105		-
B (Biological treatment)	-	0.3616	-
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)	-	0.8203	-
Discharge to a public surface water sewer under a consent	0.0708	-	-

Fixed charges in Table 16 also apply.

**Table 15: Assessed trade effluent charges for Zones A and D**

Assessed trade effluent	Charge in £ per m <sup>3</sup>
Car wash	0.4435
Laundrette	0.7433
Swimming pool backwash	0.3767
Paint stripping	0.6861
Gas holder seal water	0.4084

**Table 16: Trade effluent fixed charges for Zones A and D**

Volume of Trade Effluent discharged	Charge £ per year
0 to 9,999 m <sup>3</sup>	54.51
5,000 to 49,999 m <sup>3</sup>	54.51
50,000 m <sup>3</sup> or greater	54.51

## 2.6 Other charges

**Table 17: Charges for water supplies for building or civil engineering purposes**

Charge for water supplies for building or civil engineering purposes, per unit of property
Zones A, B, C and D
£76.60

## Section 3 - Miscellaneous non-primary charges

### 3.1 Miscellaneous non-primary charges

**Table 18: Meter installation**

Meter installation	Charge £
1. Standard meter installation	Free of charge
2. No access or process cancelled by retailer (abortive charge for standard job)	60.00
3. Non-standard job – subject to quotation	Quote
4. No access or process cancelled by retailer (abortive charge non-standard job)	60.00 plus costs incurred

**Table 19: Meter accuracy testing**

Meter accuracy testing	Charge £
1. Meter accuracy test - meters up to 28mm – no fault found	70.00
2. Meter accuracy test - meters over 28mm – no fault found	476.00
3. Non-standard meter test – meters over 28mm	Quote
4. When a fault is found – all meter sizes (abortive charge for standard job)	No charge
5. No access or process cancelled by retailer	60.00
6. No access or process cancelled by retailer (abortive charge non-standard job)	60.00 plus costs incurred

**Table 20: Meter repair, replacement, re-sites, pulse units and splitters**

a. Meter repair or replacement	Charge £
1. Repair or replacement of a Severn Trent Water Limited owned meter (through no fault of retailer/customer)	No Charge
2. No access or process cancelled by retailer (abortive charge for standard job)	60.00

b. Change meter size, location or model	Charge £
1. Standard job completed as per request	110.00
2. No access or process cancelled by retailer (abortive charge for standard job)	60.00
3. Non-standard job	Quote
4. No access or process cancelled by retailer (abortive charge non-standard job)	60.00 plus costs incurred

c. Pulse Unit, Splitter and RF splitter installations (to provide pulse output)	Charge £
1. For meters less than 42mm diameter (standard jobs), installation of :-	
a. Pulse Output Only (no splitter or RF required)	92.00
b. Pulse Unit + Splitter	192.00

c. Pulse Unit + 3 Way RF Splitter	266.00
2. For meters greater than 42mm diameter (standard jobs), installation of :-	
a. Pulse Output Only (no splitter or RF required)	206.00
b. Pulse Unit + Splitter	306.00
c. Pulse Unit + 3 Way RF Splitter	380.00
3. No access or process cancelled by retailer (abortive charge for standard job)	Quote
4. Non-standard job	Quote
5. No access or process cancelled by retailer (abortive charge non-standard job)	60.00 plus costs incurred

**Table 21: Meter read for a non-market meter pending transfer**

Carry out a meter read for a non-market meter pending transfer	Charge £
1. Standard job - one off charge for meter read	65.00
2. No access or process cancelled by retailer (abortive charge for standard job)	60.00

**Table 22: Confirmation of meter details or supply**

Confirmation of meter details	Charge £
1. Admin charge to process data supplied by meter owner when requested by retailer - no site visit required	20.00
2. Where process is cancelled by retailer - no site visit	15.00
3. Admin charge to process data supplied by meter owner when requested by retailer - site visit necessary	85.00
4. No access or process cancelled retailer - site visit necessary (abortive charge for standard job)	60.00

**Table 23: Verification of meter details or supply arrangements**

Verification of meter details or supply arrangements	Charge £
1. Where our data is correct - desktop investigation only	20.00
2. Process cancelled by retailer - where no site visit	15.00
3. Where our data is correct - site visit	85.00
4. No access or process cancelled by retailer - site visit necessary	60.00

**Table 24: Deregistration of a supply or discharge point**

<b>a. Application to deregister a supply / discharge point – desktop investigation only</b>		<b>Charge £</b>
1.	Where deregistration goes ahead	20.00
2.	Where deregistration does not go ahead (aborted)	15.00
<b>b. Application to deregister a supply / discharge point – site visit required</b>		<b>Charge £</b>
3.	Where deregistration goes ahead	85.00
4.	Where deregistration does not go ahead (abortive charge for standard job)	60.00

**Table 25: Amendment to VOA BA reference or UPRN at supply point**

<b>Application to amend VOA BA reference or UPRN – desktop investigation only</b>		<b>Charge £</b>
1.	Where amendment goes ahead	20.00
2.	Where amendment does not go ahead (abortive charge for standard job)	15.00

**Table 26: Application for a trade effluent consent for Zones B and C**

<b>Application for a trade effluent consent</b>		<b>Charge £</b>
1.	Grant of Trade Effluent consent or reactivation of discontinued consent - small volume letter	165.00
2.	Grant of Trade Effluent consent or reactivation of discontinued consent - short term consent	150.00
3.	Aborted Trade Effluent application	15.00
4.	Retailer withdraws request to discharge Trade Effluent on behalf of non-household customer and a legal document has been produced	Costs incurred

**Table 27: Assessment requests**

<b>Retailer application for change in tariff applied to a service/discharge component or application for allowance and volumetric adjustment</b>		<b>Charge £</b>
1.	Retailer application for change in tariff applied to a service/discharge component - desktop investigation only	20.00
2.	Aborted retailer application for change in tariff applied to a service/discharge component – desktop investigation only	15.00
3.	Retailer application for change in tariff applied to a service/discharge component - existing tariff correct - site visit necessary (excludes SWD site area/connectivity assessment surveys – see charges below)	Quote
4.	Aborted retailer application for change in tariff applied to a service/discharge component - existing tariff correct – site visit necessary (abortive charge standard job)	60.00
5.	Retailer application for change in surface water drainage tariff – site visit necessary to undertake site area assessment and / or connectivity survey:	
a.	application for change in tariff applied to SWD current band 1 to 9	70.00
b.	application for change in tariff applied to SWD current band 10 to 15	260.00



c. application for change in tariff applied to SWD current band 16 to 19	333.00
d. application for change in tariff applied to SWD current band 20 to 22	410.00
e. where no access or process cancelled by retailer – band 1 to 9 survey (abortive charge)	60.00
f. where no access or process cancelled by retailer – band 10 to 22 survey (abortive charge)	120.00

**Table 28: Disconnections**

<b>a. Disconnection</b>	<b>Charge £</b>
1. Standard job completed as per request	96.00
2. Where no access or process cancelled by retailer (abortive charge for standard job)	60.00
3. Non-standard job - subject to quotation	Quote
<b>b. Gaining entry to premises for disconnection where costs recoverable</b>	<b>Charge £</b>
4. Disconnection completed as per request	Costs recovered
5. Where no access or process cancelled by retailer	60.00

**Table 29: Reconnections**

<b>a. Reconnection request (without water fittings visit)</b>	<b>Charge £</b>
1. Standard job completed as per request	105.00
2. Where no access or process cancelled by retailer (abortive charge for standard job)	60.00
3. Non-standard job – charge equal to disconnection value	Quote
<b>b. Reconnection request (with water fittings visit)</b>	<b>Charge £</b>
4. Standard job completed as per request	125.00
5. Where no access or process cancelled by retailer (abortive charge for standard job)	60.00
6. Non-standard job - subject to quotation	Quote

**Table 30: Replacement of lead service pipes**

<b>Replacement at request of retailer or customer</b>	<b>Charge £</b>
1. Replacement of lead service pipes owned by us	Quote
2. Replacement of customer-owned lead service pipes	Quote
3. Survey costs (where applicable) to enable accurate quote	Quote
4. Where no access or process cancelled by retailer	60.00

**Table 31: Provision and maintenance of fire hydrants**

Provision and maintenance of fire hydrants	Charge £
1. Category 1 - partial replacement or installation	401.71
2. Category 2 - rebuild, replacement or partial installation	572.67
3. Category 3 - removal, renewal or installation	1,325.46
4. Category 4 - installation of new fire hydrant as main laying proceeds	784.99
5. Category A - repair work that does not require any excavation	80.55
6. Where no access or process cancelled by retailer (standard job abortive charge)	60.00

**Table 32: Damage to apparatus**

Damage to apparatus	Charge £
1. All work relating to repair and replacement of apparatus	Quote
2. Where no access or process cancelled by retailer (abortive charge for standard job)	60.00

**Table 33: Site inspections**

a. Misuse of water or water fittings	Charge £
1. If enforcement process becomes necessary	Costs recovered retrospectively
2. Where no access or process cancelled by retailer (abortive charge for enforcement)	250.00
b. Inspections – other than under water regulations	Charge £
3. Site inspection requested by retailer or customer	Quote
4. Where no access or process cancelled by retailer (abortive charge for standard job)	60.00

**Table 34: Provision and use of standpipes**

Charge Description		Charge £	Deposit £
22mm Metered Standpipe Rental	Per week	34.85	200.00
	Annually	950.00	
40mm Metered Standpipe Rental	Per week	60.00	200.00
	Annually	1,230.00	
Delivery and collection	Fixed	Quote	-
Water Usage	Per cubic metre	1.1119	-

Note:

- 1) Standpipe customers are required to provide a meter reading on a monthly basis.
- 2) Cash deposits are only taken on cash transactions.

**Table 35: Provision of Logger Data**

Activity	Charge £
1. Provision of logger data for each period requested and for each meter	27.00
2. Process cancelled by retailer	15.00
3. Non-standard job – subject to quotation	Quote
4. Process cancelled by retailer (abortive charge)	All costs incurred