

Wholesale charges

2018-19

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 2018-19

1 April 2018 to 31 March 2019

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 for households are included within the charges that apply to households.
- 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.

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 2018-19

1.1 Introduction

This section of the document sets our water and sewerage charges for 2018-19. 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 sewerage charges

Charging Zone	Fixed Charge	Minimum Charge	Wholesale rate per pound of rateable value (p/£RV) – Households			
			£ Per Annum	£ Per Annum	Water Supply*	Used and Surface Water
A	N/A	79.49	105.92	103.50	77.07	26.43
B	80.45	N/A	69.02	N/A	N/A	N/A
C	37.69	N/A	64.48	N/A	N/A	N/A
D	N/A	79.49	94.42	85.46	64.44	21.02

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

*Zones A and D are subject to a minimum charge of £79.49

1.3 Wholesale metered charges (households)

Wholesale HH 2: Metered water supply volumetric charges

Standing Charge Zone	Zones A and D		Zone B	Zone C
Size of meter up to:	£ per year	£ per year	£ per year	£ per year
15mm	7.48		10.24	10.24
22mm	7.48		10.24	10.24
28mm	7.48		65.98	65.98
35mm	7.48		100.08	100.08
42mm	7.48		163.09	163.09
54mm	7.48		237.75	237.75
Water Supply	£ per m ³			
Volumetric charge	1.4559		1.1771	1.0833

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

(1)	(2)
Volume discharged directly or indirectly to a public sewer	Volume discharged directly to our treatment works
For the first 49,999 m ³	For the first 49,999 m ³
0.9601	0.6955

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

Wholesale HH 4: Metered Standing charges for sewerage for Zones A and D

Sewerage £ per year
5.66

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	26.43
D	21.02

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):	64.54
Semi-detached house	43.01
Other household premises	21.51

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

	Applicable Zones	Water Supply £ per year	Used Water* £ per year
Detached house (including link-detached):	A and D	196.21	129.39
Semi-detached house	A and D	169.71	106.33
Other household premises	A and D	157.77	98.83
Single Occupancy	A and D	76.59	42.98
Single Occupancy	B and C	66.97	N/A
Multi Occupancy	B and C	104.61	N/A

*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.

1.5 Support options

Wholesale HH 8: WaterSure tariff

	Zones	Charge £ per year
Water supply	A and D	326.57
Water supply	B and C	261.64
Sewerage	A and D	216.09

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: Social tariff (The Here2Help/Big Difference scheme)

Band	Water Supply		Sewerage
	Zones A and D		Zones A and D
	£ per year	£ per year	£ per year
1	326.57	261.64	216.09
2	326.57	261.64	216.09
3	326.57	261.64	216.09
4	326.57	261.64	216.09
5	326.57	261.64	216.09
6	326.57	261.64	216.09
7	326.57	261.64	216.09
8	326.57	261.64	216.09
9	326.57	261.64	216.09

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 2018-19. 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

Wholesale NHH 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	105.92	107.31	80.88	26.43
B	68.45	N/A	N/A	N/A
C	63.99	N/A	N/A	N/A
D	94.42	89.39	68.37	21.02

* Subject to a maximum charge of £111,270.32

Please note that in Zones B and C, used and surface water services are mainly provided by United Utilities or Welsh Water.

Wholesale NHH 2: Unmetered fixed charges

Charging Zone	Fixed charge per property £	Fixed charge per property £	Fixed charge per property £
Zone(s)	Water Supply	Used Water	Surface Water only
A and D	£2.66	£1.50	£1.50
B	£69.27	N/A	N/A
C	£27.26	N/A	N/A

Wholesale NHH 3: Unmetered cattle trough

£ per annum	
Fixed charge for a supply to a cattle trough	148.39

2.3 Metered charges (non households)

Wholesale NHH 4: Metered water supply volumetric charges

Table 4(a) Metered water supply volumetric charges for Zones A to D

Zone	Water Supply Charge	Charge in £ per m ³
A and D	Standard water supply charge 0 to 4,999m ³	1.4559
A and D	Standard water supply charge 5,000 to 9,999m ³	1.4559
Zone B	Standard water supply charge 0 – 49,999 m ³	1.1744
Zone B	Standard water supply charge 50,000 – 249,999 m ³	1.1601
Zone C	Standard water supply charge 0 – 49,999 m ³	1.0853
Zone C	Standard water supply charge 50,000 – 249,999 m ³	1.0721

Table 4(b) Metered non-potable water supply volumetric charges for Zones B and C

Non-Potable Water Volume	Charge in £ per m ³
Volumetric (0-50MI)	0.7347
Volumetric (50+ MI)	0.7309

Wholesale NHH 5: Metered Standing and Fixed charges

(a) Meter charges (standing charges) for Zones A and D

Meter size not exceeding	£ per year
15 mm	5.65
22 mm	6.90
30 mm	11.23
42 mm	20.65
50 mm	41.40
80 mm	105.37
100 mm	120.97
150 mm	310.19
200 mm	400.32
250 mm	490.73
300 mm	565.13

(b) Fixed charges for Zones A and D

Volume of water supplied/sewage discharged	Water Supply £ per year	Used Water £ per year	Surface Water £ per year
0 to 4,999 m ³	2.66	1.50	1.50
5,000 to 9,999 m ³	2.66	1.50	1.50
10,000 to 49,999 m ³	2.66	1.50	1.50
50,000 to 250,000 m ³	2.66	1.50	1.50
250,000 m ³ or greater	2.66	1.50	1.50

(c) Meter charges (standing charges) for Zones B & C

Meter Standing Charges	
Meter size up to:	£ per year
15 mm	-
22 mm	-
30 mm	54.74
35 mm	88.24
42 mm	150.13
54 mm	94.55
80 mm	294.75
100 mm	443.55
150 mm	639.56
200 mm and above	790.46

Wholesale NHH 6: Metered used water charges for Zones A and D

Volumetric charges (charge per m³ of used water discharged)

Volume discharged directly or indirectly to a public sewer	Volume of Water Supplied - Charge £ per m ³				
	0-4.9 MI	5-9.9 MI	10-49 MI	50-250 MI	> 250 MI
For the first 9,999 m ³	0.9601	0.9601	0.9601	0.9601	0.9601
From 10,000 to 49,999 m ³	0.9561	0.9561	0.9561	0.9561	0.9561
From 50,000 to 249,999 m ³	0.9216	0.9216	0.9216	0.9216	0.9216
250,000 m ³ and over	0.8762	0.8762	0.8762	0.8762	0.8762
Volumes discharged directly to our sewage treatment works	0.6955	0.6955	0.6955	0.6955	0.6955

Wholesale NHH 7: Metered Non-household Surface Water Drainage charges for Zones A and D

(a) Rateable Value charges (Zones A and D only)

Charging Zone	Rate per pound of rateable value (p/£RV)
A	26.43
D	21.02

Subject to a maximum charge of £111,270.32

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

Band	Chargeable area in m ² (all figures are inclusive)	Charge £ per year*
1	up to 20	8.69
2	21-99	47.52
3	100-199	95.25
4	200-299	158.78
5	300-499	254.16

6	500-749	397.33
7	750-999	556.37
8	1,000-1,499	794.72
9	1,500-1,999	1,112.18
10	2,000-3,999	1,906.63
11	4,000-7,499	3,654.76
12	7,500-9,999	5,561.96
13	10,000-14,999	7,945.59
14	15,000-19,999	11,124.18
15	20,000-24,999	14,302.65
16	25,000-29,999	17,481.23
17	30,000-34,999	20,659.60
18	35,000-39,999	23,840.05
19	40,000-44,999	27,020.52
20	45,000-49,999	30,201.08
21	50,000-99,999	47,680.48
22	Over 100,000	111,270.32

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

Band	Charge £ per year
T	158.95

Wholesale NHH 8: Intermediate and large user tariffs

(a) Intermediate and large user tariffs for Zones A and D

	Volume of water supplied during the year m ³	Additional fixed charge £ per year	Rate in £ per m ³ of water supplied in the period	
			From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
Intermediate User	10,000 – 49,999	£3,166.58	0.8513	1.5369
Large User	50,000 or greater	£22,384.46	0.5535	1.0330

(b) Large user tariffs for Zones B and C

Volume	Charge £ per m ³ of water supplied
Up to 250 mega litres	1.1658
In excess of 250 mega litres	0.9285

Wholesale NHH 9: Standby tariff capacity charges for Zones A and D

Total peak and off peak notified volumes (m ³)	Fixed charge £ per year	Rate in £ per m ³ of water supplied in the period	
		From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
0 – 9,999	-	0.5417	1.4286
10,000 – 49,999	2,005.46	0.4257	1.1113
50,000 or greater	13,778.56	0.2768	0.7563

Wholesale NHH 10: Standby tariff volume charges for Zones A and D

Total volume supplied (m ³)	Rate in £ per m ³ of water supplied	Fixed charge
0 – 9,999	0.5417	N/A
10,000 – 49,999	0.4257	1,160.00
50,000 or greater	0.2768	8,605.00

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

Rate in £ per m ³ of water supplied in the period	
From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
1.0834	2.8572

Wholesale NHH 12: Supplies to New Appointments and Variations (NAVs)

(a) Supplies to New Appointments & Variations (NAVs) for Zones A and D

Charges in £ per m ³	Up to 10 plots	More than 10 plots	
Water supply charge	1.4227	1.1331	
Used water discharged to public sewer*	0.9382	0.9360	
Standing charges - water supply (based on size of meter at boundary)	None	Apply	See Table NHH 5(a)
Surface water drainage*	Apply	Apply	See Table NHH 7(b)
Fixed charges (based on consumption)	None	None	See Table NHH 5(b)

* For NAVs that also cover waste water services

These charges apply to new appointments for unserved sites. They do not apply to new appointees serving large non-household customers using more than 50 Ml/a or variations by consent.

(b) Supplies to New Appointments & Variations (NAVs) for Zones B and C

Charge in £ per m ³	Up to 10 plots	More than 10 plots	References
Water supply charge (Zone B)	1.0410	0.9141	
Water supply charge (Zone C)	0.9620	0.8447	
Standing charges - Zone B water supply (based on size of meter at boundary)	None	Apply	See Table NHH 5c
Standing charges - Zone C - water supply (based on size of meter at boundary)	None	Apply	See Table NHH 5c
Fixed charges (based on consumption)	None	None	
Fixed charges (based on consumption)	None	None	

These charges apply to new appointments for unserved sites. They do not apply to new appointees serving large non-household customers using more than 50 Ml/a or variations by consent.

2.4 Assessed volume charges

Wholesale NHH 13: Assessed volume charges

Charges calculated by using the appropriate m³ 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).

Charge Type	Zones A and D	Zone B	Zone C
	Charge in £ per m ³	Charge in £ per m ³	Charge in £ per m ³
Water Supply	1.4559	1.1744	1.0853
Used Water	0.9601*	N/A	N/A
Fixed charge of £		Fixed charge of £	Fixed charge of £
Water Supply	2.66	N/A	N/A
Used Water	1.50	N/A	N/A

*Plus the appropriate charge for surface water drainage - see table NHH 7(b)

2.5 Trade effluent charges

Wholesale NHH 14: Trade effluent charges for Zones A and D

(a) 0 to 4.999 Ml of water supplied

Charging element	Volume discharged	Charge in £ per m ³	Charge in £ per kg
R (Reception and conveyance in the public foul water sewer)	Up to 9,999m ³	0.2647	-
	From 10,000 to 49,999m ³	0.2606	-

	From 50,000 to 249,999m ³	0.2261	-
	250,000m ³ and over	0.1807	-
V (Volumetric treatment)		0.2396	-
B (Biological treatment)		-	0.4117
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3133
Discharge to a public surface water sewer under a consent		0.1324	-

(b) 5 to 9.999 Ml of water supplied

Charging element	Volume discharged	Charge in £ per m ³	Charge in £ per kg
R (Reception and conveyance in the public foul water sewer)	Up to 9,999m ³	0.2647	-
	From 10,000 to 49,999m ³	0.2606	-
	From 50,000 to 249,999m ³	0.2261	-
	250,000 m ³ and over	0.1807	-
V (Volumetric treatment)		0.2396	-
B (Biological treatment)		-	0.4117
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3133
Discharge to a public surface water sewer under a consent		0.1324	-

(c) 10 to 49.999 Ml of water supplied

Charging element	Volume discharged	Charge in £ per m ³	Charge in £ per kg
R (Reception and conveyance in the public foul water sewer)	Up to 9,999m ³	0.2647	-
	From 10,000 to 49,999m ³	0.2606	-
	From 50,000 to 249,999m ³	0.2261	-
	250,000m ³ and over	0.1807	-
V (Volumetric treatment)		0.2396	-
B (Biological treatment)		-	0.4117
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3133
Discharge to a public surface water sewer under a consent		0.1324	-

(d) 50 to 249.999 Ml of water supplied

Charging element	Volume discharged	Charge in £ per m ³	Charge in £ per kg
R (Reception and conveyance in the public foul water sewer)	Up to 9,999m ³	0.2647	-
	From 10,000 to 49,999m ³	0.2606	-
	From 50,000 to 249,999m ³	0.2261	-
	250,000m ³ and over	0.1807	-
V (Volumetric treatment)		0.2396	-
B (Biological treatment)		-	0.4117
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3133
Discharge to a public surface water sewer under a consent		0.1324	-

(e) Greater than 250 Ml of water supplied

Charging element	Volume discharged	Charge in £ per m ³	Charge in £ per kg
R (Reception and conveyance in the public foul water sewer)	Up to 9,999m ³	0.2647	-
	From 10,000 to 49,999m ³	0.2606	-
	From 50,000 to 249,999m ³	0.2261	-
	250,000m ³ and over	0.1807	-
V (Volumetric treatment)		0.2396	-
B (Biological treatment)		-	0.4117
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3133
Discharge to a public surface water sewer under a consent		0.1324	-

Wholesale NHH 15: Assessed trade effluent charges for Zones A and D

Assessed trade effluent	Charge in £ per m ³
Car wash	0.5500
Laundrette	0.8245
Surface water	0.1324
Swimming pool backwash	0.5117
Paint stripping	0.6946
Gas holder seal water	0.5504

Wholesale NHH 16: Fixed charges for Zones A and D

Volume of Trade Effluent discharged	Charge £ per year
0 to 9,999 m ³	24.39
10,000 to 49,999 m ³	24.39
50,000 to 249,999 m ³	24.39
250,000 m ³ or greater	24.39

2.6 Other charges

Wholesale NHH 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
£80.33

Section 3 - Miscellaneous non-primary charges

Wholesale NHH 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

Wholesale NHH 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	475.00
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

Wholesale NHH 20: Meter repair, replacement, re-sites, pulse units and splitters

a. Meter repair or replacement	Charge £
1. Repair or replacement of a Hafren Dyfrdwy 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	115.00
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)	95.00
b. Pulse Unit + Splitter	190.00
c. Pulse Unit + 3 Way RF Splitter	265.00
2. For meters greater than 42mm diameter (standard jobs), installation of :-	
a. Pulse Output Only (no splitter or RF required)	205.00
b. Pulse Unit + Splitter	305.00
c. Pulse Unit + 3 Way RF Splitter	380.00
3. No access or process cancelled by retailer (abortive charge for standard job)	60.00
4. Non-standard job	Quote
5. No access or process cancelled by retailer (abortive charge non-standard job)	60.00 plus costs incurred

Wholesale NHH 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	60.00
2. No access or process cancelled by retailer (abortive charge for standard job)	60.00

Wholesale NHH 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	17.50

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	61.50
4. No access or process cancelled retailer - site visit necessary (abortive charge for standard job)	60.00

Wholesale NHH 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	23.50
2. Process cancelled by retailer - where no site visit	15.00
3. Where our data is correct - site visit	83.00
4. No access or process cancelled by retailer - site visit necessary	60.00

Wholesale NHH 24: Deregistration of a supply or discharge point

a. Application to deregister a supply / discharge point – desktop investigation only	Charge £
1. Where deregistration goes ahead	23.50
2. Where deregistration does not go ahead (aborted)	15.00
b. Application to deregister a supply / discharge point – site visit required	Charge £
3. Where deregistration goes ahead	83.00
4. Where deregistration does not go ahead (abortive charge for standard job)	60.00

Wholesale NHH 25: Amendment to VOA BA reference or UPRN at supply point

Application to amend VOA BA reference or UPRN – desktop investigation only	Charge £
1. Where amendment goes ahead	23.50
2. Where amendment does not go ahead (abortive charge for standard job)	15.00

Wholesale NHH 26: Application for a trade effluent consent for Zones A & D

Application for a trade effluent consent	Charge £
1. Grant of Trade Effluent consent or reactivation of discontinued consent - small volume letter	200.00
2. Grant of Trade Effluent consent or reactivation of discontinued consent - short term consent	175.00
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

Wholesale NHH 27: Assessment requests

Retailer application for change in tariff applied to a service/discharge component or application for allowance and volumetric adjustment	Charge £
1. Retailer application for change in tariff applied to a service/discharge component - desktop investigation only	23.50
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 – Zones A and D only – 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	50.00
b. application for change in tariff applied to SWD current band 10 to 15	310.00
c. application for change in tariff applied to SWD current band 16 to 19	405.00
d. application for change in tariff applied to SWD current band 20 to 22	495.00
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

Wholesale NHH 28: Disconnections

a. Disconnection	Charge £
1. Standard job completed as per request	95.00
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. Gaining entry to premises for disconnection where costs recoverable	Charge £
4. Disconnection completed as per request	Costs recovered
5. Where no access or process cancelled by retailer	60.00

Wholesale NHH 29: Reconstructions

a. Reconnection request (without water fittings visit)	Charge £
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. Reconnection request (with water fittings visit)	Charge £
4. Standard job completed as per request	123.50
5. Where no access or process cancelled by retailer (abortive charge for standard job)	60.00
6. Non-standard job - subject to quotation	Quote

Wholesale NHH 30: Replacement of lead service pipes

Replacement at request of retailer or customer	Charge £
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

Wholesale NHH 31: Provision and maintenance of fire hydrants

(a) Provision and maintenance of fire hydrants for Zones A and D

Provision and maintenance of fire hydrants	Charge £
1. Category 1 - partial replacement or installation	320.21
2. Category 2 - rebuild, replacement or partial installation	481.86
3. Category 3 - removal, renewal or installation	1,153.11
4. Category 4 - installation of new fire hydrant as main laying proceeds	759.58
5. Category A - repair work that does not require any excavation	65.41
6. Where no access or process cancelled by retailer (standard job abortive charge)	62.33

(b) Provision and maintenance of fire hydrants for Zones B and C

Partial replacement or installation of fire hydrants	Charge £
80mm	487.81
100mm	488.61
150mm	580.30
200mm	692.74
250mm	1,055.19
300mm	964.79

Notes for above tables: These charges exclude additional fees imposed under the Traffic Management Act which will be payable in addition to the above charges. If a road closure is required and we are charged for this, the charges will also be payable. If we are unable to gain access to the premises (if necessary) in order to carry out the work within the agreed appointment window, or the retailer cancels the work request, the other party will pay the abortive visit fee of £60 plus VAT.

Wholesale NHH 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

Wholesale NHH 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

Wholesale NHH 34: Provision and use of standpipes

Charge Description		Charge £	Deposit £
22mm Metered Standpipe Rental	Per week	31.85	200.00
40mm Metered Standpipe Rental	Per week	53.95	200.00
Delivery and collection	Fixed	Quote	-
Water Usage	Per cubic metre	1.46	-

Note: Standpipe customers are required to provide a meter reading on a monthly basis.

Wholesale NHH 35: Provision of Logger Data

Activity	Charge £
1. Provision of logger data for each period requested and for each meter	20.00
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