

Dee Valley Water's Wholesale Charges 2017/18

Introduction

This document contains the **wholesale** elements of Dee Valley's water supply charges. The "end user" charges are published in Dee Valley's Charges Scheme End User document which also includes the general conditions of service and a definition of terms.

As a company wholly or mainly operating in Wales, Dee Valley Water non-household customers whose water consumption is over 50 million litres per year have the right to choose a different water retailer. Non-customers who are supplied by water companies operating wholly or mainly in England are able to switch supplier regardless of how much water they use. This is due to the Welsh Government taking a different approach to water provision than the UK Government.

Measured charges

The measured charge is made up as follows:-

Volumetric charge – based on the water used as measured by the meter in cubic metres. From 1 January 2016 Welsh Government regulations require new properties in Wales to have in-built fire-sprinkler systems. Customers will not be charged for water used by these systems.

Standing charge – calculated on a daily basis and based on the size of the meter. The standing charge covers the cost of maintaining the meter and replacing it when it becomes necessary.

Wholesale charges for the area formerly supplied by Wrexham Water plc - household

Measured Water Services	
Size of meter up to:	£
15mm	9.86
22mm	9.86
28mm	63.52
35mm	96.34
42mm	157.00
54mm	228.87
Volumetric charge - per cubic metre treated	1.1208

For the Area Formerly Supplied by Wrexham Water plc – non-household (forecast consumption less than 50 megalitres)

Measured Water Services	
Size of meter up to:	£
15mm	-
22mm	-
28mm	52.70
35mm	84.94
42mm	144.52
54mm	91.02
80mm	283.74
100mm	426.99
150mm	615.68
200mm and above	760.94
Volumetric charge - per cubic metre treated	1.1418

For the Area Formerly Supplied by Wrexham Water plc – non-household (forecast consumption between 50 and 250 megalitres)

Measured Water Services	
Size of meter up to:	£
15mm	-
22mm	-
28mm	52.70
35mm	84.94
42mm	144.52
54mm	91.02
80mm	283.74
100mm	426.99
150mm	615.68
200mm and above	760.94
Volumetric charge - per cubic metre treated	1.1492

For the Area Formerly Supplied by Chester Waterworks Company – household

Measured Water Services	
Size of meter up to:	£
15mm	9.86
22mm	9.86
28mm	63.52
35mm	96.34
42mm	157.00
54mm	228.87
Volumetric charge - per cubic metre treated	1.0315

For the Area Formerly Supplied by Chester Waterworks Company – non-household (forecast consumption less than 50 megalitres)

Measured Water Services	
Size of meter up to:	£
15mm	-
22mm	-
28mm	52.70
35mm	84.94
42mm	144.52
54mm	91.02
80mm	283.74
100mm	426.99
150mm	615.68
200mm and above	760.94
Volumetric charge - per cubic metre treated	1.0552

For the Area Formerly Supplied by Chester Waterworks Company – non-household (forecast consumption between 50 and 250 megalitres)

Measured Water Services	
Size of meter up to:	£
15mm	-
22mm	-
28mm	52.70
35mm	84.94
42mm	144.52
54mm	91.02
80mm	283.74
100mm	426.99
150mm	615.68
200mm and above	760.94
Volumetric charge - per cubic metre treated	1.0615

All Measured Untreated (non-potable) water (forecast consumption less than 50 megalitres)

Measured Water Services	
Size of meter up to:	£
15mm	-
22mm	-
28mm	52.70
35mm	84.94
42mm	144.52
54mm	215.12
80mm	407.83
100mm	551.09
150mm	739.77
Volumetric charge - per cubic metre untreated	0.7179

All Measured Untreated (non-potable) water (forecast consumption between 50 and 250 megalitres)

Measured Water Services	
Size of meter up to:	£
15mm	-
22mm	-
28mm	52.70
35mm	84.94
42mm	144.52
54mm	215.12
80mm	407.83
100mm	551.09
150mm	739.77
Volumetric charge - per cubic metre untreated	0.7142

Unmeasured charges

Unmeasured charges are calculated based on the Rateable Value of the property multiplied by the pence per pound rate plus an annual fixed charge.

Where a property does not have a Rateable Value and where it is impracticable to install a meter, the charge will be an assessed charge for water in accordance with this Wholesale Charges Scheme.

For the Area Formerly Supplied by Wrexham Water plc – household

Unmeasured Water Services	£
Annual standing charge	77.45
RV based charge - per poundage of RV	0.6642

For the Area Formerly Supplied by Wrexham Water plc – non-household

Unmeasured Water Services	£
Annual standing charge	66.68
RV based charge - per poundage of RV	0.6587

For the Area Formerly Supplied by Chester Waterworks Company – household

Unmeasured Water Services	£
Annual standing charge	36.28
RV based charge – per poundage of RV	0.6205

For the Area Formerly Supplied by Chester Waterworks Company – non-household

Unmeasured Water Services	£
Annual standing charge	26.24
RV based charge – per poundage of RV	0.6158

Assessed measured charge

Following receipt of an optional meter application an assessed measured charge may be chosen when it is not reasonably practicable to fit a meter, or it is unreasonably expensive to fit a meter. Where an assessed charge applies it will be charged from the date of the property survey, which shall not be longer than 3 months from receipt of the completed application form.

The assessed charge is based on the average per capita consumption after an optional meter has been installed. To be eligible for the single occupancy rate, evidence will need to be submitted, such as a council tax bill.

Unmeasured water service charges will remain payable up to the date the meter is installed or up to the date the assessed charge is applied.

	£
Assessed charge – single occupancy	67.94
Assessed charge – multi-occupancy	99.56

Large User Tariff Consumption Charge

	£
Up to 250 megalitres	1.1334
In excess of 250 megalitres	0.9027

The Large User tariff applies to end users using 250 megalitres of treated water per annum or more.

Standby Charges

Where we are not the primary supplier of water to premises within our licensed area, under certain circumstances it may be appropriate to apply a standby charge based on the demand. Where such a charge is applied it will reflect the cost to us and will be determined in individual cases.

MISCELLANEOUS CHARGES

These charges apply if a retailer asks us to carry out work at a premises, an individual asks us to carry out work at a premises other than via a retailer, we are required by statute or regulation to carry out work at a premises and are payable by the retailer, individual requesting that service, or the person responsible under statute or regulation for the charges incurred.

Standard job

A standard job is defined using the following criteria:

- a. The job takes place during normal working hours
- b. The job is in an accessible location with reasonable access
- c. The job does not involve working in the highway
- d. The job can be carried out in line with our Health and Safety criteria

If the work does not conform to the above we will issue a quote for the additional work, materials or other expenses. We will not proceed until there is an agreement to pay the additional costs.

Agreed appointment window

We will agree an appointment window with either the retailer or the occupier of the premises (if we have the retailer's permission).

Abortive visit

The retailer must pay us an abortive visit if:

- a. We attend the premises to carry out the work within the arranged appointment window, but cannot gain access to carry out the work requested through no fault of ours; or
- b. the retailer cancels the request while the job is in progress.

A job will be considered to be in progress on the day of the appointment window or when we have ordered any materials necessary to complete the work, whichever is sooner. If the job concerned was of a non-standard nature, we will charge the retailer for the costs incurred in addition to the standard abortive visit charge.

Replacement of lead service pipes

If we are asked to replace lead pipes for a non-household supply we will charge based on an individual quote which will include, but not be limited to, the following factors:

- a. Traffic Management Act costs (if work in the highway is required)
- b. the surface material under which the pipe will be replaced
- c. the diameter and length of the pipe
- d. administration costs, company overheads and margin.

If we are unable to gain access to the premises in order to carry out the lead pipe replacement within the agreed appointment window, or the retailer cancels the work request, the other party will pay the abortive visit fee of £125.11 plus Vat.

Provision and maintenance of fire hydrants

Where we are asked to undertake work on fire hydrants and the work is a standard job, the work will be charged at the following rates.

Charges for the partial replacement or installation of fire hydrants	£
80mm	469.59 plus VAT
100mm	470.36 plus VAT
150mm	558.63 plus VAT
200mm	666.87 plus VAT
250mm	1,015.78 plus VAT
300mm	928.76 plus VAT

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 £43.26 plus VAT.

Damage to apparatus

If our equipment is damaged by a third party we will recover the cost of the repair or replacement. The cost recovered will be dependent on the equipment damaged and will be calculated as the total cost of the repair or replacement plus company overhead and margin.

Inspections and site visits

Where we are requested to carry out a site visit or inspection for any purpose we may charge for this service.

The following will be charged at £43.26 plus VAT:

- a. confirmation or verification of meter details (no charge if our details are incorrect)
- b. confirmation of supply arrangements. (no charge if our details are incorrect)
- c. surveys to provide a quotation for non standard activities including disconnections or reconnections
- d. surveys of fire hydrants
- e. inspections for misuse of water or water fittings

As a site inspection can vary in duration and equipment may be needed the charge may be subject to a quotation based on the expected total cost of the inspection plus company overhead and margin.

If we carry out a site visit for the purpose of a water fittings regulations inspection, the initial inspection will not be charged for, if a re-visit is required following the identification of a non-compliance, this will be charged at £43.26 per hour or part hour plus VAT.

If enforcement activities become necessary for the misuse of water or water fittings, or if a "Warrant of Entry" is required, costs will be recovered retrospectively.

If we are unable to gain access to the premises in order to carry out a requested site inspection within the agreed appointment window, or the retailer cancels the work request, the other party will pay the abortive visit fee of £43.26 plus VAT.

Standpipe

Customers who wish to take water from our mains by means of their own standpipe will be charged the following:

Charge for water usage using a Standpipe	£
1 week	30.00 plus VAT
26 weeks	760.00 plus VAT
52 weeks	1,500.00 plus VAT

The standpipe must be presented for inspection by our staff at our headquarters prior to a permit to draw water being issued.

Customers wishing to hire a standpipe from us will also be required to pay a deposit of £100 plus VAT. This deposit will be refunded on return provided the standpipe is in good condition. An additional £5.00 plus VAT per week hire charge is required.

Meter installation

If we are asked to replace lead pipes for a non-household supply we will charge based on an individual quote.

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 £43.26 plus VAT.

Meter accuracy testing

If we are asked to test the accuracy of a meter and it is found to be recording within the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988, we will charge for the carrying out the test as follows:

- a. for a standard job we will charge £70 for 15 mm meters
- b. any other type of meter will be considered to be non-standard and we will quote for the actual cost of removing, testing and installing a replacement meter.

If we are asked to test the accuracy of a meter and a fault exceeds the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988, we will make no charge.

If we are unable to gain access to the premises within the appointment window agreed, or the retailer cancels the request, the retailer must pay us the abortive visit charge of £43.26 plus VAT.

Disconnection of a service pipe (or for otherwise cutting off a supply of water

If a retailer or non-household customer asks us to disconnect a premises, then in addition to the standard job conditions as set out above, a standard job must satisfy the following criteria:

- a. a standard job must be a temporary disconnection
- b. the premises to be disconnected has its own supply with an independent connection to our main which does not supply any other premises
- c. there is an accessible external stop tap whose location conforms to our Health and Safety criteria
- d. the premises being disconnected (and surrounding premises if necessary) can be accessed to allow "flow testing" to confirm that disconnection will only affect the premises which is to be disconnected and
- e. the disconnection can be completed by a single operative on a single visit

For disconnection jobs that meet the above standard job criteria, the charge will be £39.96 within normal hours, £148.06 plus VAT outside normal hours. The charge must be paid by the person that has requested the disconnection, whether this is the retailer or non-household customer.

If the disconnection does not meet the definition of a standard job, we will provide a quotation for additional work and materials. We will not proceed with the work unless the person requesting disconnection agrees to pay for these additional costs.

If a retailer requests us to use powers of entry to gain access to a premises, all costs incurred in completing the disconnection will be recovered from the retailer.

All permanent disconnections shall be deemed as non-standard. We will carry out an initial visit where we will survey the premises and specify the work required. Providing the supply can be isolated, the pipework will be cut and capped when the person requesting the disconnection has

agreed to pay for the additional costs.

If we are unable to gain access to the premises in order to carry out the disconnection within the appointment window agreed, or the retailer cancels the request, the person requesting disconnection must pay us the abortive visit charge of £43.26 plus VAT.

Where the retailer has asked us to use powers of entry to gain access to the premises in order to carry out the disconnection and the retailer cancels the request, the retailer must pay us the abortive visit charge.

Reconnections

In addition to the conditions set out above, a standard job must satisfy the following criteria:

- a. there is an accessible external stop tap whose location conforms to our Health and Safety Criteria;
- b. the premises being reconnected (and surrounding properties if necessary) can be accessed to allow "flow testing" to confirm only the required premises has been affected by the reconnection when required;
- c. the physical reconnection can be carried out by a single operative on a single visit
- d. the disconnection of the premises was a temporary disconnection as described above.

For a standard job as described above, where the premises to be reconnected:

- a. has been turned off for under 30 days; or
- b. uses water for "domestic" non-household purposes such as toilets or sinks;
- c. and we do not consider a Water Regulations visit to be necessary, we will charge the retailer or non-household customer requesting reconnection the charge will be £39.96 within normal hours, £148.06 plus VAT outside normal hours.

Where the premises to be reconnected has been turned off for over 30 days; or uses water for a process for which we deem a Water Regulations visit is necessary, we will provide an individual quote for reconnecting the premises provided we deem it is safe to do so and the retailer or non-household customer requesting reconnection agrees to pay the charges.

For any reconnection that does not meet the definition of a standard job, including any reconnection following a permanent disconnection, or if the premises to be reconnected has been turned off for over 30 days for which we deem a Water regulations visit is necessary, we will provide a quotation for additional work and materials. We will not proceed with the work unless the person requesting disconnection agrees to pay for these additional costs.

Where we are unable to gain access to the premises in order to carry out the reconnection within the appointment window agreed, or the retailer cancels the request:

- a. if a Water Regulations visit has not been required, the person requesting reconnection must pay us the abortive visit charge of £43.26 plus VAT.
- b. if a Water Regulations visit has been required, the person requesting reconnection must pay us the abortive visit charge of £43.26 plus VAT.