



Affinity Water

Your local supply, on tap

Wholesale Charges Scheme 2017/18

Affinity Water



Affinity Water Limited

Registered in England (company number 2546950)

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

1 Introduction

- (1) Welcome to Affinity Water Limited’s **wholesale charges scheme** 2017/18 made under Section 143 of the Water Industry Act 1991 in accordance with Charges Scheme Rules issued by the Water Services Regulation Authority (**Ofwat**) under Sections 143(6A) and 143B of the Water Industry Act 1991.
- (2) This **wholesale charges scheme** sets out **our** charges for the period 1 April 2017 to 31 March 2018 for wholesale services provided other than to a water supply licensee under an agreement made under Section 66D.
- (3) **Our** charges in respect of provision of water services to household premises are set out in **our** Household Charges Scheme 2017/2018. **Our** charges in respect of provision of services to non-household premises are set out in **our** Non Household Charges Scheme 2017/2018.
- (4) **Our** charges in respect of provision of water services to water retailers are set out in **our** Wholesale Tariff Document – from 1 April 2017, which is published separately.
- (5) Contact information is set out in the appropriate sections. Any other enquiries about this **wholesale charges scheme** should be addressed to the Company Secretary, Affinity Water Limited, Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ.

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2 Our Water Supply Area

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



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

3 Definitions and interpretation

(1) In this **wholesale charges scheme 2017/18** the following words have the meanings given below.

Term	Meaning
1991 Act	Water Industry Act 1991 (as amended)
abortive visit charge	a charge which you will incur if you cancel an activity with less than 24 hours notice or the activity is aborted due to your acts or omissions.
common billing agreement	an agreement we enter into with another person under which that person has undertaken to pay charges for a water supply in respect of two or more houses which have a common supply pipe .
domestic purposes	has the meaning given in Section 218 of the 1991 Act .
house	Any building or part of a building which is occupied or likely to be occupied as a private dwelling house (and includes a flat).
instalment amount	the aggregate amount which would fall to be paid in any year by way of payments of interest and repayments of capital if an amount equal to the charge payable for the connection of any premises to a water supply had been borrowed by us on terms: <ul style="list-style-type: none"> (i) requiring us to pay interest and repay capital in 12 equal annual instalments; and (ii) providing for the amount of interest to be calculated at such rate, and in accordance with such other provision, as may have been determined by us with the approval of Ofwat or, in default of such a determination, by Ofwat.
instrument of appointment	The written instrument (as varied from time to time) appointing the Company as the water undertaker for the areas described and subject to the conditions set out in the instrument, under what is now Section 6 of the 1991 Act .
Ofwat	The Water Services Regulation Authority.
relevant multiplier	has the meaning given in Section 6.5 of this wholesale charges scheme
schedule of wholesale charges	The schedule of wholesale charges forming part of this wholesale charges scheme .
standard water infrastructure charge	The standard water infrastructure charge set out in the schedule of wholesale charges .
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

Term	Meaning
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 .
we/us/our	Affinity Water Limited.
working hours	work, service or activities carried out between 07:00 and 17:00 Monday to Friday Including travel to and from site. Excluding Saturdays, Sundays and public holidays.
you/your	any person requiring wholesale services otherwise than other than a water supply licensee in respect of services provided under an agreement made under Section 66D.

- (2) If not defined above words and expressions used in this **wholesale charges scheme** shall have the meanings given in the **1991 Act**. References to the **1991 Act** or to any other Act or regulations shall include its or their amendment or replacement.
- (3) Except where the context otherwise requires, words in the singular include the plural and words in the plural include the singular.
- (4) This **wholesale charges scheme** should be read and construed in conjunction with the relevant parts of the **1991 Act** (and any regulations made thereunder) where appropriate. In the event of any conflict or inconsistency with this **wholesale charges scheme**, the provisions of the **1991 Act** (and any regulations made thereunder) will prevail.
- (5) If any court or competent authority finds that any provision of this **wholesale charges scheme** (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 charges scheme** is not to be affected.
- (6) If any invalid, unenforceable or illegal provision of this **wholesale charges scheme** 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.

4 Wholesale services

4.1 Supplies to field troughs, drinking bowls and outside taps

- (1) If **you** require a supply of water otherwise than in respect of premises, such as to field troughs, drinking bowls or outside taps, the charges as set out in the **schedule of wholesale charges** shall apply.
- (2) For more information, please contact **our** Wholesale Operational Service Desk on wosd@affinitywater.co.uk or Tel: 0345 350 3677 Monday to Friday 8am to 6pm.

4.2 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 fixed charges are payable.

4.3 Hydrant licences and use of standpipes

- (1) A hydrant licence must be obtained from **us** before operating or drawing water from any hydrant. It is an offence under Section 174 of the **1991 Act** to attach any pipe or apparatus to **our** pipes or to a service pipe or to make any alteration to a service pipe or any apparatus or to use water drawn from a hydrant on **our** network without **our** permission. **We** may initiate legal proceedings against any individual and/or company who is in contravention of Section 174 of the **1991 Act**.
- (2) Charges associated with the use of hydrants and hiring or purchasing standpipes are shown in the **schedule of wholesale charges**. For more information on applying for a hydrant licence please visit **our** website www.affinitywater.co.uk or contact **our** Hydrant Enforcement Team on hydrant.licensing@affinitywater.co.uk

4.4 Data Logging Devices

- (1) This section applies if **you** have a metered supply otherwise than to **premises** and **you** wish to install **your** own data logging device to **our** meter.
- (2) **Our** list of meters which is available on **our** website at www.affinitywater.co.uk includes details of meters compatible with the fitting of data logging devices.
- (3) **We** have also published on **our** website the Terms and Conditions upon which **we** will allow data logging devices to be installed on **our** meters and **our** policy on how **we** treat data logging devices.
- (4) **We** will not charge **you** for installing **your** own data logging device on **our** meters unless **we** have carried out any part of the work associated with installing the meter logger for example, the installation of a splitter cable which is required for the purposes of enabling the logger to be installed on **our** meter. In these circumstances **we** will charge **you** the reasonable

expenses incurred in carrying out the work as set out in the **schedule of wholesale charges**.

- (5) If **you** wish to install **your** own data logging device to **our** meter, please contact **our** Wholesale Operational Service Desk on wosd@affinitywater.co.uk or Tel: 0345 350 3677 Monday to Friday 8am to 6pm.

4.5 Provision of mapping information

- (1) **You** can request mapping information showing where **our** water mains are located. **Our** provision of mapping information may be subject to licensing requirements which may restrict the information that **we** are able to provide **you** with. Where **we** do provide information **we** will charge **you** in accordance with the **schedule of wholesale charges**.
- (2) For more information, please contact **our** Geographical Analysis Team at maps@affinitywater.co.uk or Tel: 01707 398693 Monday to Friday, 8am to 4pm (3.30pm Fridays) or visit **our** website www.affinitywater.co.uk www.affinitywater.co.uk/mapping.aspx

4.6 Replacement of lead service pipes

- (1) Costs associated with the replacement of lead service pipes as requested (other to non-household premises) are set out in the **schedule of wholesale charges**.

4.7 Damage to apparatus

- (1) It is a criminal offence under Section 174 of the **1991 Act** to interfere with any main, pipe, structure, installation or apparatus where such interference with works causes damage or affects the use or operation the works. If **you** are convicted causing such damage, **you** could face a fine imposed by the Magistrates Court and **we** may recover **our** reasonable expenses in repairing or replacing the damage.
- (2) It is a criminal offence under Section 175 of the **1991 Act** to interfere with, wilfully damage or remove a meter belonging to **us**. This means that **you** must not remove it or instruct anyone to remove it for **you** (e.g. a plumber). If **you** are convicted of doing any of these things, **you** could face a fine imposed by the Magistrates Court and **we** may recover **our** reasonable expenses in repairing or replacing the damaged meter.

4.8 Inspections

- (1) **We** will carry out inspections to ascertain whether any provision contained in or made or having effect under the **1991 Act** with respect to any water fittings or with respect to the waste or misuse of water is being or has been contravened.
- (1) **We** will respond to non-compliance of The Water Supply (Water Fittings) Regulations 1999 and any contraventions of the **1991 Act** based on the circumstances of each case. **We** will consider the nature and potential consequences of the offences and shall consider the range of options available in selecting an appropriate approach to dealing with the non-compliance. Such enforcement options may include:
 - a. Advisory and warning letters;
 - b. Notices;

- c. Direct Intervention;
- d. Cautions;
- e. Prosecutions.

5 Basis of our charges

5.1 Overview

- (1) The charges set out in the **schedule of wholesale charges** are calculated on the basis set out in this section 5.1.
- (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 5.2.

5.2 Basis for charging standard charges

- (1) Standard charges are set out in the **schedule of wholesale charges** against the activity to which they relate.
- (2) **We** expect that in the majority of cases **we** will be able to apply a standard charge and will endeavour to do so wherever possible but in the following circumstances **we** reserve the right to move to a non-standard charge:
 - a) access is significantly hindered;
 - b) there is a requirement for reconfiguration of pipework and associated excavation;
 - c) there are unforeseen and significant obstructions, restrictions or suspected ground contamination or any other limitations; or
 - d) there is a requirement for traffic management, street works or any other arrangements.
- (3) If **we** are proceeding with work on the basis of a standard charge and **we** encounter any of the circumstances referred to in paragraph (2) which mean that **we** are unable to complete the work on the basis of the standard charge **we** will immediately stop the work and inform **you**. **We** will then look to proceed on the basis of a non-standard charge as set out in section 5.3.

5.3 Methodology for calculating non-standard charges

- (1) **Our** non-standard charges will apply to activities as indicated in the **schedule of wholesale charges** and in the circumstances set out at paragraph (3) of section 5.2 above.
- (2) Where a non-standard charge applies **we** will provide **you** with a quotation in advance. **We** will not start work until **you** have accepted that quotation.
- (3) **We** will base **our** quotation on the standard charge for the activity **we** determine is closest to the one which **you** have requested plus any additional anticipated cost.
- (4) **Our** additional anticipated costs may include any or all of the following:

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

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

- b. administration costs or other management costs incurred for a specific activity;
- c. cost of subcontractor(s) including **standing time**;
- d. cost of materials required including wastage or excess materials;
- e. Ad-hoc cost of hiring external plant, equipment, materials, labour etc. incurred as a consequence of:
- a. an emergency;
 - b. **you** requiring resources (including labour) at short notice where the cost is higher due to time restrictions;
 - c. rectifying obstructions (whether known or unknown to **us**) that restrict or prevent **us** from carrying out the activity.
- f. cost of obtaining any licences, permits, consent, temporary signage, shoring and any specific costs associated with carrying out the activity;
- g. enforcement fees (if applicable);
- h. legal and consultancy fees;
- i. management fees;
- j. costs associated with surveying, designing, reviewing, drafting, verifying, printing and copying required for the activity;
- k. costs associated with carrying out pipework modifications or excavation;
- l. costs associated with the transport of plant, material and/or equipment;
- m. direct and indirect costs associated with any disruption caused to **our** network.

6 Infrastructure Charges

6.1 Purpose of Infrastructure Charges

- (1) The purpose of an infrastructure charge is to enable a charge to be levied to reflect broadly the expected additional load placed on **our** network by the connection of premises not previously connected to it.
- (2) Charges (sometimes known as network charges) are also payable in respect of premises where the use of water is for non **domestic purposes** but are not included in this **wholesale charges scheme**. Further information about network charges is available on request.

6.2 When does an Infrastructure Charge arise?

- (1) An infrastructure charge is payable for the connection (whether directly or indirectly) of any premises (not previously connected to a supply of water provided by **us** or another water undertaker) using water for **domestic purposes**, to **our** existing network of mains. This will include cases where a site is being developed or redeveloped by means of the conversion or extension of an existing building or buildings, resulting in a significant increase in demand. This charge is payable in addition to those made for providing a connection pipe and, where necessary, a water main.

6.3 Liability for Infrastructure Charges

- (1) Infrastructure charges are payable by the person making or requesting the connection to any premises on whose behalf the connection or request for connection is made. Charges as set out in the **schedule of wholesale charges** will apply.

6.4 Calculation of the Infrastructure Charge

- (1) The **standard water infrastructure charge** will apply except in the following cases.
- (2) For **houses** subject to a **common billing agreement** the infrastructure charge for each **house** will be the **standard water infrastructure charge** multiplied by the **relevant multiplier** for that **house**.
- (3) For premises other than **houses** to which water is provided by a **supply pipe** above the standard size (25mm) the infrastructure charge for the premises will be the **standard water infrastructure charge** multiplied by the **relevant multiplier** for those premises.

6.5 Determining the relevant multiplier

- (1) Infrastructure charges are based on the load that the development is placing on the system. To assess these charges, the total number of water units is expressed as a number of loading units.

Water Fitting ¹	Loading Units
WC flushing cistern	2
Wash basin in a House	1.5
Wash basin elsewhere	3
Bath (tap nominal size 3/4in/ 20mm) ²	10
Bath (tap nominal size larger than 3/4in/ 20mm) ²	22
Shower	3
Sink (tap nominal size 1/2in/ 15mm)	3
Sink (tap nominal size larger than 1/2in/ 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 loading units per House) <small>3 and 4</small>	3
Communal or commercial appliance ³	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3
<p><u>Notes to table:</u></p> <ol style="list-style-type: none"> Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting Including a whirlpool or Jacuzzi Domestic appliance means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a house and communal or commercial appliance means an appliance (including a dishwasher, a washing machine and waste disposal unit) elsewhere than in a house (including communal facilities) In calculating the relevant multiplier a minimum of 6 loading units in respect of each house will be included for domestic appliances (whether or not the house has any such appliances) except, in the case of any house, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the house. 	

- (2) To calculate the **relevant multiplier** for **houses** subject to a **common billing agreement**:
- Determine the aggregate loading units,
 - Divide this number by 24, and
 - Divide the result by the number of **houses** subject to the **common billing agreement**.
- (3) To calculate the **relevant multiplier** for **premises** other than **houses** to which water is provided by a **supply pipe** above the standard size (25mm):
- Calculate the aggregate loading units, and

- b. Divide this number by 24.

6.6 Credits

- (1) Where a site is redeveloped or a building is converted, and still has a metered supply of up to 25mm, a credit of one **standard water infrastructure charge** will be given for each premises on the site previously connected to **our** water supply in the five years beforehand.
- (2) Where the site to be developed has a metered supply greater than 25mm, credits will be allowed against the number of fittings previously used. In the absence of fittings data, a credit of one **standard water infrastructure charge** will be awarded for each premises on the site previously connected to the **our** water supply in the five years beforehand.

6.7 Time for payment

- (1) Infrastructure charges are payable at the time when the physical connection to a water main is made, except as provided below:
 - a. In the case of a connection to a water supply of a building or part of a building which is occupied as a dwelling **house** immediately before the connection is made:
 - i. Infrastructure charges are payable in full within 28 days after the physical connection has been made; or
 - ii. At **your** option, an amount equal to the **instalment amount** is to be paid in each of the 12 years following the making of the connection, subject to **you** giving such undertakings in relation to the payment of each **instalment amount** as **we** may reasonably require, the first payment to be made within 28 days after the connection has been made and the remaining payments at yearly intervals thereafter.

6.8 Disputes

- (1) If **you** dispute **our** calculation of the **relevant multiplier** or the number or type of fittings on which the calculation is based, **you** may refer the dispute for determination by **Owat**.

7 Schedule of wholesale charges

Supplies to troughs, drinking bowls and outside taps

Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Non-Household Non-Metered Field Supply Fixed Charge (£/year)	17.40	N/A

Provision and maintenance of fire hydrants

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

<p>Re-site hydrant position from carriageway to footpath</p> <p>Including: excavation, cut section of main, insert associated fittings, remove and re-fix hydrant, construct chamber and backfill surrounding area to base course level, re-instate abandoned location of hydrant. All work is carried in compliance with NRSWA.</p>	1514	387
<p>Install new hydrant in terminal wash out position on run off new main, excluding post and plating</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>	1565	391
<p>Raise hydrant and replace with new</p> <p>Including: notifying consumers, the shut down main, excavation, unbolting and remove hydrant, insert distance piece and fixing new hydrant, charge main, flush and sample, rebuild section of chamber and reinstate. All work is carried out in compliance with NRSWA.</p>	882	220
<p>Replace defective hydrant (hydrant only, excluding post and plating)</p> <p>Including: notifying consumers, shut down main, excavation, unbolting and remove old hydrant and replace with new hydrant, charge main, flush and sample, rebuild chamber and reinstate. All work is carried out in compliance with NRSWA.</p>	518	129
<p>Replace defective hydrant and fittings (old LCC type, excluding post and plating)</p> <p>Including: Excavation, remove old pipework, install taper and/or distance pieces, duck-foot and hydrant, rebuild chamber and reinstate surface area. All work is carried out in compliance with NRSWA.</p>	882	220
<p>Repack hydrant including ease spindle</p> <p>Including; unbolt and remove packing nut/gland, remove old packing and replace with new packing. This work may require excavating to gain access to seized nuts, partial rebuild of chamber and reinstate surface area. All work is carried out in compliance with NRSWA.</p>	483	120

<p>Rewasher hydrant</p> <p>Including: notifying consumers, excavating, unbolt and remove top half of hydrant, replace defected washer, refit hydrant , charge main, flush and sample, rebuild dismantled sections and reinstate surface area. This work may on occasions be carried out without the need to excavate. All work is carried out in compliance with NRSWA.</p>	469	117
<p>Reconstruct hydrant/pit chamber</p> <p>Including: the excavation and removal of broken or collapsed chamber, rebuild chamber with new sections, frame and cover, and reinstate surface area. All work is carried out in compliance with NRSWA.</p>	282	70
<p>Replace with new hydrant frame and cover</p> <p>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.</p>	324	81
<p>Raise or lower existing hydrant frame and cover</p>	468	117
<p>Re-align existing hydrant frame and cover</p>	284	71
<p>Supply and fit hydrant post and plate</p>	282	70
<p>Abandon hydrant</p>	832	208
<p>Terminal hydrant maintenance (% of the appropriate hydrant maintenance charge)</p>	50%	N/A

Provision of standpipes

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

Use of standpipes (connected to hydrants)

Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Water charges up to 1 cubic metre per day (not applicable to 63mm standpipe) - Drawing from Single Hydrant	192.48	N/A
Water charges from 1 to 10 cubic meters per day - Drawing from Single Hydrant	959.88	N/A
Water charges more than 10 and up to 20 cubic metres per day - Drawing from Single Hydrant	1918.80	N/A
Water charges more than 20 cubic metres per day - Drawing from Single Hydrant	1.0838 (£/cubic metre)	N/A
Water charges up to 1 cubic metre per day (not applicable to 63mm standpipe) - Drawing from Multiple Hydrants	268.56	N/A
Water charges from 1 to 10 cubic meters per day - Drawing from Multiple Hydrants	1340.76	N/A
Water charges more than 10 and up to 20 cubic metres per day - Drawing from Multiple Hydrants	2691.00	N/A
Water charges more than 20 cubic metres per day- Drawing from Multiple Hydrants - On Quotation	POA	N/A
Pro rata for shorter periods, minimum charge	31.70	N/A
Daily usage (up to 20m ³) - First Day Charge	103.70	N/A
Daily usage (up to 20m ³) - Subsequent Days	31.70	N/A

Data Logging Devices

Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Simple provision of splitter cable to be installed by approved meter contractor during working hours	238	112
Complex provision of splitter cable to be installed by approved meter contractor during working hours	332	112
Very complex provision of splitter cable during working hours	520	112

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

Provision of mapping Information

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

Replacement of lead service pipes

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

Damage to apparatus

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

Site Inspections

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

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

Survey Charge

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

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

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

Infrastructure Charges

Activity	Charge 2017/18 £ Exc VAT	Charge 2016/17 £ Exc VAT
Standard water infrastructure charge	361	354

Disconnection Charges

Disconnection Charges	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Simple disconnection during working hours *	141	112
Simple disconnection outside of working hours *	211	169
Complex disconnection during working hours *	282	112
Complex disconnection outside of working hours *	423	169

* **We** will advise **you** when **you** contact us as to whether a disconnection is a simple or a complex one based on whether **we** expect it to take not more than one man-hour on site (simple) or more than one man-hour on site (complex). If any disconnection requires a survey the charge for this survey will be an additional charge.

Household Wholesale Charges

For information only

Metered Charges

	2017-18
Household Fixed Charge (£/year)	16.56
Household Volumetric Charge (£/m ³)	0.9514
Household Watersure Maximum Charge (£/year)	154.69
Household Lift Tariff Maximum Charge (£/year)	154.69
Household Metered Field Supply Fixed Charge (£/year)	16.56

Non-Metered Charges

	2017-18
Household Non-Metered RV Fixed Charge (£/year)	27.40
Household Rateable Value Charge (£ per £ RV) - Colne Area	0.5468
Household Rateable Value Charge (£ per £ RV) - Lee Area	0.6720
Household Rateable Value Charge (£ per £ RV) - Rickmansworth Area	0.5332
Household Rateable Value Charge (£ per £ RV) - North Surrey Area	0.5618
Household Non-Metered Swimming Pool, Sprinkler or Garden Pond Charge (£/year)	70.40
Household Non-Metered Leisure Pool or Hot Tub Charge (£/year)	24.70
Household Non-Metered Field Supply Fixed Charge (£/year)	16.56

Assessed Charges

	2017-18
Household Assessed Charge - 1 occupier (£/year)	78.40
Household Assessed Charge - 2 occupiers (£/year)	126.00
Household Assessed Charge - 3 occupiers (£/year)	177.30
Household Assessed Charge - 4 or more occupiers (£/year)	228.70

Household: East Region

Metered Charges

	2017-18
Household Fixed Charge (£/year)	16.56
Household Volumetric Charge (£/m ³)	1.6288
Household Watersure Maximum Charge (£/year)	156.75
Household Lift Tariff Maximum Charge (£/year)	154.69

Non-Metered Charges

	2017-18
Household Non-Metered RV Fixed Charge (£/year)	27.40
Household Rateable Value Charge (£ per £ RV) - Tendring Hundred Area	1.0100
Household Non-Metered Hosepipe Charge (£/year)	44.00

Assessed Charges

	2017-18
Household Assessed Charge - 1 occupier (£/year)	85.00
Household Assessed Charge - 2 occupiers (£/year)	143.60
Household Assessed Charge - 3 occupiers (£/year)	203.90
Household Assessed Charge - 4 or more occupiers (£/year)	291.80

Household: Southeast Region

Metered Charges

	2017-18
Household Fixed Charge (£/year)	16.56
Household Volumetric Charge (£/m ³)	1.7429
Household Watersure Maximum Charge (£/year)	187.36
Household Lift Tariff Maximum Charge (£/year)	187.36

Non-Metered Charges

	2017-18
Household Non-Metered Sprinkler Charge (£/year)	70.40
Household Non-Metered Tap Charge (£/year)	25.60

Assessed Charges

	2017-18
Household Assessed Charge - 1 occupier (£/year)	129.80
Household Assessed Charge - 2 occupiers (£/year)	217.00
Household Assessed Charge - 3 occupiers (£/year)	311.10
Household Assessed Charge - 4 or more occupiers (£/year)	405.20

Household: Metered Fixed Charges for larger sized meters

Household Fixed Charge 19-21mm Meter (£/year)	26.40
Household Fixed Charge 25mm Meter (£/year)	28.44
Household Fixed Charge 30-32mm Meter (£/year)	31.56
Household Fixed Charge 38-40mm Meter (£/year)	33.48
Household Fixed Charge 50mm Meter (£/year)	40.68
Household Fixed Charge 65mm Meter (£/year)	73.08
Household Fixed Charge 75-80mm Meter (£/year)	104.76
Household Fixed Charge 100mm Meter (£/year)	104.76
Household Fixed Charge 150mm Meter (£/year)	104.76
Household Fixed Charge 200mm Meter (£/year)	104.76