



Your local supply, on tap

Non-Household Charges Scheme 2017/2018

Affinity Water



Affinity Water Limited

Registered in England (company number 2546950)

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

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1 Introduction

- (1) Welcome to Affinity Water Limited's **non-household charges scheme** 2017/2018 made under Section 143 of the Water Industry Act 1991.
- (2) Alongside this **household charges scheme** we have also made and published on our website **our non-household charges scheme** 2017/18, **our** wholesale charges scheme 2017/18 and **our** wholesale tariff document.
- (3) This **non-household charges scheme** sets out **our** charges and charging policies for the supply of water to, and other services provided in respect of **non-household premises** from 1 April 2017 to 31 March 2018. From the date of retail market opening it will apply only in relation to **our** interim supply duty under section 63AC of the **1991 Act**.

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. Charges for the supply of water vary according to region and are shown in **our non-household schedule of charges**. In **our** Central Region, there are four sub-regions for **rateable value charges**: Colne Valley, Lee Valley, Rickmansworth and North Surrey which reflect historical company boundaries.



- (2) Sewerage services in **our** Central Region are provided by Thames Water Utilities Limited (“Thames Water”) and Anglian Water Services Limited (“Anglian Water”). Sewerage services in **our** East Region are provided by Anglian Water while sewerage services in **our** Southeast Region are provided by Southern Water Services Limited (“Southern Water”).

3 Responsibility for payment of charges

3.1 Persons chargeable

- (1) Except where **we** have agreed otherwise, supplies of water are services provided by **us** to the occupiers for the time being of the premises supplied. Occupiers are liable to pay **our** charges for water supplied to those premises.
- (2) Where there is more than one person who occupies the premises supplied, each occupier is jointly and severally responsible for payment of **our** charges.
- (3) **We** may agree with a person other than the occupier that the supply of water should be treated as made to that person, rather than the occupier. In this case the other person will be the consumer and will be liable for payment of **our** charges.
- (4) Sections 3.4 and 3.5 make provisions for specific cases.

3.2 Change of occupation

- (1) If **you** are liable to pay **metered charges**, **you** must give **us** at least two working days' prior notice of the ending of **your** occupation. If **you** do not do so **you** will be liable to pay charges until whichever is the earliest of:
 - a. the next scheduled meter reading date;
 - b. the date **we** are informed by the new occupier of the change of occupation; or
 - c. 28 days from the date **you** inform **us**.
- (2) If **you** move into premises without notifying **us** and the previous occupier vacates the premises also without notifying **us**, once **we** become aware **you** have moved in **we** will take meter readings to establish average daily use. The average daily use will then be used to calculate charges due from **you** between the date **you** moved into the premises and the date of the first meter reading.

3.3 Back-billing of charges

- (1) If **we** identify that **you** have not been billed for all or part of **your** water and/or sewerage services, **we** will back-bill **you** for those charges in accordance with **Ofwat's** Customer Protection Code of Practice for non-household retailers.
- (2) The tariffs used to calculate the charges payable for the relevant period of back billing will be the relevant tariffs for the **billing year(s)** for which the period of back billing is made. Charges that are back-billed will include all fixed and variable charges relevant to the supply made to the premises.

3.4 Shared metered supplies

- (1) Where:
 - a. separate premises are supplied with water through a single meter; and

- b. there is no written agreement with **us** by which any person accepts responsibility for the charges in respect of those premises;

then the occupiers of each of the premises are jointly and severally liable for the whole of the charges in respect of water supplied through the single meter.

(2) Where

- a. premises **we** supply with water through a single meter comprise areas in separate occupation; and
- b. there is no written agreement with **us** by which any person accepts responsibility for the charges in respect of those premises;

then each of the occupiers of the premises is jointly and severally liable for the whole of the charges in respect of water supplied by the single meter.

(3) At our discretion, notwithstanding 3.4(1) and 3.4(2), any person **we** determine to be:

- a. the principal user of the water supplied through the single meter; and/or
- b. using or permitting (whether formally or informally) the water supplied through the single meter to afford a supply to areas of the premises in separate occupation

will be liable for the whole of the charges in respect of water supplied by such single meter.

3.5 Sub-metering

- (1) In the past, **we** have put in place arrangements to facilitate the billing of premises supplied (through our main meter) by a private water supply network. In these cases **we** use meters installed on the private network (sub-meters) for charging purposes. These arrangements facilitate the occupier of each premises on the private network to receive a separate bill for the water used but require one person to be responsible for any volumes not recorded by the sub-meters. **We** no longer offer this facility but where these arrangements are already in place they will continue until one of the following occurs:

- a. water supplied through our main meter is not paid for;
- b. the pipework deteriorates and is in need of renewal. When this situation occurs, **we** recommend renewal with separate individual supply pipes and meters; or
- c. further properties are added to a private supply arrangement.

(2) Where sub-metering is not permitted or is no longer permitted:

- a. one occupier may assume responsibility for and pay the value of water passing through the first (main) meter connected to **our** main; or
- b. the private network of pipes must be altered or replaced by the owner(s)/occupiers so that each occupier is separately supplied from **our** main and individually metered.

- (3) Where bills remain unpaid for a prolonged period **we** may require a separation of supplies in accordance with **our** powers under Section 64 of the **1991 Act**.

3.6 Charges for empty premises

- (1) Unless **we** agree otherwise, charges remain payable when **your** premises are empty.
- (2) If **we** find that the premises are occupied, **we** will levy full charges back to the last known date of occupation and may charge **you** a fee as shown in the **non-household schedule of charges**.

3.7 Bankruptcy or insolvency

- (1) If **you** enter into any formal insolvency procedure, including a debt relief order, **we** may apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date').
- (2) Any apportioned charges after the insolvency date will be payable by **you**, as the occupier of the premises in question, and will apply from the next day of occupation after the insolvency date. Any such apportioned charges will not fall within the insolvency procedure. The charges will be payable by **you** on the same payment terms as would apply if **you** had first occupied the premises on that day.

4 Metered charges and payment terms

4.1 Overview of our metered charges

- (1) **Our metered charges** consist of three different tariffs. If **metered charges** apply to **your** premises, you will be charged one of the following tariffs:
 - a. Standard tariff
 - b. Large user tariff
 - c. Mid user tariff

- (2) **Metered charges** comprise an annual standing charge and a volumetric charge as explained below:

Standing charge –The standing charge reflects the fixed costs in the provision and maintenance of **our** water supply system and also the administration of billing and collection. It is billed in equal parts according to how frequently **you** are billed. The period covered by the standing charge is specified on **your** bill and may mean that some of the charge is paid in arrears and some in advance. The standing charge will vary according to the size of meter as shown in the **non-household schedule of charges**.

Where **metered charges** take effect part way through a **billing year**, the standing charge will be apportioned.

Volumetric charge - The volumetric charge is calculated by multiplying the volume of water supplied determined from the meter reading (or estimated by **us**) by the relevant rate per **cubic metre** shown in the **non-household schedule of charges**.

- (3) A separate standing charge applies to each metered supply.
- (4) If you are currently charged on a metered tariff, you can apply to be transferred onto a different tariff at any time by giving **us** written notice. If **we** accept **your** request, **your** new tariff will apply from the date of **your** application. We may make it a condition of **your** application that charges are paid by Direct Debit. You are only allowed to transfer to a different tariff once in any one **billing year**.

4.2 Standard tariff

- (1) You will be charged the standard tariff unless **we** have determined to charge the large user tariff or the mid user tariff.

4.3 Large user tariff

- (1) If you use more than 50ML of water in any **billing year** **we** may transfer you to our large user tariff. You will be billed on a monthly basis and be charged a lower volumetric rate reflective of the cost of supply as shown in the **non-household schedule of charges**.
- (2) In our Central Region and East Region, you will also be charged an annual standing large user charge as shown in the **non-household schedule of charges**. This is billed in equal parts according to the billing frequency. The period covered by the standing large user

charge is specified on the bill and will mean that some of the charge is paid in arrears and some in advance.

4.4 Mid user tariff

- (1) If you use between 3MI and 50ML of water in any **billing year we** may transfer you to our mid user tariff. You will be billed on a monthly basis and be charged a lower volumetric rate reflective of the cost of supply.
- (2) If **your** premises are located in our East Region and **your** annual consumption is between 25MI and 50MI you will also be charged an annual standing mid user charge, as shown in the **non-household schedule of charges**. This is billed in equal parts according to the billing frequency. The period covered by the standing mid user charge is specified on the bill and will mean that some of the charge is paid in arrears and some in advance.

4.5 Payment terms for metered charges

- (1) **We** will bill **you** monthly or half-yearly and will let **you** know should **we** decide to change the billing frequency. The dates by which payment is due vary according to the payment method and are shown in the table below.

Billing frequency	Payment method	Due
Half-Yearly	Direct Debit	As and when billed, or in 12 equal monthly instalments to be made on 1 st , 8 th , 15 th or 22 nd of each month.
Half-Yearly	Other than by Direct Debit	Either (i) As and when billed, or (ii) by multi-instalments as agreed with the Company (excluding Credit Cards)
Monthly	Direct Debit (12 variable instalments)	As and when billed – 1 st , 8 th , 15 th or 22 nd of each month.
Monthly	Other than by Direct Debit	As and when billed.

4.6 Leakage and waste of water

- (1) If **you** are liable to pay **metered charges, we** will charge **you** for all water passing through the meter. This includes water lost as a result of leakage from **your** supply pipe (internal or external), waste or undue consumption of water, visible or non-visible. **You** are responsible for the maintenance and repair of **your** supply pipe.
- (2) **We** have powers under Section 75 of the **1991 Act** to prevent any waste of water and to require that **you** repair any leak on **your** supply pipe within a specified time period. If **you** do not repair the leak within the time specified, **we** are entitled to carry out the repairs ourselves and to charge **you** any expenses reasonably incurred.

4.7 Water used for fire fighting purposes

- (1) In accordance with Section 147 of the **1991 Act**, **we** will not charge **you** 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 supply is solely for the purposes of fire fighting, no standing charges are payable. In all other cases, standing charges will be payable at the rate appropriate for the meter size as set out in the **non-household schedule of charges**.

5 Metered charges policy

5.1 When will metered charges apply?

- (1) **Metered charges** apply to water supplied to all premises, unless **we** determine it would be not be reasonably practicable to install a meter and/or determine that it would otherwise be reasonable for **non-metered charges** to apply.

5.2 Our meter option scheme

- (1) **You** can ask to have a meter installed and to switch to **metered charges** at any time by completing the application form available on **our** website at www.affinitywater.co.uk or on request. This applies across all **our** supply areas.
- (2) The cost for installing a meter is shown in our **non-household schedule of charges**. The cost depends on whether there is an existing boundary box and or whether **we** have to carry out excavations or fit the meter internally.
- (3) **We** aim to install the meter within 90 days of **you** asking **us** for one. If **we** do not do so due to circumstances within **our** control, **we** will switch **you** to **metered charges** and apply estimated volumetric charges until **we** install the meter. **We** will adjust these estimated charges if subsequent meter readings indicate a lower volumetric charge should apply.
- (4) If **we** find that it is not reasonably practicable to install a meter **we** will let **you** know. Typically, **we** consider this would arise where:
 - a. **we** would need to install more than one meter to measure the amount of water used;
 - b. access to install, read, inspect and maintain the meter would not be reasonably practicable or unsafe;
 - c. substantial plumbing alterations would be needed.
- (5) If it would not be reasonably practicable to install a meter, **you** may choose to switch from **rateable value charges** to an **assessed charge** from the date of **our** initial survey.
- (6) If **you** have requested a meter **we** will also check for any leaks on **your** supply pipe when **we** install it. If **we** do find a leak or believe that **you** may have a leak on **your** supply pipe, **we** will let **you** know.
- (7) **Metered charges** will apply from the date of meter installation. Once **you** have a meter installed and are being billed **metered charges**, you cannot revert to **non-metered charges**.

5.3 General provisions

5.3.1 Where will the meter be installed?

- (1) **We** are required by law to install water meters so they are reasonably accessible for reading, inspection, testing and maintenance.
- (2) A meter installed outside a building must be installed as near as is reasonably practicable either to the boundary of the premises supplied or to the point where the supply pipe enters the building.
- (3) A meter installed inside a building must be installed as near as is reasonably practicable to the point where the supply pipe enters the building or to the stop-tap. The location of the meter does not alter **your** liability to maintain and repair **your** supply pipe.
- (4) **We** will let **you** know where **we** intend to install the water meter. **You** may ask **us** to install the meter in a different location. If **we** agree, **we** will give **you** an estimate of any costs **you** will need to pay **us** to meet **your** request. If **we** do not agree, **we** will let **you** know **our** reasons.
- (5) If **we** are unable to reach agreement with **you** about the location for the meter installation, **you** (or **we**) may require an arbitrator to be appointed to determine the dispute.

5.3.2 Meter readings

- (1) A meter reading taken by **us** is evidence of the water consumed except where the meter:
 - a. has stopped or slowed;
 - b. has been bypassed or otherwise removed by **you**; or
 - c. has been tested and found to exceed the prescribed limits of error.

In these cases **we** will estimate the quantity supplied during the period when the meter had stopped, failed to register correctly, been bypassed or removed.

- (2) If the meter has been tested and found to be recording outside prescribed limits of error, **we** will adjust **your** charges back to the last meter reading but one in accordance with The Water (Meters) Regulations 1988.
- (3) Under the **1991 Act**, **we** have powers to access **your** premises to read and carry out necessary maintenance to a meter located on **your** premises.
- (4) If it has not been possible to read **your** meter, **we** will estimate a reading for billing purposes, for example in situations where **you** have not given **us** access. **Our** estimates are based on historical data for an equivalent period. If this data is not available, the estimate will be based on any relevant available information. Where **we** are able to obtain an actual reading, **we** will replace the estimated reading with the actual reading and charges will be recalculated on the information supplied.
- (5) If the start of a **billing year** falls between two meter readings, the total volume recorded for the reading period will be apportioned on a daily basis between the period up to 31 March

and the period after that date. Volumetric charges will likewise be calculated at the rates for the two relevant **billing years**.

5.3.3 Meter testing and meter logging

- (1) **We** offer two services that may be of assistance in determining the cause of an unexpected change in consumption: meter testing and meter logging.

Meter testing

- (2) If **you** think the meter might not be working correctly, **you** may ask **us** to test it. On request, **we** will remove the meter and send it to an independent testing facility for testing in accordance with the Water (Meters) Regulations 1988. A replacement meter will be installed and will remain in place regardless of the test result:
 - a. if the results of the testing show that the meter is working correctly i.e. that it is registering within the prescribed limits of error, **we** will charge **you** a fee in accordance with **non-household charges scheme**;
 - b. if the results of the testing show that the meter is working incorrectly i.e. that it is registering outside of the prescribed limits of error, then **we** will adjust **your metered charges** in accordance with 5.3.2(2).
- (3) If **we** decide that **your** meter should be sent for testing, **we** will not charge **you** a fee, regardless of whether the test is found to be necessary or not.

Meter logging

- (4) **We** offer a logging service that may assist **you** in determining the reason for unusual or high consumption. The service includes the deployment of an electronic logging device connected to the pulsed output of the meter, enabling actual consumption to be recorded at 15-minute intervals. The logger will normally be deployed for a minimum period of 7 days and a full report will be produced for **you** shortly afterwards. The charge for this service is shown in the **non-household schedule of charges**.

5.3.4 Who is responsible for the meter?

- (1) **We** own and are responsible for the maintenance of the meter and any equipment associated with it.
- (2) **You** must take all reasonable care of the meter, for example **you** must not cover or obstruct the meter in any way and **you** must allow **us** reasonable access to **your** premises in order for **us** to access the meter. If **we** incur a cost in accessing or re-siting the meter because **you** have covered or obstructed it, then **we** will charge **you** for these costs.
- (3) It is a criminal offence under Section 175 of the **1991 Act** to interfere with, wilfully damage or remove the meter. 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.
- (4) If **you** damage the meter, **we** may recover **our** reasonable expenses in repairing or replacing the damaged meter.

5.3.5 Adoption of meters

(1) **We** may agree to adopt a meter which **you** have installed if:

- a. the meter meets all relevant regulations governing accuracy and technical suitability;
- b. the meter is installed in accordance with the Water Supply (Water Fittings) Regulations 1999 and the Water (Meters) Regulations 1988;
- c. the meter is installed in a location that is suitable for **us** to gain access to read; and
- d. the meter registers all water used at a single premises.

6 Non-metered charges and payment terms

6.1 Overview of our non-metered charges

- (1) If **metered charges** do not apply to **your** premises, one of the following **non-metered charges** will apply:
- a. **a rateable value charge**
 - b. **an assessed charge**

6.2 Rateable value charge

- (1) **The rateable value charge** comprises:
- a. an annual standing charge determined in accordance with the **non-household schedule of charges** payable on a daily basis on all properties with a rateable value of greater than £50; and
 - b. a charge calculated by multiplying the rateable value of the premises by a rate in the £ based on the location of the premises as specified in the **non-household schedule of charges**.
- (2) The rateable value of the premises will be the value shown in the **rating valuation list** at 31 March 1990 or a **notional rateable value** assigned by **us**.
- (3) **We** may apply a **notional rateable value charge** to any premises where:
- a. they did not have a rateable value at 31 March 1990, (including but not limited to places of worship);
 - b. they are created from the sub division of premises having a rateable value at 31 March 1990;
 - c. they are created from the merger of two or more premises with individual rateable values. In the absence of clear evidence to the contrary the **notional rateable value** will be taken as the sum of the individual rateable values of the properties that have been merged;
 - d. they have a rateable value of less than £50, which is not representative of other similar properties in the **rating valuation list**;
 - e. building works have increased the property size and floor space by greater than 50% of the previous floor size.
- (4) Where **your** premises do not have a water supply, but water is made available to **you** from communal facilities by virtue of **your** occupation of the premises, **you** will be liable to pay the **rateable value charge** in respect of **your** premises.

6.3 Assessed charge

- (1) Unless **we** determine otherwise, an **assessed charge** will apply if **we** are unable for any reason to install a meter, for the purposes of applying **metered charges**.
- (2) The **assessed charge** comprises an annual standing charge and an employee based volumetric charge.
- (3) For premises in our Central Region or East Region, the employee based volumetric charge is calculated by multiplying 1. the number of people working or residing at the premises by 2. the assessed annual consumption per person for the relevant band, shown in the table below, by 3. the rate per **cubic metre** shown in the **non-household schedule of charges**:

SIC Code Band	Band 1	Band 2	Band 3	Band 4	Band 5
Assessed annual consumption (cubic metres) per person	15	50	100	200	By inspection

We will determine the appropriate band, based on **your** declaration of **your** business activity at the premises and the Standard Industrial Classification (as explained in section 7.5) applicable to that activity. Higher band numbers reflect those businesses likely to have greater water use. **We** may require an inspection of the premises to determine the assessed annual consumption.

- (4) For premises in the Southeast Region, the employee based volumetric charge is calculated by multiplying 1. the number of people working or residing at the premises by 2. the assessed annual consumption per person shown in the table below, by 3. the rate per **cubic metre** shown in the **non-household schedule of charges**.

Number of People at the Premises	Assessed Annual Consumption (cubic metres)
Full time employees, no canteen facilities	6
Full time employees with canteen facilities	10
Residential occupation	35
For part time employees	50% of the above allowances apply

- (5) For premises in the Central Region where an **assessed charge** was applied at 31 March 2000 (and has continued to apply), the employee based volumetric charge will be calculated by multiplying 1) the number of people working or residing at the premises (subject to a minimum of two) by 2) 15 **cubic metres** by 3) the rate per **cubic metre** shown in the **non-household schedule of charges**.
- (6) Where consumption is not realistically reflected by the number of employees, for example, in a Public House, **we** will assess a charge based on whatever information is available to **us** about **your** usage.

6.4 Payment terms for non-metered charges

- (1) If **you** are liable to pay **non-metered charges**, we will bill **you** approximately once a year. **Non-metered charges** are due on demand in advance on 1 April but **you** have a choice of payment frequencies as set out in the table below.

Frequency	Payment Method	Due
Annual	Direct Debit	1 st , 8 th , 15 th or 22 nd April.
Annual	Other than by Direct Debit	By 1 st April.
Half-Yearly	Direct Debit	1 st , 8 th , 15 th or 22 nd April and 1 st , 8 th , 15 th or 22 nd October.
Half-Yearly	Other than by Direct Debit	First payment by 1 st April and second by 1 st October.
10 Instalments	Direct Debit	Payments to commence on 1 st , 8 th , 15 th or 22 nd April. Last payment on 1 st , 8 th , 15 th or 22 nd January as appropriate.
10 Instalments	Other than by Direct Debit	1 st April to 1 st January.
Multi-Instalments	Other than by Direct Debit or Credit/Debit Card	As agreed with the Company

7 Payment methods, other policies and useful information

7.1 Payment methods

(1) **You** can choose to pay **your** water bill using any of the following payment methods:

- a. direct debit;
- b. via **our** website;
- c. credit and debit cards using either **our** website facility or by phone (most cards are accepted; **we** are unable to accept Electron or American Express). **we** reserve the right to levy an administration fee for credit card transactions;
- d. bank giro;
- e. standing order (a form is available on **our** website and on request);
- f. post (cheque or postal order);
- g. telephone and online banking;
- h. bacs payment;
- i. PINGIT- payment by mobile device; and
- j. any other methods of payment **we** may make available from time to time.

(2) Payments made via Bank Giro are free if made at a branch of Barclays Bank within **our** supply area, or at a branch of **your** own bank, and can be made by either cash or cheque.

7.2 Collection of outstanding charges

(1) If **you** fail to pay **your** bill by the date due, **we** will usually apply the following procedure:

- a. **we** will send **you** a reminder notice if **we** have not received any payment within 14 days of when payment was due;
- b. if no payment is made within 14 days of the reminder notice, **we** may withdraw any instalment plan and the whole amount of outstanding charges will become due and payable;
- c. **we** will send **you** all or any of the following: an updated bill for the outstanding charges, a final notice, a pre-claim letter;
- d. if no payment is made **we** may pass **your** account to a debt collection agency who may instigate court proceedings on **our** behalf. If a debt collection agency is appointed to recover outstanding charges, **you** will be charged an additional fee as shown in the **non-household schedule of charges**;

- e. **we** may disconnect **your** water supply after giving **you** final notice and a disconnection notice stating **our** intention to disconnect **your** water supply for non-payment of charges. We will not restore **your** water supply until all costs and charges are paid in full. If **we** find that **we** are unable to disconnect **your** premises **we** may charge **you** a fee to cover the costs associated with visiting **your** premises.
- (2) If **you** have a poor payment history **we** may exclude some of the procedural steps listed above.
- (3) **We** will charge **you** an administration fee as shown in the **non-household schedule of charges** for any failed transactions, for example where a cheque is dishonoured or a direct debit payment is returned unpaid.

7.3 Security deposits

- (1) If **we** consider **you** to have a poor credit rating **we** may require that **you** provide a security deposit:
 - a. If **you** are billed monthly **you** will be required to provide the equivalent of three months average charges as security;
 - b. If **you** are billed six monthly **you** will be required to provide the equivalent of eight months average charges as security;
 - c. Average charges will normally be based upon those payable in the previous year or in the case of new customers based on a reasonable estimate of charges to be paid in the current year.
- (2) **You** may ask **us** to review the requirement for security if **your** credit rating has improved. If **your** credit rating has improved **we** may cancel the security deposit and if **we** do **we** will repay the deposit to **you**.
- (3) **We** will pay interest on any security deposit received calculated in accordance with the provisions for interest and deposits in section 42(4) of the **1991 Act**.

7.4 Interest

- (1) If **we** commence legal proceedings to recover any outstanding debt, then **we** will include within **our** claim (in accordance with Section 69 of the County Courts Act 1984), a claim for interest. Interest will be claimed on the debt outstanding at the rate from time to time specified under the Act from the date the debt became due to the date of issue of the proceedings and, in addition, up to the date of the Court's Judgment or earlier payment, whichever comes first.

7.5 Value Added Tax ("VAT")

- (1) Value Added Tax is payable at the standard rate on water supply charges to all industries within Standard Industrial Classification (S.I.C.) Categories 1 to 5, based on the 1980 SIC. Details of these categories and the individual codes within them are available from **our** website and on request. **You** are requested to register **your** SIC code with **us** as promptly as possible, in order to avoid incorrect charging of VAT. This is done by completing **our**

“VAT Declaration”. The form will normally be issued with **your** first bill when a new account is opened, however it is also available on **our** website and on request.

- (2) In accordance with the guidance issued by Her Majesty’s Revenue and Customs, **we** will charge VAT on all commercial water supplies at the standard rate, until such time as the business occupying the premises supplied provides written confirmation (via the above mentioned form) that **your** supply should be zero-rated for VAT. **We** will not make any refund of VAT paid in error for any period of more than four years.

7.6 Hydrant licences

- (1) If **your** business requires **you** to draw water via a hydrant from **our** mains, **you** must apply for a hydrant licence before operating or drawing water from any hydrant. It is an offence under Section 174 of the **1991 Act** to draw water from a hydrant on **our** network without **our** permission. If **you** draw water from a hydrant without a valid licence **we** may initiate legal proceedings against **you**.
- (2) For more information on hydrant licences, visit **our** website www.affinitywater.co.uk or contact **our** hydrant licencing team by email: hydrant.licensing@affinitywater.co.uk
- (3) Charges associated with hydrant licences are shown in the **non-household schedule of charges**.

7.7 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 charges**.

8 Definitions, interpretation and charging powers

- (1) In this **non-household charges scheme** 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.
assessed charge	a non-metered charge used as an alternative to the rateable value charge in the circumstances set out in section 6 of this non-household charges scheme .
billing year	a period of one year running from 1 April to 31 March.
cubic metre or m³	a unit of volume equivalent to one million litres.
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 1991 Act .
leisure pool	any kind of pool (other than a swimming pool and ponds), inflatable or otherwise, which has a capacity of 1000 litres or more, and which is up to 1 metre in depth.
mega litre or ML	a unit of volume equivalent to one million litres.
metered charges	charges for services that are based wholly or partly on measured quantities of volume.
non-household premises	premises which are not household premises within the meaning given in Section 17C of the 1991 Act
non-household schedule of charges	the non-household schedule of charges appended to and forming part of this non-household charges scheme and any reference to the non-household schedule of charges shall constitute a reference to the part relevant to the region in which the premises are situated.
non-metered charges	charges for services that are not based on measured quantities of volume to any extent.
notional rateable value	the value determined by us in respect of any premises in place of any value included in a rating valuation list .
Ofwat	The Water Services Regulation Authority.

Term	Meaning
rateable value charge	a charge fixed wholly or partly by reference to a rating valuation list or otherwise determined, whether directly or indirectly, by reference to any value or other amount specified at any time in such a list or which purports to be so fixed or determined.
rating valuation list	a list which is or has at any time been maintained, for the purposes of rating, under section 41 of the Local Government Finance Act 1988, section 67 of the General Rate Act 1967 or any other enactment.
sprinkler	a rigid or flexible pipe or similar apparatus and accessories (including for the avoidance of doubt trickle irrigation systems) drawing water directly or indirectly from the water mains whether by permanent or temporary connection and which is used attended or unattended for dispersing water from more than one outlet in such pipe or apparatus or in more than one direction whilst being operated externally to any premises otherwise supplied.
swimming pool	any kind of pool (other than a leisure pool or ponds), inflatable or otherwise, which has a capacity of 1000 litres or more, and is greater than 1 metre in depth.
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.
we/us/our	Affinity Water Limited.
you/your	the 'consumer' being the person liable to pay charges for water supplied to non-household premises or any other person to whom we provide a service, or where relevant the 'customer' each as defined in the 1991 Act .

- (2) Except where the context otherwise requires, words in the singular include the plural and words in the plural include the singular.
- (3) If not defined above, words and expressions used in this **non-household 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.
- (4) This **non-household charges scheme** should be read and construed in conjunction with the **1991 Act** (and any regulations made thereunder) and **our instrument of appointment**. In the event of any conflict or inconsistency with this **non-household charges scheme**, the provisions of the **1991 Act** (and any regulations made thereunder) or as the case may be **our instrument of appointment** will prevail.
- (5) If any court or competent authority finds that any provision of this **non-household 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 **non-household charges scheme** is not to be affected.

- (6) If any invalid, unenforceable or illegal provision of this **non-household 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.
- (7) **We** have power under the **1991 Act** to make a charges scheme which fixes the charges **you** must pay for the services **we** provide.
- (8) The **non-household schedule of charges** fixes charges to be paid for the services described in this **non-household charges scheme**.
- (9) **We** may (subject to certain restrictions in the **1991 Act**) fix charges for the services **we** provide by reference to such matters, and may adopt such methods and principles for the calculation and imposition of charges as appear to **us** appropriate.
- (10) **Our** charges must not show undue preference to, and must not unduly discriminate against, any class of customers or potential customers. Our **non-household charges scheme** must also comply with the charges scheme rules made by **Ofwat** under Sections 143(6A) and 143B of the **1991 Act**. **We** have consulted with the Consumer Council for Water about this **non-household charges scheme**.
- (11) Charges, fixed annually by **us**, are payable for certain purposes other than the supply of water. These may be included in the **non-household schedule of charges**. **We** may at any time fix an additional charge to enable **us** to comply with a statutory requirement.

9 Contact information and complaints

- (1) Enquiries about this **non-household charges scheme** should be addressed to the Company Secretary, Affinity Water Limited, Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ.
- (2) **You** may contact **us** using the following telephone numbers:

By telephone	Enquiries covered	Telephone No
Operational enquiries	Emergencies, water quality, supply and leak enquiries	0345 357 2425
Billing enquiries	Account, billing and moving premises for metered and non-metered customers	0345 357 2424
Automated debit/credit card link (24 hours)	Payment of bills	0345 357 2400
Leakspotters	Reporting of leaks	0345 357 2404

- (3) If **you** are dissatisfied with the level of service provided and wish to make a complaint, **we** operate a complaints procedure which has been agreed with the industry regulator, **Ofwat**
- (4) **We** aim to answer all written complaints within 10 working days. Further information and a copy of the procedure are available from **our** website on www.affinitywater.co.uk and on request.
- (5) **You** may ask the Consumer Council for Water (“CCWater”), the independent voice for water consumers in England and Wales, to take up **your** complaint on **your** behalf, if **we** have been unable to resolve it directly with **you**.
- (6) If **your** complaint is not resolved to **your** satisfaction after intervention from CCWater, **you** may be able to use the Water Redress Scheme (WATRS) to ask an independent adjudicator to adjudicate any dispute relating to bills and payments, metering, and **your** water supply. The service is free to use for customers.
- (7) Contact information for CCWater, **Ofwat** and WATRS is provided below.

	Consumer Council for Water	Ofwat	WATRS
Address	Consumer Council for Water 1 st Floor Victoria Square House Victoria Square Birmingham B2 4AJ	Water Services Regulation Authority (Ofwat) Centre City Tower 7 Hill Street Birmingham B5 4UA	Water Redress Scheme 70 Fleet Street London EC4Y 1EU
Telephone	0300 034 2222	0121 644 7500	0207 520 3801
Fax	0121 345 1010	0121 625 1400	
Web	www.ccwater.org.uk	www.ofwat.gov.uk	www.watrs.org
email	enquiries@ccwater.org.uk	mailbox@ofwat.gsi.gov.uk	info@watrs.org

10 Non-household schedule of charges

Central Region

Metered Charges – Monthly Billed Customers

	excl. VAT 2017/18	excl. VAT 2016/17
Non-Household Standing Charge 12-15mm Meter (£/year)	77.76	76.08
Non-Household Standing Charge 19-21mm Meter (£/year)	101.28	99.12
Non-Household Standing Charge 25mm Meter (£/year)	106.32	104.04
Non-Household Standing Charge 30-32mm Meter (£/year)	130.68	127.92
Non-Household Standing Charge 38-40mm Meter (£/year)	154.20	150.84
Non-Household Standing Charge 50mm Meter (£/year)	187.32	183.24
Non-Household Standing Charge 65mm Meter (£/year)	305.04	298.44
Non-Household Standing Charge 75-80mm Meter (£/year)	372.48	364.44
Non-Household Standing Charge 100mm Meter (£/year)	438.84	429.36
Non-Household Standing Charge 150mm Meter (£/year)	492.72	482.16
Non-Household Standing Charge 200mm Meter (£/year)	492.72	482.16
Non-Household Standing Charge Metered Field Supply (£/year)	31.20	30.48
Non-Household Large User Fixed Charge (Over 50MI) (£/year)	16955.04	17045.04
Non-Household Standby Charge (£/year)	19224.48	18810.60
Non-Household Standard Volumetric Charge (0-3MI) (£/3m ³)	1.0776	1.0501
Non-Household Mid User Volumetric Charge (3-5MI) (£/3m ³)	0.9472	0.9668
Non-Household Mid User Volumetric Charge (5-50MI) (£/3m ³)	0.9472	0.9668
Non-Household Large User Volumetric Charge (Over 50ML)(£/3m ³)	0.6081	0.6259

Metered Charges – Half Yearly Billed Customers

	excl. VAT 2017/18	excl. VAT 2016/17
Non-Household Standing Charge 12-15mm Meter (£/year)	31.20	30.48
Non-Household Standing Charge 19-21mm Meter (£/year)	40.56	39.72
Non-Household Standing Charge 25mm Meter (£/year)	42.60	41.64
Non-Household Standing Charge 30-32mm Meter (£/year)	130.68	127.92
Non-Household Standing Charge 38-40mm Meter (£/year)	154.20	150.84
Non-Household Standing Charge 50mm Meter (£/year)	187.32	183.24
Non-Household Standing Charge 65mm Meter (£/year)	305.04	298.44
Non-Household Standing Charge 75-80mm Meter (£/year)	372.48	364.44
Non-Household Standing Charge 100mm Meter (£/year)	438.84	429.36
Non-Household Standing Charge 150mm Meter (£/year)	492.72	482.16

Non-Household Standing Charge Metered Field Supply (£/year)	31.20	30.48
Non-Household Standard Volumetric Charge (£/m ³)	1.0776	1.0501

Non-Metered Charges – Yearly Billed Customers

	excl. VAT 2017/18	excl. VAT 2016/17
Non-Household Non-Metered RV Standing Charge (£/year)	44.40	43.50
Non-Household Rateable Value Charge (£ per £ RV) - Colne Area	0.5499	0.5395
Non-Household Rateable Value Charge (£ per £ RV) - Lee Area	0.6871	0.6726
Non-Household Rateable Value Charge (£ per £ RV) - Rickmansworth Area	0.5350	0.5250
Non-Household Rateable Value Charge (£ per £ RV) - North Surrey Area	0.5661	0.5552
Non-Household Non-Metered Field Supply Standing Charge (£/year)	31.20	30.48
Non-Household Non-Metered Swimming Pool, Sprinkler or Pond Charge (£/year)	77.30	77.60

Assessed Charges – Yearly Billed Customers

	excl. VAT 2017/18	excl. VAT 2016/17
Non-Household Standing Charge 12-15mm Meter (£/year)	31.20	30.48
Non-Household Standing Charge 19-21mm Meter (£/year)	40.56	39.72
Non-Household Standing Charge 25mm Meter (£/year)	42.60	41.64
Non-Household Standing Charge 30mm Meter (£/year)	130.68	127.92
Non-Household Standing Charge 38-40mm Meter (£/year)	154.20	150.84
Non-Household Standing Charge 50mm Meter (£/year)	187.32	183.24
Non-Household Employee Based Volumetric Charge (£/m ³)	1.0776	1.0501
Non-Household Occupancy Based Charge 1 occupier (£/year)	95.90	96.00
Non-Household Occupancy Based Charge 2 occupiers (£/year)	148.10	148.70
Non-Household Occupancy Based Charge 3 occupiers (£/year)	204.50	205.40
Non-Household Occupancy Based Charge 4 or more occupiers (£/year)	261.00	262.00

Affinity Water East Region Non-Household Charges

Metered Charges – Monthly Billed Customers

	excl. VAT 2017/18	excl. VAT 2016/17
Non-Household Standing Charge 12-15mm Meter (£/year)	77.76	76.08
Non-Household Standing Charge 20mm Meter (£/year)	101.28	99.12
Non-Household Standing Charge 25mm Meter (£/year)	106.32	104.04
Non-Household Standing Charge 40mm Meter (£/year)	154.20	150.84
Non-Household Standing Charge 50mm Meter (£/year)	187.32	183.24
Non-Household Standing Charge 80mm Meter (£/year)	372.48	364.44
Non-Household Standing Charge 100mm Meter (£/year)	438.84	429.36

Non-Household Standing Charge 150mm Meter (£/year)	492.72	482.16
Non-Household Large User Fixed Charge (Over 100MI) (£/year)	30577.56	30852.60
Non-Household Large User Standing Charge (50MI - 100MI) (£/year)	16977.60	16942.56
Non-Household Large User Standing Charge (25 - 50MI) (£/year)	8737.56	8882.52

Non-Household Mid User Volumetric Charge (3-5MI) (£/m3)	1.7915	1.7460
Non-Household Mid User Volumetric Charge (5-25MI) (£/m3)	1.5143	1.5435
Non-Household Mid User Volumetric Charge (25-50MI) (£/m3)	1.1648	1.1882
Non-Household Large User Volumetric Charge (50-100MI) (£/m3)	1.0000	1.0270
Non-Household Large User Volumetric Charge (Over 100MI) (£/m3)	0.8640	0.8879

Metered Charges – Half Yearly Billed Customers

	excl. VAT 2017/18	excl. VAT 2016/17
Non-Household Standing Charge 12-15mm Meter (£/year)	31.20	30.48
Non-Household Standing Charge 20mm Meter (£/year)	40.56	39.72
Non-Household Standing Charge 25mm Meter (£/year)	42.60	41.64
Non-Household Standing Charge 40mm Meter (£/year)	154.20	150.84
Non-Household Standing Charge 50mm Meter (£/year)	187.32	183.24
Non-Household Standing Charge 80mm Meter (£/year)	372.48	364.44
Non-Household Standard Volumetric Charge (£/m3)	1.8127	1.7668

Non-metered Charges – Yearly Billed Customers

	excl. VAT 2017/18	excl. VAT 2016/17
Non-Household Non-metered RV Standing Charge (£/year)	44.40	43.20
Non-Household Rateable Value Charge (£ per £RV) – Tendring Hundred Area	1.0343	1.0043
Non-Household Non-metered Hosepipe Charge (£/year)	46.60	46.80
Non-Household Non-metered Swimming Pool, Sprinkler or Pond Charge (£/year)	77.30	77.60

Assessed Charges – Yearly Billed Customers

	excl. VAT 2017/18	excl. VAT 2016/17
Non-Household Standing Charge Assess (£/year)	31.20	30.48
Non-Household Employee Based Volumetric Charge (£ per m3)	1.8127	1.7668
Non-Household Occupancy Based Charge 1 occupier (£/year)	100.50	100.90

Affinity Water Southeast Region Non-Household Charges

Metered Charges – Monthly Billed Customers

	excl. VAT 2017/18	excl. VAT 2016/17
Non-Household Standing Charge 12-15mm Meter (£/year)	77.76	76.08
Non-Household Standing Charge 20mm Meter (£/year)	101.28	99.12
Non-Household Standing Charge 25mm Meter (£/year)	106.32	104.04
Non-Household Standing Charge 40mm Meter (£/year)	154.20	150.84

Non-Household Standing Charge 50mm Meter (£/year)
Non-Household Standing Charge 80mm Meter (£/year)
Non-Household Standing Charge 100mm Meter (£/year)

187.32	183.24
372.48	364.44
438.84	429.36

Non-Household Mid User Volumetric Charge (3-5MI) (£/m3)
Non-Household Mid User Volumetric Charge (5-50MI) (£/m3)
Non-Household Large User Volumetric Charge (Over 50MI) (£/m3)

1.6993	1.7316
1.6993	1.7316
1.2556	1.2885

Metered Charges – Half Yearly Billed Customers

Non-Household Standing Charge 12-15mm Meter (£/year)
Non-Household Standing Charge 20mm Meter (£/year)
Non-Household Standing Charge 25mm Meter (£/year)
Non-Household Standing Charge 30mm Meter (£/year)
Non-Household Standing Charge 40mm Meter (£/year)
Non-Household Standing Charge 50mm Meter (£/year)
Non-Household Standing Charge 80mm Meter (£/year)
Non-Household Standing Charge 100mm Meter (£/year)
Non-Household Standing Charge 150mm Meter (£/year)
Non-Household Standing Charge Metered Field Supply (£/year)
Non-Household Standard Volumetric Charge (£ per m ³)

excl. VAT 2017/18	excl. VAT 2016/17
31.20	30.48
40.56	39.72
42.60	41.64
130.68	127.92
154.20	150.84
187.32	183.24
372.48	364.44
438.84	429.36
492.72	482.16
31.20	30.48
1.9218	1.8741

Non-metered Charges - Yearly Billed Customers

Non-Household Non-Metered RV Standing Charge (£/year)
Non Household Rateable Value Charge (£ per £ RV) - Folkestone & Dover Area
Non-Household Non-metered Swimming Pool, Sprinkler or Pond Charge (£/year)

excl. VAT 2017/18	excl. VAT 2016/17
44.40	43.50
1.7964	1.7536
77.30	77.60

Assessed Charges – Yearly Billed Customers

Non-Household Standing Charge Assessed (£/year)
Non-Household Employee Based Volumetric Charge (£/m3)
Non-Household Occupancy Based Charge 1 occupier (£ / year)
Non-Household Occupancy Based Charge 4 occupiers (£/year)

excl. VAT 2017/18	excl. VAT 2016/17
31.20	30.48
1.9218	1.8741
148.00	148.60
440.00	441.60

Miscellaneous Retail Charges - All Regions

Empty premises confirmation fee
Debt collection agency charge where customer details passed to agency
Non-Household debt collection visit to site, incl. turning on/off supplies for non-payment
Cheque returned or direct debit rejected by bank (per rejection)

excl. VAT 2017/18	excl. VAT 2016/17
39.00	39.00
50.00	50.00
42.40	42.40
11.00	11.00

Refund cheque - administration fee for verification of presentation at customer's bank
Hard copy reprint and postage of individual system generated bills
All other accounts or statements

30.00	30.00
6.00	6.00
12.00	12.00

Miscellaneous Wholesale Charges - All Regions

Emergency call out outside normal working hours
Reconnection of supply following temporary disconnection at customer's request
Provision of water quality data for a zone other than the one in which the customer lives
Non-Household customers short term logging
Non-Household customers leakage detection service
Non-Household flow and pressure test, per test per unit
Industrial flow and pressure test, per test per unit
Stop tap re-site within 3 weeks (moving an existing stop tap from its current location at customer's request)
CST out of hours visit - for emergency visits out of hours that prove to be non-emergencies

excl. VAT 2017/18	excl. VAT 2016/17
211.00	64.70
141.00	42.40
13.00	13.00
POA	POA
POA	POA
141.00	97.00
188.00	129.30
341.00	294.00
211.00	64.70

Metering

Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Installation of a meter performed by us (total cost including cost of meter):		
AQUADIS+ DN15 MANIFOLD FITTED WITH EVERBLU AQP15MSB315VMEE31 – screw into existing manifold	90	43
AQUADIS+ DN15 INLINE FITTED WITH EVERBLU AQ15134CB315VMEE31 – screw in to existing boundary box	91	43
AQUADIS+ DN20 INLINE FITTED WITH EVERBLU AQ20QC160VMUKEE35 – screw in to existing boundary box	109	43

AQUADIS+ DN25 INLINE FITTED WITH EVERBLU AQ025DM260_C0_UKAF – screw in to existing boundary box	172	43
AQUADIS+ DN15 MANIFOLD FITTED WITH EVERBLU AQP15MSB315VMEE31 – external install including pit	675	112
AQUADIS+ DN15 INLINE FITTED WITH EVERBLU AQ15134CB315VMEE31 – external install including boundary box	677	112
AQUADIS+ DN20 INLINE FITTED WITH EVERBLU AQ20QC160VMUKEE35 - external install including boundary box	694	112
AQUADIS+ DN25 INLINE FITTED WITH EVERBLU AQ025DM260_C0_UKAF - external install including boundary box	1,034	112
AQUADIS+ DN40 INLINE FITTED WITH EVERBLU AQ040FM300_C0_UKAF – external install including pit	1,086	112
WOLTEX DN50 FITTED WITH EVERBLU WE050HI200_C1PP_AF – external install including pit L	1,136	112
WOLTEX DN80 FITTED WITH EVERBLU WE080IG200_C1PP_AF – external install including pit	1,188	112
WOLTEX DN100 FITTED WITH EVERBLU WE100KK250_C1PP_AF – external install including pit	1,581	112
WOLTEX DN150 FITTED WITH EVERBLU WE150MK300_C1PP_AF - external install including pit	1,728	112
Working at height (charged in addition to the meter install prices above)	130	N/A

Working in a confined space (charged in addition to the meter install prices above)	409	N/A
Internal meter installation	Non-standard	Non-standard
Meter accuracy test performed by us. Charges apply according to the size of meter:		
15mm Class C/D R315 R400 - Manifold and Inline	541	112
20mm	598	112
25mm	612	112
30 – 40mm	777	112
50 – 80mm	873	112
100 – 150mm	952	112
4-100mm EM Meters	1,200	112
Additional Engineer Report other than the Calibration Certificate	202	N/A
Request change to size, model or location of meter performed by us (other than a replacement following a fault) (includes the price of the new meter)		
AQUADIS+ DN15 MANIFOLD FITTED WITH EVERBLU AQP15MSB315VMEE31	339	112
AQUADIS+ DN15 INLINE FITTED WITH EVERBLU AQ15134CB315VMEE31	341	112
AQUADIS+ DN20 INLINE FITTED WITH EVERBLU AQ20QC160VMUKKEE35	359	112
AQUADIS+ DN25 INLINE FITTED WITH EVERBLU AQ025DM260_C0_UKAF	422	112
AQUADIS+ DN40 INLINE FITTED WITH EVERBLU AQ040FM300_C0_UKAF	475	112
WOLTEX DN50 FITTED WITH EVERBLU WE050HI200_C1PP_AF	524	112

WOLTEX DN80 FITTED WITH EVERBLU WE080IG200_C1PP_AF	577	112
WOLTEX DN100 FITTED WITH EVERBLU WE100KK250_C1PP_AF	629	112
WOLTEX DN150 FITTED WITH EVERBLU WE150MK300_C1PP_AF	776	112

Survey Charge

If a site survey is required in respect of any activity list in this **schedule of 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 during 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.

Site inspections	Charge £ Exc VAT	Abortive Visit Charge £ 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 during working hours	470	112
8 Hour inspection by one technician outside of working hours	705	169
Bespoke inspection 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.

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

<p>Install new hydrant to run off new main excluding post and plate</p> <p>Including: excavation, cut section of main, insert tee and assembly of associated fittings, fix hydrant, construct chamber and backfill surrounding area to base course level. Work is carried out, in conjunction with the laying of a new main on new un-adopted sites.</p>	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

Standpipes

Provision and use of standpipes	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
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 hydrant)

Use of standpipes	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 20m3) - First Day Charge	103.70	N/A
Daily usage (up to 20m3) - Subsequent Days	31.70	N/A

Data Logging Devices

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 man-hours (simple), between 2 and 4 man-hours (complex) or more than 4 man-hours (very complex).

Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Simple provision of splitter cable during working hours	238	112
Complex provision of splitter cable during working hours	332	112
Very complex provision of splitter cable during working hours	520	112
Provision of short term logging data	Cost on application	Cost on application

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

Meter Usage Data

Activity	Charge £ Exc VAT	Abortive Visit Charge £ Exc VAT
Flow data provision on a monthly basis (per month)	141	N/A
Ad-hoc flow data provision (per month)	141	N/A
Information relating to the location of a meter and information relating to the technology required to read a meter and access to such technology (per month)	141	N/A