Affinity Water

Wholesale Charges Document
2024/25

January 2024

Retailer Contact Information – How to contact us

If **you** wish to contact **us** in relation to any service referred to in this **wholesale charges document, you** should contact **our** Wholesale Operations Service Desk (WOSD).

Affinity Water Head Office and Registered Office	
Address	Affinity Water Limited Tamblin Way Hatfield Hertfordshire AL10 9EZ
Wholesale Operations Service Desk (WOSD)	
Telephone	0345 350 3677
E-mail	wosd@affinitywater.co.uk
Web	https://www.affinitywater.co.uk/retailers/contact-retail
Portal	https://b2b-pool-live-afww.swimonline.co.uk/
Wholesale Commercial - (Finance & Settlement)	
E-mail	wholesale.commercial@affinitywater.co.uk
24hr Emergency Operations	
Telephone	0345 357 2407
Web	https://www.affinitywater.co.uk/retailers/alerts-works

Any other enquiries about this **wholesale charges document** should be addressed to the Company Secretary, Affinity Water Limited, Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ.

If **you** believe **you** are owed a credit for a closed *Final Settlement Report* (RF) period, **we** may be able to raise a credit outside of CMOS. Please contact wholesale.commercial@affinitywater.co.uk with **your** request.

Please see **our** good practice guidance adoption and policies here.

Please see **our** water resources information here.

Sewerage & Trade Effluent

Affinity Water is a water only company (WOC).

Please refer to the wholesale charges documents for Thames Water, Anglian Water or Southern Water for information regarding sewerage, drainage and trade effluent charges and services they provide.

Introduction

Welcome to Affinity Water Limited's **Wholesale Charges Document 2024/25** referred to in the *Wholesale-Retail Code* issued by **OFWAT** under Sections 66DA and 117F of the Water Industry Act 1991.

This **wholesale charges document** is made in accordance with the *Wholesale-Retail Code* and with the Wholesale Charging Rules issued by **OFWAT** on 16 October 2018 under Sections 66E and 117I of the Water Industry Act 1991. It contains **our Wholesale Charges Schedule**.

Our Wholesale Charges Schedule sets out **our** *Wholesale Charges* including *Primary Charges* and *Non-Primary Charges* for the supply of *Water Services* to *Water Retailers* for the period from 1 April 2024 to 31 March 2025.

This document has been produced in line with the *Wholesale-Retail Code* and should be read in conjunction with the market codes.

Links to other key documents

Board Assurance Statement and Household Charges

Developer/New Connections Charges

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https://www.affinitywater.co.uk/retailers

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1. Primary Charges Summary Tables

1.1. Measured Potable Water

1.1.1 Measured Potable Water - Standard Meter Fixed Charges						
Description	**Unit**	**Charge**	**CMOS Tariff Code**	**CMOS Tariff Name**	**CMOS Charge Element**	**CMOS Charge Element Name**
Meter size 1-25 mm	£/annum	17.76	All Metered Tariffs	Metered Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 26-50mm	£/annum	32.04	All Metered Tariffs	Metered Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 51-100mm	£/annum	127.20	All Metered Tariffs	Metered Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 100mm+	£/annum	127.20	All Metered Tariffs	Metered Water	D7101	Metered Potable Water Meter Fixed Charges

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1.1.2 Measured Potable Water - Central Region Tariffs						
Description	**Unit**	**Charge**	**CMOS Tariff Code**	**CMOS Tariff Name**	**CMOS Charge Element**	**CMOS Charge Element Name**
Low User tariff 0-0.5 thousand cubic metres per annum (Central region)	£/m3	1.1716	WTMPWAWCH001	Metered Potable Water AWCentral Half Yearly Std	D7103	Metered Potable Water Block Tariff
Standard User tariff 0.5-5 thousand cubic metres per annum (Central region)	£/m3	1.1716	WTMPWAWCS001	Metered Potable Water Central Std	D7103	Metered Potable Water Block Tariff
Mid User tariff 5-50 thousand cubic metres per annum (Central region)	£/m3	1.1042	WTMPWAWCM001	Metered Potable Water AWCentral Monthly Std	D7103	Metered Potable Water Block Tariff
Mid User tariff 5-50 thousand cubic metres per annum (Central region)	£/m3	1.1042	WTMPWAWCM001A	Metered Potable Water AWCentral Monthly Std Mid User AggSatellite	D7103	Metered Potable Water Block Tariff
Large User tariff over 50 thousand cubic metres per annum Supplementary charge (Central region)	£/annum	15,465.00	WTMPWAWCM002	Metered Potable Water AWCentral Monthly + Large User	D7102	Metered Potable Water Supply Point Fixed Charges
Large User tariff over 50 thousand cubic metres per annum (Central region)	£/m3	0.7825	WTMPWAWCM002	Metered Potable Water AWCentral Monthly + Large User	D7103	Metered Potable Water Block Tariff
Large User tariff over 50 thousand cubic metres per annum (Central region)	£/m3	0.7825	WTMPWAWCM002A	Metered Potable Water AWCentral Monthly + Large User AggSatellite	D7103	Metered Potable Water Block Tariff

1.1.3 Measured Potable Water - East Region Tariffs (Post Codes CO7 to CO16)						
Description	**Unit**	**Charge**	**CMOS Tariff Code**	**CMOS Tariff Name**	**CMOS Charge Element**	**CMOS Charge Element Name**
Low User tariff 0-0.5 thousand cubic metres per annum (East region)	£/m3	1.9535	WTMPWAWEH001	Metered Potable Water AWEast Half Yearly Std	D7103	Metered Potable Water Block Tariff
Standard User tariff 0.5-5 thousand cubic metres per annum (East region)	£/m3	1.9535	WTMPWAWES001	Metered Potable Water East Std	D7103	Metered Potable Water Block Tariff
Mid User tariff 5-25 thousand cubic metres per annum (East region)	£/m3	1.7337	WTMPWAWEM0015TO25A	Metered Potable Water AWEast Monthly Std Mid User (5-25ML) AggSatellite	D7103	Metered Potable Water Block Tariff
Mid User tariff 5-25 thousand cubic metres per annum (East region)	£/m3	1.7337	WTMPWAWEM001	Metered Potable Water AWEast Monthly Std	D7103	Metered Potable Water Block Tariff
Mid User tariff 25-50 thousand cubic metres per annum (East region)	£/m3	1.4584	WTMPWAWEM001	Metered Potable Water AWEast Monthly Std	D7103	Metered Potable Water Block Tariff
Mid User tariff 25-50 thousand cubic metres per annum supplementary charge (East region)	£/annum	6,882.48	WTMPWAWEM004	Metered Potable Water AWEast Monthly + Large User (25-50ML)	D7102	Metered Potable Water Supply Point Fixed Charges
Mid User tariff 25-50 thousand cubic metres per annum (East region)	£/m3	1.4584	WTMPWAWEM004	Metered Potable Water AWEast Monthly + Large User (25-50ML)	D7103	Metered Potable Water Block Tariff
Mid User tariff 25-50 thousand cubic metres per annum (East region)	£/m3	1.4584	WTMPWAWEM004A	Metered Potable Water AWEast Monthly + Large User (25-50ML) AggSatellite	D7103	Metered Potable Water Block Tariff
Large User tariff 50-100 thousand cubic metres per annum supplementary charge (East region)	£/annum	21,232.44	WTMPWAWEM003	Metered Potable Water AWEast Monthly + Large User (50-100ML)	D7102	Metered Potable Water Supply Point Fixed Charges
Large User tariff 50-100 thousand cubic metres per annum (East region)	£/m3	1.1714	WTMPWAWEM003	Metered Potable Water AWEast Monthly + Large User (50-100ML)	D7103	Metered Potable Water Block Tariff

Large User tariff 50-100 thousand cubic metres per annum (East region)	£/m3	1.1714	WTMPWAWEM003A	Metered Potable Water AWEast Monthly + Large User (50-100ML) AggSatellite	D7103	Metered Potable Water Block Tariff
Large User tariff over 100 thousand cubic metres per annum supplementary charge (East region)	£/annum	28,592.40	WTMPWAWEM002	Metered Potable Water AWEast Monthly + Large User (Over 100ML)	D7102	Metered Potable Water Supply Point Fixed Charges
Large User tariff over 100 thousand cubic metres per annum (East region)	£/m3	1.0978	WTMPWAWEM002	Metered Potable Water AWEast Monthly + Large User (Over 100ML)	D7103	Metered Potable Water Block Tariff
Large User tariff over 100 thousand cubic metres per annum (East region)	£/m3	1.0978	WTMPWAWEM002A	Metered Potable Water AWEast Monthly + Large User (Over 100ML) AggSatellite	D7103	Metered Potable Water Block Tariff

1.1.4 Measured Potable Water - South East Region Tariffs (Post Codes CT & TN)						
Description	**Unit**	**Charge**	**CMOS Tariff Code**	**CMOS Tariff Name**	**CMOS Charge Element**	**CMOS Charge Element Name**
Low User tariff 0-0.5 thousand cubic metres per annum (Southeast region)	£/m3	2.0777	WTMPWAWSEH001	Metered Potable Water AWSouthEast Half Yearly Std	D7103	Metered Potable Water Block Tariff
Standard User tariff 0.5-5 thousand cubic metres per annum (Southeast region)	£/m3	2.0777	WTMPWAWSES001	Metered Potable Water SouthEast Std	D7103	Metered Potable Water Block Tariff
Mid User tariff 5-50 thousand cubic metres per annum (Southeast region)	£/m3	1.9582	WTMPWAWSEM001	Metered Potable Water AWSouthEast Monthly Std	D7103	Metered Potable Water Block Tariff
Mid User tariff 5-50 thousand cubic metres per annum (Southeast region)	£/m3	1.9582	WTMPWAWSEM001LA	Metered Potable Water AWSouthEast Monthly Std Large User AggSatellite	D7103	Metered Potable Water Block Tariff
Large User tariff over 50 thousand cubic metres per annum (Southeast region)	£/m3	1.4829	WTMPWAWSEM001MA	Metered Potable Water AWSouthEast Monthly Std Mid User AggSatellite	D7103	Metered Potable Water Block Tariff

1.2. Unmeasured water

1.2 Unmeasured Water						
Description	**Unit**	**Charge**	**CMOS Tariff Code**	**CMOS Tariff Name**	**CMOS Charge Element**	**CMOS Charge Element Name**
Fixed Charge	£/annum	35.00	All Unmeasured Tariffs	Unmeasured Water	D7251	Unmeasured Water Fixed Charge
Rateable Threshold	M3	50	All Unmeasured Tariffs	Unmeasured Water	D7253	Unmeasured Water RV Threshold
Rateable value charge Central region	£/RV	0.7363	WTUWAWCY010	Unmeasured Water AWCentral Yearly Std	D7252	Unmeasured Water RV Poundage
Rateable value charge Lee region	£/RV	0.8934	WTUWAWCY003	Unmeasured Water AWCentral Yearly Lee	D7252	Unmeasured Water RV Poundage
Rateable value charge East region	£/RV	1.4513	WTUWAWEY001	Unmeasured Water AWEast Yearly Std	D7252	Unmeasured Water RV Poundage

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1.3. Assessed water

1.3 Assessed Water						
Description	**Unit**	**Charge**	**CMOS Tariff Code**	**CMOS Tariff Name**	**CMOS Charge Element**	**CMOS Charge Element Name**
Meter Fixed Charge	£/annum	17.76	All Assessed Tariffs	Assessed Water	D7202	Assessed Water Meter Fixed Charges
Assessed Volumetric Charge (Central Region)	£/m3	1.0169	WTAWAWCY001	Assessed Water AWCentral Yearly Std	D7203	Assessed Water Volumetric Charge
Assessed Volumetric Charge (East Region)	£/m3	1.8587	WTAWAWEY001	Assessed Water AWEast Yearly Std	D7203	Assessed Water Volumetric Charge
Assessed Volumetric Charge (Southeast region)	£/m3	1.8312	WTAWAWSEY001	Assessed Water AWSouthEast Yearly Std	D7203	Assessed Water Volumetric Charge

1.4. Special agreements

1.4 Special Agreements						
Description	**Unit**	**Charge**	**CMOS Tariff Code**	**CMOS Tariff Name**	**CMOS Charge Element**	**CMOS Charge Element Name**
AFWP001 Volumetric Charge (0-3Ml) (£/)	£/m3	0.8788	WTMPWAWCH003	Special Agreement	D7103	Metered Potable Water Block Tariff
AFWP001 Volumetric Charge (3-50Ml) (£/)	£/m3	0.8188	WTMPWAWCM005	Special Agreement	D7103	Metered Potable Water Block Tariff
AFWN002 Volumetric Charge (£/)	£/m3	0.5340	WTMNPWAWCM002	Special Agreement	D7153	Metered Non-Potable Water Block Tariff
AFWN004 Fixed Charge (£/year)	£/annum	127.20	WTMNPWAWSEH004	Special Agreement	D7152	Metered Non-Potable Water Supply Point Fixed Charges
AFWN004 Volumetric Charge (£/)	£/m3	1.4829	WTMNPWAWSEH004	Special Agreement	D7153	Metered Non-Potable Water Block Tariff
AFWN005 Fixed Charge (£/year)	£/annum	17.76	WTMNPWAWSEH003	Special Agreement	D7152	Metered Non-Potable Water Supply Point Fixed Charges
AFWN005 Volumetric Charge (£/)	£/m3	2.0777	WTMNPWAWSEH003	Special Agreement	D7153	Metered Non-Potable Water Block Tariff
Metered Potable Water AWCentral Monthly HS2	£/m3	2.0642	WTMPWAWCM006	Special Agreement	D7153	Metered Non-Potable Water Block Tariff

1.5. Charges applied when no supply – vacant and temporarily disconnected premises

1.5 Charges applied when no supply – vacant and temporarily disconnected premises					
	A: Fixed and vol charges	**B: No charges apply**	**C: Volume charges only**	**D: Drainage charges only**	**E: Volume and drainage charges**
Vacancy Charging Method Water			X	NA	NA
Vacancy Charging Method Sewerage	Not applicable – water only*				
Temporary Disconnection Charging Method Water			X	NA	NA
Temporary Disconnection Charging Method Sewerage	Not applicable – water only*				

*Affinity Water is a water only company (WOC). Please refer to Thames Water's, Anglian Water's, or Southern Water's wholesale charges document for information regarding sewerage, drainage, and trade effluent charges.

2. Primary Charges Supporting Information

2.1. General Info

(1) The *Primary Charges* as set out above apply in respect of the water supply that **we** provide to **you** and must be paid in accordance with the provisions set out in the *Wholesale Contract* and the *Wholesale-Retail Code*.

(2) **Metered charges** apply to each metered water supply to an **eligible premises** where the installation, type and size of meter has been approved or accepted by Affinity Water. For those water supplies which do not have an accepted or approved meter, Affinity Water will apply charges via an unmeasured or assessed basis.

(3) If **metered charges** apply to any **eligible premises**, **we** will charge **you** for all water passing through the meter. This includes water lost as a result of leakage from the **supply pipe** (internal or external), waste or undue consumption of water, visible or non-visible.

2.2. Water used for firefighting purposes

(1) In accordance with Section 147 of the **1991 Act**, **we** will not charge a volumetric charge in respect of water used for firefighting purposes or for the purpose of training persons for firefighting.

(2) Where a water supply is solely for the purposes of firefighting, no standing charges are payable and the supply will not be eligible for the non-household market. In all other cases, standing charges will be payable at the rate appropriate for the meter size as set out in the **wholesale charges schedule**.

(3) If **you** identify a supply that is used solely for firefighting purposes, please raise a deregistration request with **us**.

2.3. Leak Allowances

(1) **You** can only apply for a leak allowance under *Process H1* in the following circumstances:

(i) water for firefighting purposes;
(ii) bursts or leaks caused by the failure of **our** assets;
(iii) the outcome of meter accuracy investigations or following the replacement of a faulty meter;
(iv) in line with our published leak allowance policy, and
(v) other circumstances at **our** discretion.

(2) **We** will look to proactively apply leak allowances following meter exchanges or repairs if it is clear the consumption has registered through the water meter.

(3) **We** will calculate a leak allowance based on the difference between historic consumption under usual circumstances and consumption under the circumstances listed in the points above. **We** will also take seasonal usage into consideration.

(4) Where appropriate historical consumption data is not available, **we** will obtain a meter read (or multiple meter reads) following the repair of the leak.

(5) Please bear in mind that the Central Market Operating System (CMOS) will automatically distribute *Volumetric Adjustments*, taking into account any *Transfer Reads*. Settlement charges will not be generated for any closed RF periods unless a *Post RF Settlement Run* is requested in line with the *Market Terms*. The *Volumetric Adjustment* will be applied for the actual period of the leakage, and **we** will not alter the dates to a more recent period.

(6) Please note that Affinity Water are a water only company (WOC). Whilst **we** cannot apply or approve a leak allowance on the sewerage SPID, **we** will notify the other *Wholesaler* of **our** leak allowance and provide calculations to support visibility and align the calculation of the allowance.

2.4. Volumetric Adjustments

(1) **We** will look to proactively apply *Volumetric Adjustments* for stopped, slowed or missing meters.

(2) **We** will calculate a *Volumetric Adjustment* based on historic consumption under usual circumstances and **we** will look to take any seasonal usage into consideration.

(3) Where appropriate historical consumption data is not available, **we** will obtain a meter read (or multiple meter reads) following the exchange of the meter to calculate a *Volumetric Adjustment*.

(4) If **we** are unable to exchange a meter due to delays outside of **our** control, **we** may apply an interim *Volumetric Adjustment*. This will be calculated based on historic consumption under usual circumstances and **we** will take any seasonal usage into consideration.

(5) Once an interim *Volumetric Adjustment* has been applied, **we** will not review this until the meter has been replaced.

(6) Please note that Affinity Water are a water only company (WOC). Whilst **we** cannot apply or approve a *Volumetric Adjustment* on the sewerage SPID, **we** will notify the other *Wholesaler* of **our** *Volumetric Adjustment* and provide calculations to support visibility and align the calculation of the adjustment.

2.5. Notional Downsizing

(1) **We** do not allow for notional downsizing of a meter.

2.6. Measured potable water

(1) **Our metered charges** consist of four different sets of tariffs – low, standard, mid user, and large user. Low, standard, and mid-user **metered charges** comprise of an annual standing charge and a volumetric charge as explained below:

(i) Standing charge – The standing (fixed) charge reflects the fixed costs in the provision and maintenance of **our** water supply system. The period covered by the standing charge 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.

(ii) Volumetric charge – The volumetric charge is calculated by multiplying the volume of water supplied determined from the meter reading by the relevant rate per cubic metre.

(2) There is an additional fixed charge applicable to **eligible premises** which have applied to be placed on a large user tariff. This charge reflects the higher fixed costs in supplying these premises and is in addition to the standing charge.

(3) **Eligible premises** will be placed on the low 0-0.5 Ml tariff as part of an annual review of eligibility every January upon publication of MOSL's Tariff Group Alignment report. Any disputes with the initial allocation will need to be raised via *Process H3*.

(4) **Eligible premises** will be placed on the standard 0.5-5 Ml tariff unless **you** apply to **us** for **eligible premises** to be placed on the low user tariff, mid user tariff or large user tariff using *Process H3* under the *Wholesale-Retail Code*.

(5) **We** will apply the tariff from the date of application unless evidence is provided to **us** that the customer or third party acting on their behalf had requested this prior, but their request was not submitted to **us** in time. **We** do not backdate change of tariff requests unless the above evidence has been provided. This evidence should be provided as part of any request via *Process H3*.

(6) If **we** believe that an **eligible premises** no longer qualifies for the mid user tariff or large user tariff, **we** will instigate *Process H3*.

(7) In **our** Central Region and Southeast Region, **we** have four tariffs:

(i) Low user tariff – usage between 0 and 0.5Ml (Group 1 tariff)
(ii) **Standard tariff** – usage between 0.5 and 5Ml (Group 2 tariff)
(iii) Mid user tariff – usage between 5 Ml and 50 Ml per annum.
(iv) Large user tariff – usage over 50 Ml per annum (Group 3 tariff)

(8) In **our** East Region **we** have six tariffs:

(i) Low user tariff – usage between 0 and 0.5Ml (Group 1 tariff)
(ii) **Standard tariff** – usage between 0.5 and 5Ml (Group 2 tariff)
(iii) Mid user tariff – usage between 5 and 25 Ml per annum
(iv) Mid user tariff – usage between 25 and 50 Ml per annum
(v) Large user tariff – usage between 50 and 100 Ml per annum
(vi) Large user tariff – usage over 100 Ml per annum

(9) Where there is more than one metered supply to an **eligible premises, we** will base the determination of which tariff applies (low, standard, mid user, large user) on the total volume of water supplied to the **eligible premises** through all the supply points (the **aggregated volume**). The determined tariff will apply to all the supply points. The tariff for the largest supply point will comprise a standing charge, a fixed charge (if applicable based on the **aggregated volume**) and a volumetric charge. The tariff for the other supply points will comprise a standing charge and volumetric charge.

2.7. Unmeasured water

(1) Where **metered charges** do not apply, one of the following **non-metered charges** will apply in respect of water supplied to **eligible premises**:

(i) an unmeasured charge
(ii) an **assessed charge**

(2) A *Water Retailer* may request a review of the charges under *Process H3*.

(3) An unmeasured charge comprises of:

(i) an annual standing charge determined in accordance with the **wholesale charges schedule** payable on a daily basis on all properties, and;
(ii) for **eligible premises** with a rateable value of £50 or greater, a charge calculated by multiplying the rateable value of the **eligible premises** by a rate in the £ based on the location of the **eligible premises** as specified in the **wholesale charges schedule**.

(4) The rateable value of the eligible premises will be the value shown in the rating valuation **list** at 31 March 1990 or a **notional rateable value** assigned by **us.**

(5) **We** may apply a **notional rateable value charge** in respect of any **eligible premises** where:

(i) they did not have a rateable value at 31 March 1990, (including but not limited to places of worship);
(ii) they are created from the sub-division of **eligible premises** having a rateable value at 31 March 1990;
(iii) they are created from the merger of two or more **eligible 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;
(iv) they have a rateable value of less than £50, which is not representative of other similar properties in the **rating valuation list**;
(v) building works have increased the property size and floor space by greater than 50% of the previous floor size.

(6) **We** will determine the applicable **notional rateable value** by having regard to the rateable values of similar premises in the **rating valuation list** at 31 March 1990 and any representations to **us.**

(7) Where the **eligible premises** do not have a water supply, but water is made available from communal facilities by virtue of occupation of the **eligible premises**, **you** will be liable to pay the rateable value charge in respect of the **eligible premises**.

2.8. Assessed water

(1) **We** will not consider any assessed tariff until a meter has been applied for following *Process B1*. Any request will be rejected until **we** can confirm if a meter installation is feasible.

(2) *A Water Retailer* may request a review of the charges under *Process H3*.

(3) The **assessed charge** comprises an annual standing charge and an employee-based volumetric charge.

(4) The employee-based volumetric charge is calculated per employee, regardless of them being seasonal or part time. For the avoidance of doubt, each employee will count as 1 FTE for the purposes of calculating the volumetric charge.

(5) For **eligible premises** in **our** Central Region or East Region, the employee-based volumetric charge is calculated by multiplying the following:

(i) The number of people working and/or residing at the **eligible premises**;
(ii) The assessed annual consumption per person for the relevant band, shown in the table below:

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

(iii) The rate per cubic metre shown in the **wholesale charges schedule**.

(5) For **eligible premises** in the Southeast Region, the employee-based volumetric charge is calculated by multiplying the following:

(i) The number of people working or residing at the **eligible premises**;
(ii) The assessed annual consumption per person shown in the table below:

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

(iii) The rate per cubic metre shown in the **wholesale charges schedule.**

(6) For **eligible 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 **eligible premises** (subject to a minimum of two) by **2)** 15 cubic metres by **3)** the rate per cubic metre shown in the **wholesale charges schedule**.

(7) Where consumption at the **eligible premises** is not realistically reflected by the number of employees, for example, in a public house, **we** will assess a charge based on information made available to **us** about the usage at the **eligible premises**.

2.9. Special agreements

(1) The table below provides the description, and where applicable the standard, of non-potable supplies under **special agreements**.

Agreement / Tariff Code	Description
AFWN002 - WTMNPWAWCM002	Raw water
AFWN004 - WTMNPWAWSEH004	Partially treated water
AFWN005 - WTMNPWAWSEH003	Raw water (interruptible supply)

2.10. Vacant Premises

(1) There will be no charges for *Vacant Premises* except where the *Vacant Premises* are metered, and water passes through the meter.

(2) Where water passes through the meter of a *Vacant Premises* the volumetric charge, but not the standing charge, will apply. The volumetric charge will be determined in accordance with section 2.1.

2.11. Temporary Disconnected Premises

(1) There will be no charges for any period during which **eligible premises** are *Temporarily Disconnected*, except where that premises is metered and water passes through the meter.

(2) Where water passes through the meter of *Temporarily Disconnected* **eligible premises** only the volumetric charge will apply. The volumetric charge will be determined in accordance with section 2.1.

3. Non-Primary Charges Summary Tables

3.1. Metering Services

3.1.1 Survey / Visit Charges				
Internal Ref	**Activity**	**Charge (£)** Excl. VAT	**Out of Hours Surcharge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
7.01	1 Hour survey by one technician during **working hours**	138	131	138
7.02	2 Hour survey by one technician during **working hours**	201	189	138
7.03	3 Hour survey by one technician during **working hours**	278	246	138
7.04	4 Hour survey by one technician during **working hours**	341	303	138
7.05	5 Hour survey by one technician during **working hours**	420	359	138
7.06	6 Hour survey by one technician during **working hours**	483	414	138
7.07	7 Hour survey by one technician during **working hours**	536	469	138
7.08	8 Hour survey by one technician during **working hours**	590	524	138
7.09	Bespoke survey anticipated to take longer than 8 hours	Non-Standard	Non-Standard	Non-Standard

*Example: 2 hr survey by two technicians during **working hours** (7.02) £201 x 2 = £402 (excluding VAT). If aborted this would cost £138 x 2 = £276*

3.1.2 Meter Installation Charges					
Process Number	**Internal Ref (Meter Menu Ref)**	**Activity**	**Charge (£)** Excl. VAT	**Out of Hours Surcharge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
B1	**Installation of a meter performed by the *Wholesaler* (total cost including cost of meter):**				
	2.01 (60.20.503) (60.20.205)	AQUADIS+ 15mm MANIFOLD / INLINE FITTED WITH EVERBLU – screw into existing manifold, fitted into existing boundary box or internally	126	53	138
	2.03 (60.20.503) (60.20.205)	AQUADIS+ 15mm MANIFOLD / INLINE FITTED WITH EVERBLU – external install including pit or boundary box	795	264	276
	2.05 (60.20.220)	AQUADIS+ 20mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	159	53	138
	2.06 (60.20.220)	AQUADIS+ 20mm INLINE FITTED WITH EVERBLU - external install including boundary box	825	264	276

	2.07 (60.20.225)	AQUADIS+ 25mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	264	66	138
	2.08 (60.20.225)	AQUADIS+ 25mm INLINE FITTED WITH EVERBLU - external install including boundary box	941	264	276
	2.09 (60.20.240)	AQUADIS+ 40mm INLINE FITTED WITH EVERBLU – external install including pit	1,102	264	276
	2.10 (60.10.010)	WOLTEX 50mm FITTED WITH EVERBLU – external install including pit	1,250	299	276
	2.11 (60.10.020)	WOLTEX 80mm FITTED WITH EVERBLU – external install including pit	1,380	334	276
	2.12 (60.10.030)	WOLTEX 100mm FITTED WITH EVERBLU – external install including pit	1,520	341	276
	2.13 (60.10.040)	WOLTEX 150mm FITTED WITH EVERBLU - external install including pit	1,742	370	276

*Example for a B1 meter installation request during **working hours**: 1 hr survey (7.01) £138 + 15mm inline meter (2.01) £126 fitted into an existing meter box = £264 (excluding VAT)*

3.1.3 Contribution Offers			
Process Number	**Internal Ref**	**Activity**	**Offer (£)** Excl. VAT
B1/B7	4.01	*Contribution Offer* in relation to meter installs previously deemed to be impractical. 15mm - 25mm	65
	4.02	*Contribution Offer* in relation to meter installs previously deemed to be impractical. 40mm – 150mm	131

3.1.4 Meter Accuracy Testing					
Process Number	**Internal Ref**	**Activity**	**Charge (£)** Excl. VAT	**Out of Hours Surcharge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
B3	**Meter accuracy test performed by the *Wholesaler*. Charges apply according to the size of meter:**				
	2.14	15mm Class C/D R315 R400 - Manifold and Inline	588	118	138
	2.15	20mm	618	118	138
	2.16	25mm	766	144	138

	2.17	30 – 40mm	964	158	138
	2.18	50 – 80mm	1,333	158	138
	2.19	100 – 150mm	1,533	236	138
	2.20	4-100mm EM Meters	1,665	236	138
	2.21	Additional Engineer Report other than the Calibration Certificate	257	NA	NA

*Example for a B3 meter accuracy test during **working hours**: 1 hr survey (7.01) £138 + 25mm meter (2.16) £766 = £904 (excluding VAT)*

3.1.5 Meter Upgrades (No Relocation/Modification)					
Process Number	**Internal Ref (Meter Menu Ref)**	**Activity**	**Charge (£)** Excl. VAT	**Out of Hours Surcharge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
B5/B7	***Water Retailer* requested change to size, model or location of meter performed by the *Wholesaler* (other than a replacement following a fault) which can be wholly carried out within the existing boundary box or pit (includes the price of the new meter).**				
	2.22 (60.20.503) (60.20.205)	AQUADIS+ 15mm MANIFOLD / INLINE FITTED WITH EVERBLU – screw into existing manifold, fitted into existing boundary box or internally	227	147	138
	2.24 (60.20.220)	AQUADIS+ 20mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	257	147	138
	2.25 (60.20.225)	AQUADIS+ 25mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	401	158	138
	2.26 (60.20.240)	AQUADIS+ 40mm INLINE FITTED WITH EVERBLU - fitted into existing pit	629	158	276
	2.27 (60.10.010)	WOLTEX 50mm FITTED WITH EVERBLU - fitted into existing pit	707	158	276
	2.28 (60.10.020)	WOLTEX 80mm FITTED WITH EVERBLU - fitted into existing pit	780	175	276
	2.29 (60.10.030)	WOLTEX 100mm FITTED WITH EVERBLU - fitted into existing pit	851	205	276
	2.30 (60.10.040)	WOLTEX 150mm FITTED WITH EVERBLU - fitted into existing pit	1,049	222	276

*Example for a B7 meter upgrade into an existing pit/manifold completed out of hours: 1 hr survey (7.01) £138 + 15mm meter (2.22) £227 + **out of hours surcharge** £147 = £512 (excluding VAT)*

3.1.6 Meter Upgrades and Relocations / Modifications (also applicable for Stop Tap Relocations)					
Process Number	**Internal Ref**	**Activity**	**Charge (£)** Excl. VAT	**Out of Hours Surcharge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
B5/B7	***Water Retailer* requested change to size, model or location of meter performed by the *Wholesaler* (other than a replacement following a fault) which requires the relocation or modification of the boundary box or pit (includes the price of the new meter).**				
	2.31 (60.20.503) (60.20.205)	AQUADIS+ 15mm MANIFOLD / INLINE FITTED WITH EVERBLU - relocate or modify boundary box	795	264	276
	2.33 (60.20.220)	AQUADIS+ 20mm INLINE FITTED WITH EVERBLU - relocate or modify boundary box	825	264	276
	2.34 (60.20.225)	AQUADIS+ 25mm INLINE FITTED WITH EVERBLU - relocate or modify boundary box	956	264	276
	2.35 (60.20.240)	AQUADIS+ 40mm INLINE FITTED WITH EVERBLU - relocate or modify pit	1,122	264	276
	2.36 (60.10.010)	WOLTEX 50mm FITTED WITH EVERBLU - relocate or modify pit	1,250	299	276
	2.37 (60.10.020)	WOLTEX 80mm FITTED WITH EVERBLU - relocate or modify pit	1,385	334	276
	2.38 (60.10.030)	WOLTEX 100mm FITTED WITH EVERBLU - relocate or modify pit	1,520	341	276
	2.39 (60.10.040)	WOLTEX 150mm FITTED WITH EVERBLU - relocate or modify pit	1,747	370	276

*Example for a B7 meter relocation carried out during **working hours** 2 hr survey (7.02) £201 + 20mm meter (2.33) £825 = £1,026 (excluding VAT)*

3.1.7 Additional Meter Installation, Upgrade and/or Modification Charges		
Internal Ref	**Activity**	**Charge (£)** Excl. VAT
1.01	Working at height (charged in addition to the meter install prices above)	172
1.02	Working in a confined space (charged in addition to the meter install prices above)	514

3.1.8 Data Logging			
Internal Ref	**Activity**	**Charge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
15.01	One-off site visit and installation of splitter lead for a 3rd party data logger. Includes splitter lead and one technician (travel + time on site)	354	138
15.01a	Additional logger at same site (per logger) installed on same visit as first logger (15.01). Installation of splitter lead for 3rd party data logger. Includes splitter lead and one technician (time on site).	315	NA
15.02	One-off site visit and temporary data logging of meter. Provision of data to 3rd party. Includes installation and collection.	199	138
15.02a	Additional logger (per logger) installed on same site on same visit as first logger (15.02). Temporary data logging of meter. Provision of data to 3rd party. Includes installation and collection.	111	NA
15.03	Additional technician (per visit) - refer to applicable survey rate table	Per table 3.1.1	

3.1.9 Meter Usage Data		
Internal Ref	**Activity**	**Charge (£)** Excl. VAT
16.01	On-line portal registration fee to view data online (basic package) from one of **our** data loggers. Rate is per logger and includes the first year of data for that logger.	200
16.05	Advanced viewing and reporting package. Annual fee for online platform (in addition to 16.01).	76
16.06	On-line flow data provision per year per logger (once registered).	76
16.07	Provide historical data package from one of **our** loggers – price depends on data format requested.	Non-Standard

3.1.10 Ad-hoc Meter Reading*			
Internal Ref	**Activity**	**Charge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
6.01	Ad hoc meter reading for one meter requested by the *Water Retailer*	72	72
6.02	Ad hoc meter reading for multiple meters requested by the *Water Retailer* (minimum of 20)	Price on application	NA

These ad-hoc meter readings are for Retailers without a meter reading service contract with **us only*

3.2. Verification and Deregistration Services

3.2.1 Confirmation and Verification					
Process Number	**Internal Ref**	**Activity**	**Charge (£)** Excl. VAT	**Out of Hours Surcharge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
C1/C5	3.01	Desk-top verification of meter details or meter supply arrangements	52	NA	NA
	3.02	Simple verification* on the basis of a site visit during **working hours**.	139	131	138
	3.03	Complex verification* on the basis of a site visit during **working hours**.	277	246	138

*Example for a C1 simple verification: 1 hr survey completed out of hours (3.02) £139 + **out of hours surcharge** £131 = £270 (excluding VAT)*

3.3. Disconnection and Reconnection Services

3.3.1 Disconnection Services					
Process Number	**Internal Ref**	**Activity**	**Charge (£)** Excl. VAT	**Out of Hours Surcharge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
I1		Disconnection requested by the *Water Retailer* and performed by the *Wholesaler* in relation to *Non-Household Customer* non-payment			
		Disconnection performed by the *Wholesaler* for illegal use			
		Disconnection performed by the *Wholesaler* for breach of water fittings regulations (non-standard charges apply)			
		Disconnection requested by the *Non-Household Customer* and performed by the *Wholesaler*			
		All disconnections require a site survey, which will be charged in addition to the rates below unless the customer has requested a permanent disconnection. If this survey exceeds one hour refer to 3.1.1 for the respective site survey charge.			
	7.01	1 Hour survey by one technician during **working hours**	138	131	138
	5.01	Temporary disconnection during **working hours**	143	131	138
	5.02	Permanent disconnection during **working hours**	Free of charge	199	138
I1	5.03	Gaining entry to an **eligible premises** for the purposes of Disconnection using the *Wholesaler's* powers of entry at the *Water Retailer's* request	Non-Standard	Non-Standard	Non-Standard

*Example for a temporary disconnection of a single supply out of hours which could not be carried out during the same visit as the survey: 1 hour survey (7.01) £138 + temporary disconnection (5.01) £143 + **out of hours surcharge** £131 = £412 (excluding VAT).*

3.3.2 Reconnection Services					
Process Number	**Internal Ref**	**Activity**	**Charge (£)** Excl. VAT	**Out of Hours Surcharge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
I3		Reconnection requested by the *Water Retailer* and performed by the *Wholesaler*:			
		Reconnection performed by the *Wholesaler* following rectification of a breach of water fittings regulations:			
		Reconnection performed by the *Wholesaler* following a Disconnection requested by the *Non-Household Customer*:			
	5.06	Reconnection during **working hours**.	153	131	138
	5.07	Water quality assurance check – flushing and water testing on reconnection (charged in addition to reconnection fee where required).	97 (per sample)	NA	NA

3.4. Water services

3.4.1 Replacement of Lead Communication Pipes			
Internal Ref	**Activity**	**Charge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
8.02	Replacement of lead communication pipes (all methods) (up to 3m)	1,263	276
8.03	Replacement of lead communication pipes (all methods) (>3 up to 6m)	2,566	276
8.07	Replacement of lead communication pipes (all methods) (longer than 6m)	Non-Standard	Non-Standard

3.4.2 Stop Tap Relocation			
Activity	**Charge (£)** Excl. VAT	**Out of Hours Surcharge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
Metered supplies	Per table 3.1.6		
Non-metered supplies	Non-Standard		

*Example for a stop tap relocation (re-site) for a metered supply with a 20mm meter during **working hours**: 1 hr survey (7.01) £138 + stop tap relocation (2.33) £825 = £963 (excluding VAT)*

3.4.3 Flow and Pressure Tests				
Internal Ref	**Activity**	**Charge (£)** Excl. VAT	**Out of Hours Surcharge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
11.01	1 Hour survey by one technician during **working hours**	138	131	138
11.02	2 Hour survey by one technician during **working hours**	201	189	138

11.03	3 Hour survey by one technician during **working hours**	278	246	138
11.04	4 Hour survey by one technician during **working hours**	341	303	138
11.05	5 Hour survey by one technician during **working hours**	420	359	138
11.06	6 Hour survey by one technician during **working hours**	483	414	138
11.07	7 Hour survey by one technician during **working hours**	536	469	138
11.08	8 Hour survey by one technician during **working hours**	590	524	138
11.09	Bespoke survey anticipated to take longer than 8 hours or requiring more than one technician.	Non-Standard	Non-Standard	Non-Standard

*Example for a 1 hr pressure and flow check out of hours (11.01) £138 + **out of hours surcharge** £131 = £269 (excluding VAT)*

3.4.4 Fire Hydrants			
Internal Ref	**Activity**	**Charge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
9.01	Set up and Instruction Charge based on 1hr of 1 office staff and 1.5hrs of 1 technician site work	204	52
9.02	Administration Charge	53	NA
9.03	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.	4,242	276
9.04a	Install new hydrant to run off new main excluding post and plate (up to 190mm pipe) 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.	1,338	276
9.04b	Install new hydrant to run off new main excluding post and plate (191-320mm pipe) 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.	2,035	276
9.06a	Install new hydrant in terminal wash out position on run off new main, excluding post and plating (up to 190mm pipe) 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.	1,338	276
9.06b	Install new hydrant in terminal wash out position on run off new main, excluding post and plating (191-320mm pipe) 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.	1,987	276

3.4.4 Fire Hydrants			
Internal Ref	**Activity**	**Charge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
9.07	Raise hydrant and replace with new Including: notifying consumers, 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.	2,495	276
9.08	Replace defective hydrant (hydrant only, excluding post and plating) 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.	1,276	138
9.09	Replace defective hydrant and fittings (old LCC type, excluding post and plating) 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.	1,276	276
9.10	Repack hydrant including ease spindle 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 incompliance with NRSWA.	879	138
9.11	Rewasher hydrant 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.	879	138
9.12	Reconstruct hydrant/pit chamber 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.	936	138
9.13	Replace with new hydrant frame and cover 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.	708	138
9.15	Raise or lower existing hydrant frame and cover Including: excavating frame & cover, inserting concrete section or additional cement bedding to raise hydrant, or removing concrete section, re-bedding existing frame and cover to correct level and reinstating the surrounding area. All work is carried out in compliance with NRWSA	656	138
9.16	Re-align existing hydrant frame and cover Including: breaking out surrounding surface, lift frame and cover, reset, and reinstate surrounding surface area. All work is carried out in compliance with NRSWA	1,161	138
9.18	Abandon hydrant	Non-Standard	138

3.4.4 Fire Hydrants			
Internal Ref	**Activity**	**Charge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
9.19	Terminal hydrant maintenance (% of the appropriate hydrant maintenance charge)	50% of the relevant charge above	NA
9.20	Minor works charges: - Supply and fit hydrant post and plate - Post and plate removal - Clear chamber - Provide concrete apron - Supply and fit metal outlet - Supply and fit hydrant lid - Replace false spindle cap (dolly) - Other minor works completed by Technician	159	138

3.4.5 Standpipe Hire/Purchase		
Internal Ref	**Activity**	**Charge (£)** Excl. VAT
13.10	Set up and Instruction Charge based on 1hr of 1 office staff and 1hr of 1 technician site work (includes travel to/from site)	117.30
13.11	Administration Charge	35.30

3.5. Accredited Entities

3.5.1 Accredited Entities				
Internal Ref	**Activity**	**Charge (£)** Excl. VAT	**Out of Hours Surcharge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
5.06	Reconnection during **working hours**.	153	131	138

3.6. Incentive schemes

(1) Affinity Water does not currently operate a *Gap Site Incentive Scheme* or a *Vacancy Incentive Scheme*. Should this position change, **we** will make an announcement on the "Retailers" section of **our** website - https://www.affinitywater.co.uk/retailers.

3.7. Provision of Information Services

3.7.1 Provision of Mapping Information	
Activity	**Charge (£)** Excl. VAT
Registration to **our** on-line NRSWA portal (if **you** have an OS licence)	See website for details
Provision of a map	See website for details

3.8. Other

3.8.1 Damage to Apparatus				
Internal Ref	**Activity**	**Charge (£)** Excl. VAT	**Out of Hours Surcharge (£)** Excl. VAT	**Abortive Visit Charge (£)** Excl. VAT
12.01	Repair of damage to apparatus	Non-Standard	Non-Standard	Non-Standard

4. Non-Primary Charges Supporting Information

4.1. General Info

(1) The *Non-Primary Charges* set out in the **wholesale charges schedule** and explained below apply in respect of chargeable services **we** provide to **you**.

(2) **Our working hours** are 08:00 and 16:00 Monday to Friday excluding public holidays. An **out of hours surcharge** will be applicable to all services requested outside of these times, in all instances.

(3) Where **we** complete an **activity** under the *Wholesale-Retail Code,* and **we** are unable to complete the **activity** because of **your** acts or omissions or the acts or omissions of **your** customers **we** will charge an **abortive visit charge**.

(4) Where *Water Services* are provided for in accordance with defined processes set out in the *Wholesale-Retail Code* the charges are identified by reference to the **process number**. These services can be requested through **our** wholesaler portal or the bilateral hub respectively, depending on which processes have been migrated into the bilateral hub at the time.

(5) **We** have also included a selection of charges in respect of services which do not have a process set out in the *Wholesale-Retail Code*. These are included by reference to a description of the relevant **activity** with further explanation within Section 4 (Non-Primary Charges Supporting Information) of this document. These services can be requested by contacting **our** WOSD.

(6) Where possible **we** have listed standard charges for each of **our** services and the basis of these is explained within 4.1.1. Where it is not possible to provide a standard charge, **we** have explained the basis on which a non-standard charge will be calculated.

4.1.1. Basis for charging standard charges

(1) Standard charges are set out in the **wholesale charges schedule** 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:

(i) access is significantly hindered;
(ii) there is a requirement for reconfiguration of pipework and associated excavation;
(iii) there are unforeseen and significant obstructions, restrictions or suspected ground contamination or any other limitations; or
(iv) there is a requirement for traffic management, street works or any other requirements relating to access.

(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 4.1.1(2) above 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 proceed on the basis of a non-standard charge as set out in section 4.1.2 below.

4.1.2. Methodology for calculating non-standard charges

(1) **Our** non-standard charges will apply to **activities** as indicated in the **wholesale charges schedule** and in the circumstances set out in 4.1.1(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 the following:

a. direct costs of all hours including travel time and **standing time**:

Class of Employee	**Hourly Rate (£)** Excl. VAT
Senior Manager	122
Line Manager	92
Technician	61
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:
   (i) an emergency;
   (ii) the *Water Retailer* requiring resources (including labour) at short notice where the cost is higher due to time restrictions;
   (iii) 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, traffic management, 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 and/or delivery of resources, plant, material and/or equipment;
m. direct and indirect costs associated with any disruption caused to **our** network.

4.2. Metering Services

We will carry out metering **activity** in accordance with **our** policy in respect of metering.

Our list of meters which is available on **our** website includes details of meters compatible with the fitting of data logging devices or *Retailer Equipment*.

4.2.1. Surveys / Visits

(1) **We** will always need to make an initial visit to carry out a site survey before undertaking any metering **activity** (including clearing a meter chamber or replacing a chamber lid) in order to establish the work that will be involved. As such, a one-hour site survey charge will apply in all instances in which **we** carry out a metering **activity** (3.1.1) in addition to the cost for the metering **activity**.

(2) Please note that surveys for faulty meters, clearing of meter chambers, chamber lid replacements or other *Wholesaler* related issues will not incur a charge, however if the meter is found to be working correctly or the issue is not as initially reported by **you** or **your** customer than a survey charge will be levied.

(3) If **you**, **your** non-household customer, or **your** customer's representative has logging equipment fitted then **you** may need to disconnect this equipment prior to **us** carrying out **our** works. Please visit **our** website for **our** Terms and Conditions upon which **we** will allow *Retailer Equipment* to be installed on **our** meters and **our** policy on how **we** treat *Retailer Equipment*.

(4) If **our** investigation finds that the meter is faulty, damaged or missing and there is evidence that this was due to the acts or omissions of **you** or **your** customer **you** will be charged as if **you** had requested a meter in accordance with sections 3.1.5 and 3.1.6.

4.2.2. Meter Installation

(1) **You** can request to have a meter installed at **eligible premises** where there isn't one currently (see 3.1.2).

(2) Wherever possible, **we** will carry out the site survey and the metering **activity** itself during **our** initial visit and where **we** are able to do this then **we** will waive the site survey charge.

(3) If a metering **activity** requires **us** to work at height or in a confined space, **we** will make an additional non-standard charge (see 3.1.7).

(4) Where the installation cannot proceed without customer alterations, **we** will advise the customer of the changes required and close the request. **We** will ask for a new request to be submitted once the customer alterations have been completed. **We** will waive the additional survey fee for **our** return survey visit where evidence confirms the alterations have been completed.

(5) Where the installation is deemed to be impractical, **we** will waive the survey charge and ask **you** to submit an H3 form to move to assessed charges.

(6) Where the installation of a meter has been deemed to be impractical, **you** may request a contribution offer (see 3.1.3) under *Process H2*. **We** will determine when these contributions are applicable, and **we** expect **you** to pass the savings on to **your** customers.

4.2.3. Meter Accuracy

(1) **You** can request an accuracy test of **your** non-household customer's installed meter. To test the meter, **we** will need to remove the meter and send it for analysis. **We** will install a replacement meter and establish the accuracy of the original meter.

(2) **Our** charges (see 3.1.4) cover the replacement of the requested meter, the transportation and testing of the original meter and the report confirming the meter's accuracy.

(3) If the meter is shown to be faulty then there will no charge for this **activity**, unless requested out of **working hours**.

4.2.4. Meter Upgrades/Relocation

(1) The charges in 3.1.5 apply where **you** would like **us** to change the size or model of **your** non-household customer's meter and that **activity** can be carried out without any modifications to the existing boundary box or pit.

(2) The charges in 3.1.6 apply where **you** would like **us** to change the size or model of **your** non-household customer's meter and that **activity** can only be carried out by making modifications to the existing boundary box or pit. They also apply where **you** request relocation of **your** non-household customer's meter.

4.2.5. Data Logging

(1) Please visit **our** website for **our** Terms and Conditions upon which **we** will allow third party equipment to be installed on **our** meters and how to apply.

(2) **We** will not charge **you** for installing third party equipment on **our** meters unless **we** have carried out any part of the work to install the meter logger. **We** will charge for installation of a splitter cable which is required for the purposes of enabling the logger to be installed.

(3) **We** charge for the installation of a temporary data logger and provision of data from this logger if requested.

(4) **We** will charge **you** in accordance with 3.1.8. Charges are based on one technician and are per visit per logger. If **we** anticipate that due to **your** requirements more than one technician is required, then **we** will charge **you** for each additional technician accordingly.

(5) If **you** request multiple splitter installations for one site, **we** will apply a reduced rate for each additional splitter time to reflect the reduced costs.

(6) If **you** request an investigation into a flat-lining data logger due to a splitter cable fault or other asset related issue and this is found to not be faulty a survey fee will be applicable per 3.1.1.

4.2.6. Meter Usage Data

(1) Where **we** have installed loggers to **our** meters to enable **us** to understand night use as part of **our** leakage calculation for a zone, **we** can make this information available to **you** at a charge (see 3.1.9).

(2) There is no obligation for **us** to maintain the provision of such data if, for any reason, the logger or data transmission facility malfunctions or **we** decide to remove the logger from service.

(3) The data can be provided in the following two ways:

a. a monthly download by **our** technician.
b. an account to access the on-line data portal, which can include an advanced viewing and reporting package. As the logger owner, **we** can provide the necessary permissions to gain access and make the necessary arrangements.

4.2.7. Meter Reading Services

(1) **We** offer ad hoc meter reading of **your** non-household customer's meter if **you** do not have a meter reading services contract with **us**. Please note that **we** only offer these services during **our working hours**.

(2) If **you** wish to request an ad-hoc meter read and do not have a meter read contract with us, please contact **our** WOSD directly and **we** will arrange for a read to be scheduled. If you do have a meter read contract, please contact the NHH meter reading team who will arrange this for you.

(3) If **you** wish to discuss an ad hoc meter reading service for multiple meters to assist with **your** long unread meter levels, please contact **our** wholesale commercial team directly and **we** will provide a quote (minimum of 20 meters).

(4) Prices indicated in (3.1.10) are per meter read. All visits are chargeable unless **we** are unable to provide a read or skip code.

(5) Scheduled meter reading services are available to all retailers on a contracted basis. This **activity** falls outside of the *Wholesale-Retail Code*; please contact **our** Wholesale Commercial team for further information.

4.3. Verification and Deregistration Services

(1) **We** can verify meter asset details including location and supply arrangements upon request (3.2.1) from **you** or **your** non-household customer. This can include confirming the eligibility of the property if this cannot be confirmed via a desktop survey.

(2) A desktop analysis and/or a site visit can be carried out by **us** to investigate whether the data relating to location and meter supply arrangements **we** have supplied to the market is accurately registered and eligible.

(3) **We** will advise **you** when **you** contact **us** whether an on-site verification is simple, or complex based on whether **we** anticipate it will take not more than one man-hour on site (simple) or more than one hour on site (complex).

(4) If **we** conclude from **our** investigations that the data was inaccurately registered, then no charge will apply unless **you** have requested that **we** carry out the **activity** outside of **our working hours**. In that scenario **you** will only be charged the relevant **out of hours surcharge** for the **activity**.

4.4. Disconnection and Reconnection Services

(1) **We** offer temporary and permanent disconnections as well as the reconnection of temporary disconnections. There are standard and non-standard services for both a disconnection and a reconnection (3.3.1 and 3.3.2).

(2) All disconnection **activity** will have a minimum one-hour site survey charge applied (3.1.1) in addition to the charge for the disconnection or reconnection **activity**. If **we** determine that the work requested is of a non-standard nature, **we** will provide **you** with a quotation. There are certain scenarios in which **we** will waive the survey charge, these are outlined within the relevant service supporting information (4.4.1 and 4.4.2 below).

(3) Sometimes it may not be possible to disconnect **your** customer as two or more premises may be connected via a single service pipe. If this is the case, **we** will establish and advise what non-standard options may be available to **you**.

(4) If **we** cannot disconnect **your** customer due to a faulty asset on **our** water network, then **we** will fix the problem as soon as reasonably practicable and carry out the disconnection at a later date.

(5) It is **your** responsibility to ensure **you** request a disconnection for the correct premises and ensure the customer liable has agreed to this.

(6) Where an erroneous disconnection has taken place, **we** will arrange for the subsequent reconnection and will levy a non-standard charge if this was due to an omission on **your** part.

4.4.1. Temporary Disconnections/Reconnections

(1) Please be advised that **we** recognise the Water Industry Accredited Entity Scheme (WIRSAE) and will allow accredited entities under this scheme to carry out the temporary disconnection and reconnection of supplies for non-payment. This is **our** preferred method for this type of **activity**.

(2) Wherever possible, **we** will carry out the site survey and any disconnection during **our** initial visit and where **we** are able to do this then **we** will waive the site survey charge. This will not be possible for **us** to do in all cases.

(3) Where the configuration of the supply allows, a temporary disconnection for non-payment will involve shutting off the outside stop tap/valve. This is consistent with the requirements placed on Accredited Entities operating in **our** area.

(7) It is **your** responsibility to ensure all consumer protection measures have been satisfied before requesting a temporary disconnection for non-payment from **us**. **We** must be provided with a copy of any final notice served on **your** customer as part of **your** request to **us**. It is **your** responsibility to ensure **you** do not request a disconnection of a customer who cannot legally be disconnected. Please refer to Schedule 4A of the WIA 1991 for clarity on which premises cannot be disconnected for non-payment of charges.

(8) **We** will advise **you** when **you** contact **us** to request a reconnection whether a water quality assurance check is required. More than one may be required if the first test is unsatisfactory. Please note, the taking of water samples is to meet **our** statutory obligations and therefore this **activity** is mandatory.

4.4.2. Permanent Disconnections

(1) Upon the receipt of a permanent disconnection request from the retailer, **we** will check if the customer has already submitted a disconnection request as part of a Developer Experience application.

(2) In cases where a Developer Experience application is identified, **we** will notify **you** via the I5 form and will direct **our** Developer Experience team to contact the customer to complete the process and close **your** request.

(3) If there is no open application, **we** will proceed with the request via the I5 form.

(4) **We** will always need to make an initial visit to carry out a site survey before undertaking any work, this is to understand the complexity of the work **you** are asking **us** to carry out. A survey charge is not applicable if the permanent disconnection is requested by the customer. However, a survey charge will be levied in the event of the process being cancelled by **you** or the customer after the survey has taken place.

(5) The charges in the table do not cover the reconnection of permanent disconnections, or disconnections carried out during development of a site. Should **your** non-household customer require these, they or their provider should apply to **us** direct through **our** Developer Experience team.

4.5. Water Services

4.5.1. Replacement of Lead Communication Pipes

(1) **We** will always need to make an initial visit in order to carry out a site survey before undertaking any replacement of a lead communication pipe in order to establish the work that will be involved. As such, a survey charge will apply in all instances in which **we** carry out replacement of a lead communication pipe in addition to the charge shown 3.4.1. **We** will advise **you** when **you** contact **us** as to the length of survey needed.

(2) Please note that **we** do not offer these **activities** outside of **working hours**.

(3) **We** will not undertake any visit or work until the customer side pipework has been replaced.

(4) If the customer's excavation is no longer open for **us** to inspect the work, **we** require photographic evidence before attendance which demonstrates:

a. a photo of the original supply pipe; and
b. a photo of the open excavation showing the depth of the supply pipe. This must be a clear picture with a tape measure or measuring stick in the hole clearly showing the depth (min 750mm - max 1350mm); and
c. a photo of the supply pipe at the point of entry to the property; and
d. a photo of the supply pipe exposed at the boundary.

(5) If **we** attend and the customer-side work has not been completed, **we** will levy an **abortive visit charge**. If **we** undertake excavations and discover work has not been completed as advised, **we** will charge for all costs incurred.

4.5.2. Stop Tap Relocation

(1) **You** can ask **us** to change the location of **your** non-household customer's existing outside stop tap (see 3.4.2).

(2) In order for **us** to determine the complexity of the work **you** are asking **us** to undertake **we** will need to carry out a site survey. A site survey charge (see 3.1.1) will be levied in all instances.

(3) Following the survey **we** will provide **you** with confirmation of the relevant charge for the relocation **activity**, however, if **we** determine that the complexity of the work requires **us** to treat it as non-standard, **we** will provide **you** with a quotation on that basis.

4.5.3. Flow and Pressure Tests

(1) Information regarding **our** obligations can be found on **our** website.

(2) **You** can also ask **us** to check the pressure and flow of **your** non-household customer's supply.

(3) **Our** charges will depend on the outcome of **our** investigation and when **you** have requested the investigation to be carried out:

a. if **our** investigation is carried out during **our working hours** and concludes that the pressure and flow do not meet **our** obligations no charge will be made.
b. if **our** investigation is carried out outside of **our working hours** and concludes that the pressure and flow do not meet **our** obligations then only the **out of hours surcharge** element set out in the table below will be charged.
c. if **our** investigation concludes that the pressure and flow meet **our** obligations then charges will apply as set out in 3.4.3.

4.5.4. Fire Hydrants

(1) The charges within 3.4.4 relating to fire hydrant **activities** do not include the cost of a site survey, which will be charged in addition (see 3.1.1).

(2) It is a criminal offence under Section 174(3)(a)(c) of the Water Industry Act 1991 and Section 42(6)(a) of the Fire and Rescue Services Act 2004 to attach any apparatus to **our** network without obtaining **our** consent, and/or to use fire fighting apparatus for purposes other than for fire fighting.

(3) Those wishing to draw water from Affinity Water's network must obtain a hydrant licence in advance. The "Set up and Instruction Charge" will apply for each licence but in the event that there is no requirement for an Affinity Water technician to inspect then only the "Administration Charge" will apply. Please visit **our** website for details on how to apply for a license.

(4) **We** do not routinely offer these services outside of **working hours**.

(5) If **you** or **your** customers are found to have taken water without a licence in place, **we** will look to recover all relevant charges on the basis of **our** reasonable estimate of the volume of water used.

4.5.5. Standpipe Hire/Purchase

(1) The charges within 3.4.5 relating to standpipe hire and/or purchase do not include delivery to **you**. Please note that **we** do not offer a delivery service. Items are available for collection from **our** depots within **working hours** only and are always subject to local depot opening hours, please check with **our** WOSD for more information. Details regarding how to hire or purchase a standpipe can be found on **our** website.

(2) Please note that standpipe hire and/or purchase may not always be available, please contact the Hydrant Licensing team directly if **you** have any queries.

(3) Those wishing to draw water from Affinity Water's network must obtain a hydrant licence in advance. The "Set up and Instruction Charge" will apply for each licence but in the event that there is no requirement for an Affinity Water technician to inspect then only the "Administration Charge" will apply. Please visit **our** website for details on how to apply for a license.

(4) **We** do not routinely offer these services outside of **working hours**.

(5) If **you** or **your** customers are found to have taken water without a licence in place, **we** will look to recover all relevant charges based on **our** reasonable estimate of the volume of water used.

4.6. Accredited Entities

(1) **We** recognise the Water Industry Accredited Entity Scheme (WIRSAE) and will allow accredited entities under this scheme to carry out the temporary disconnection and reconnection of supplies for non-payment. **Our** addendum can be found here.

(2) **We** do not guarantee the availability of an operable stop tap/gate valve for the Accredited Entity to use to disconnect the supply.

(3) **We** expect that the Accredited Entity will attend to carry out a reconnection.

(4) **We** reserve the right to charge **you** if any damage occurs to **our** assets or network (see 3.8.1), or if **we** are called to restore a supply due because of an erroneous disconnection (see 3.5.1).

4.7. Incentive Schemes

(1) Affinity Water does not currently operate a Gap Site Incentive Scheme or Vacancy Incentive Scheme. Should this position change, **we** will make an announcement on the "Retailers" section of **our** website - https://www.affinitywater.co.uk/retailers.

4.8. Provision of Information Services

4.8.1. 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.

(2) Guidelines regarding provision of mapping information, the associated costs and where to apply can be found on **our** website.

4.8.2. Laboratory & Sampling Services

(1) **Our** services include Legionella testing and management, private water supply risk assessments, refrigerated transportation of samples, comprehensive laboratory analysis, results interpretation, as well as access to expert water quality advisers.

(2) If **you** or **your** customers wish to speak to **our** team regarding these matters, please contact enquiries.commercial@affinitywater.co.uk directly.

(3) **We** do not provide laboratory or sampling services for trade effluent.

4.8.3. Provision of Water Quality Information

(1) To obtain a water quality report for **your** customer please visit **our** website, enter the postcode for the area and **you** will be presented with a link for a full water quality report for the current year.

4.8.4. Provision of Information under Environmental Information Regulations (EIR)

(1) Please visit **our** website for more details.

(2) To make an EIR information request please use **our** online form – located here, call **us** on 01707 277110 or write to **us** at:

EIR Request
Corporate Responsibility Services
Affinity Water Limited
Tamblin Way
Hatfield
Hertfordshire, AL10 9EZ

4.9. Other

4.9.1. Water Fitting Regulation inspections/illegal connections

(1) Under the Water Supply (Water Fittings) Regulations 1999 it is the legal duty of the owner, occupier, installer, or plumber to ensure the regulations are met to notify **us** before any work begins. If the owner or occupier does not seek permission, then the duty rests with the installer or plumber. Failure to notify may result in legal action.

(2) Please visit **our** dedicated water fittings regulation page for more information on how this affects **you** and **your** customers. If **you** would like more information about water fittings, or to contact a member of the team, please email network.regs@affinitywater.co.uk.

(3) **We** will notify **you** of the affected customer for any announced or unannounced inspections under *Process F1* and *Process F2*. **We** do not charge an **abortive visit charge** to **you** if **your** customer misses their appointment.

4.9.2. Guaranteed Standards Scheme (GSS)

(1) **We** will identify any GSS payments that are due to **your** customer and notify **you** of the payment due. Please arrange for the advised payment to be made **your** customer. **We** will then arrange for this payment to be transferred to **you**.

(2) If **you** believe a GSS payment due has not been paid, identified or is in any way incorrect, please contact **our** WOSD and **we** will investigate this for **you**.

(3) Please refer to **our** published Guaranteed Standards policy for further information.

4.9.3. Damage to our Network or Meters

(1) If an act or omission by **you, your** agent, contractor or subcontractor damages **our** network or a meter, **we** will look to recover from **you** the total cost of the actual work involved in repairing or replacing the damaged network or damaged meter on the basis of the charges set out in 3.8.1 subject to the limits on **your** liability provided for in sections 14.1 and 14.2 of the *Business Terms*.

4.9.4. Waste and Trade Effluent Services

(1) Affinity Water is a water only company (WOC), as such please refer to the wholesale charges documents for Thames Water, Anglian Water or Southern Water for information regarding sewerage, drainage and trade effluent charges and services they provide.

5. Payment Terms

(1) The charges calculated shall be due and payable in accordance with the provisions of the *Wholesale Contract for Wholesale Services* between Affinity Water and the *Contracting Retailer*.

(2) All charges are subject to the addition of any *Value Added Tax* chargeable per the *Wholesale-Retail Code*.

5.1. Invoicing

(1) In accordance with the *Wholesale-Retail Code*: Schedule 1, Part 2: *Business Terms*, on or before 15 February in each calendar year, **we** will publish **our** invoicing timetable for *Primary Charges* and *Non-Primary Charges*.

(2) *Primary Charges* – **we** will issue invoices based on the billable amounts calculated on **our** behalf by the *Market Operator* and in line with *Planned Settlement Runs*. Where the *Market Operator* undertakes *Unplanned Settlement Runs*, **we** will issue invoices as appropriate.

(3) *Credit Support Notices* - **we** will issue notices as per the requirements of the *Business Terms* based on P1 settlement files generated by the *Market Operator* and from time to time as changes to credit rating or credit scores dictate.

(4) *Non-Primary Charges* - monthly **we** will issue **you** with an invoice for all the related services utilised over the previous calendar month or recently closed requests.

(5) Invoices will be issued electronically to the email addresses provided by *Contracting Retailers* by 5pm on the date stated. *Contracting Retailers* must ensure that they settle invoices within the timescales set out in the *Wholesale Contract / Wholesale-Retail Code* and by the *Market Operator*. Where an invoice falls on a day which is not a *Business Day*, **we** will expect payment to be received by the first *Business Day* preceding the due date.

(6) **We** will always exercise **our** contractual rights to terminate a contract should **you** fail to pay an invoice in a timely manner. Late payment of Primary invoices may be subject to a late payment interest of 4% above Bank of England base rate and any non-payment of an invoiced amount may lead to **us** declaring **you** a *Defaulting Trading Party*, see conditions in Section 10.1 of the *Business Terms*, and to the termination of **our** *Wholesale Contract* with **you**.

5.2. Making payments

(1) *Primary Charges* - where any reconciliation balances result in **us** owing **you** money, unless **you** have directed **us** to net credits against other/future positive charges, **we** will credit **your** nominated bank account within 15 *Business Days* from the date the credit note was issued.

(2) *Non-Primary Charges* - if **we** were to owe **you** money associated to a service with *Non-Primary Charges* **we** will issue **you** a credit note.

5.3. Credit support

(1) **We** will apply the requirements of the *Wholesale Contract / Wholesale-Retail Code* to ensure that, at all times, **you** have established the appropriate level of credit support. **We** have rights to terminate **our** *Wholesale Contract* with **you** should **you** fail to establish the appropriate level of credit in a timely manner.

(2) *Alternative Eligible Credit Support* is offered on equivalent terms to all *Contracting Retailers*, for further details of **our** arrangements please refer to **our** website.

5.4. Retrospective charging

(1) The maximum retrospective charges allowed under prevailing market rules, contracts and regulations will be sought.

wosd@affinitywater.co.uk
https://www.affinitywater.co.uk/retailers

6. Definitions and Interpretation

(1) In this **wholesale charges document** the following words have the meanings given below. Other defined terms as expressed in *italics* are as defined in Schedule 1, Part 1, Part B of the *Wholesale-Retail Code*.

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 **we** are unable to complete the **activity** due to **your** acts or omissions or due to the acts or omissions of **your** customers.
activity/activities	An **activity** carried out by **us** to deliver *Water Services* and which is listed in the **wholesale charges schedule**.
aggregated volume	Where there is more than one metered supply to **eligible premises** the total volume of water supplied to the **eligible premises** through all the supply points (the **aggregated volume**).
assessed charge	A **non-metered charge** used as an alternative to the **rateable value charge** as explained in section 5 of this **wholesale charges document.**
eligible premises	Premises that could be supplied with water by a water supply licensee with a retail or restricted retail authorisation.
Instrument of Appointment	The written instrument (as varied from time to time) appointing the Company as the water undertaker for the areas described, under what is now Section 6 of the **1991 Act**.
metered charges	Charges for services that are based wholly or partly on measured quantities of volume.
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.**
notional 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.
OFWAT	The Water Services Regulation Authority.
out of hours surcharge	A charge which **you** will incur if **you** request **us** to carry out (and **we** agree to carry out) an **activity** outside **our working hours**. This charge will be payable in addition to the standard charge for the relevant **activity**.

process number	The reference (comprising a letter and a number) used in the *Operational Terms* to identify a particular process for the carrying out of an operation **activity** necessary for the *Wholesaler's* provision of *Water Services* to the *Water Retailer*.
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.
relevant party	A *Service Provider* liable for meter reading charges in accordance with Part 4.8 of the *Business Terms* and pursuant to Section 205 of the **1991 Act.**
special agreement	An agreement to which section 142(2)(b) of the **1991 Act** applies
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**
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**.
water fittings regulations	The Water (Fittings) Regulations 1999
we/us/our	Affinity Water Limited
wholesale charges schedule	The schedule of *Primary Charges* found in section 1 of this **wholesale charges document** together with the schedule of *Non-Primary Charges* found in section 3 of this **wholesale charges document**.
working hours	Work, service, or **activities** carried out between 08:00 and 16:00 Monday to Friday Including travel to and from site. Excluding Saturdays, Sundays, and public holidays.
you/your	The *Contracting Retailer*.

(2) If not defined above words and expressions used in this **wholesale charges document** shall have the meanings given in the **1991 Act**. References to the **1991 Act** or to any other Act or regulations shall include any 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 document** should be read and construed in conjunction with the relevant parts of the *Wholesale-Retail Code* and the **1991 Act** (and any regulations made thereunder) where appropriate.

(5) If any court or competent authority finds that any provision of this **wholesale charges document** (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 document** is not to be affected.

(6) If any invalid, unenforceable or illegal provision of this 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. Appendices

Our Water Supply Area

Our water supply area is defined in **our Instrument of Appointment** and comprises three discrete regions in the southeast of England shown on the map below.

(1) **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 on **our** website.

(2) **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.

8. Document Change History

Version Number	Date of Issue	Change	Sections Affected
1.0	12/01/2024	Initial Publication	N/A

wosd@affinitywater.co.uk
https://www.affinitywater.co.uk/retailers