south east water

Wholesale tariff document

2023-2024

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About South East Water Wholesale

Retailers enquiries

For any queries regarding this wholesale tariff document or a wholesale contract, email us at:

retailerenquieries@southeastwater.co.uk

Wholesale Service Desk

For any operational request or issues please contact our wholesale service desk.

Our Service Desk is open between 8am and 6pm, Monday to Friday.

Call us on **0333 000 0018**

Email us at wholesale@southeastwater.co.uk

By post:
South East Water
Wholesale Service Desk
Rocfort Road
Snodland
Kent
ME6 5AH

Emergency contact number

For all out of hours emergencies call on **0333 000 0365**

Publications

You can download information on our wholesale charges here.

Increases in Charges for 2023/24

Our Handling Strategies for Retailers and Non-household Customers

We explain below the actions we will take to mitigate the impact of the increase in our charges on retailers and their non-household customers.

Our regulated charges for 2023/24 are indexed to the November 2022 customer price index which measures inflation.

We will apply the increase in line with our price control. As any other business, the prices we pay for the electricity needed to run our plants and to pump water in our network has increased significantly and the price of goods and services we need to run water service have also increased with inflation.

We set out below our handling strategies for 2023/24. The steps set out below will be taken at the request of non-household customers and communication will be agreed and coordinated with retailers.

Generic handling strategies

- We will arrange for free water efficiency advice to be made available to retailers and their non-household customers to help them manage their water usage;
- For relevant groups of businesses who use a larger volume of water under our block tariff, and which are likely to be more significantly affected and have the greater potential to manage and reduce their water usage, we will offer free water efficiency audits;
- We will arrange for an assessment of whether it is feasible to meter premises not currently metered and where possible apply metered charges instead of other charges where this may result in lower bills.

Specific handling strategies where charges are changed from unmetered to assessed

We will also apply the handling strategies previously designed for customers who have or will be moving from unmetered charges to assessed charges as follows:

- We will arrange for an individual re-assessment of the consumption taking account of the specific circumstances of the premises. Where appropriate this will involve a site visit and a comparison of the assessed annual volume to similar metered properties;
- We will arrange for an assessment of whether it is feasible to meter the premises and where possible apply metered charges instead of assessed charges; and
- We will arrange for free water efficiency advice and for a review of the assessment of the consumption on the premises once water efficiency measures have been implemented that result in a significant reduction.

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Introduction

This is the wholesale tariff document of South East Water Ltd for the year commencing on 1 April 2023 and ending on 31 March 2024.

It sets out our tariffs and charges made as a **contracting wholesaler** for water wholesale services provided to **contracting retailers** under a **wholesale contract** in the period commencing on 1 April 2023 and ending on 31 March 2024. It relates to services provided in respect of **non-household premises** registered to us as a water wholesaler in accordance with the **wholesale retail code**. It also explains how our wholesale charges are applied and calculated and how and when they must be paid.

Our primary wholesale charges relating to wholesale water supplies are set out in Appendix 1 (Primary Charges) and the description of our charges and tariffs is set out in Part 1. Our charges for one off wholesale services are set out in Part 2 and summarised in Appendix 2 (Non-Primary Charges) except for charges for new connection services where the relevant information can be found in our charging arrangements for new connection services.

This wholesale tariff document also sets out the conditions under which we may make payments to retailers and the amount or method of calculation of these payments.

Our wholesale primary and non-primary charges have been set and published in accordance with wholesale charging rules issued by Ofwat and condition B of our **Instrument of appointment**. In fixing our charges we ensure that they comply with the wholesale price control determined by Ofwat and charging rules they issued, that our charges are defined following consistent principles and methodologies and that no undue preference is shown towards or undue discrimination is shown against any retailer or their customers or potential customers.

In this wholesale tariff document the words “we”, “us” and “our” refer to South East Water Ltd. References to processes are to processes of the **operational terms** of the **wholesale retail code** and references to **CSDs** to the code subsidiary documents of the **wholesale retail code**.

This wholesale tariff document must be interpreted in a manner that is consistent with relevant legislation, our **Instrument of appointment** and the terms of the **wholesale contract** (including the **wholesale retail code**). To the extent that this wholesale tariff document is inconsistent with any of these provisions, they prevail.

Definitions are included at the end of this wholesale tariff document to explain some of the terminology used.

About Water and Wastewater Services

We provide wholesale water services only. Wholesale wastewater services in our supply area are currently provided by Thames Water Utilities Ltd, Southern Water Services Ltd, Severn Trent Connect or Icosa Water Services Ltd. New wastewater service providers may be appointed for specific sites.
Where the wholesale water supply is metered, the wastewater charges will be based on the water meter readings or an estimated volume in accordance with the **wholesale retail code**.

You should contact your wastewater wholesaler directly for anything relating to wholesale wastewater services.

Part 1 – Primary Charges

1 Types of water supply charges

We use three main methods to charge for your water supply:

Metered charges: which are based on the volume of water recorded by our meter or estimated in accordance with the **wholesale retail code**

Assessed charges: which are based on the characteristics of the premises

Unmetered charges: which are based on the rateable value of the premises

Details on each of these charges are provided in sections 4, 5 and 6 of this wholesale tariff document.

Water supply charges (primary charges) will be applied in respect of all water supply services provided to supply points whilst they are registered to you. Charges will apply from and to the time determined under the **wholesale retail code**. The occupancy status (i.e. whether the premises are occupied or vacant) and the connection status (i.e. temporary disconnection or permanent disconnections) will be determined in accordance with the **wholesale retail code** and reflected in charges under the **settlement process**.

Water supply charges (primary charges) are stated exclusive of VAT which is payable in accordance with law.

2 Payment of charges

Water supply charges are due and payable in accordance with the provisions of the **wholesale contract** and the **wholesale retail code**.

3 Charges for empty properties

No charges are payable in respect of empty properties for any period during which they are correctly registered as unoccupied/vacant in accordance with the **wholesale retail code** provided that there is no actual usage at the premises during that time.

In the case of metered premises, any consumption recorded by the meter will be charged for and payable by the retailer including where the premises were incorrectly registered as unoccupied/vacant.

4 Metered water charges

4.1 When do metered charges apply?

We are entitled to charge by reference to volume in respect of all eligible premises (both **non-household premises** and the household parts of eligible premises) and will normally apply metered charges in respect of all eligible premises. Where it is not practical to install a meter which includes where unreasonable expenses would be required to install a meter an assessed charge will apply instead.

4.2 Standard metered charges

Standard metered charges are our default meter charges which apply unless you have selected another metered tariff you are eligible for.

Standard metered charges include:

- A fixed standing charge, which is an annual sum based on the size of the meter(s) and the meter reading frequency (monthly or six-monthly). Where the meter is a combination meter (i.e. where two meters of different sizes are used to measure the volume of water supplied at different flows) the standing charge is based on the size of the largest of the two meters.
- A variable volumetric charge which is based on a rate for each cubic metre of water recorded by the meter(s) or estimated in accordance with the **wholesale retail code**. There are different volumetric rates depending on the geographic area in which the premises are located and the meter reading frequency (monthly or six-monthly). We have two geographic areas: the eastern region and the western region.

The volumetric charge will also apply to water lost by leakage or waste.

There is no charge for water used in relation to fire-fighting including testing in the conditions specified in section 147 of the **Act**.

We will only use our own meters or meters conforming to and installed in accordance with our requirements to apply metered charges.

The amount of the volumetric charge per cubic metre and of the standing charge for each type of meter can be found in Appendix 1 – Primary Charges.

4.3 Metered charges for large volume supplies

Under our block tariff you will start benefiting from a lower volumetric charge where the consumption at the premises exceeds 10,000 cubic metres per year. Under the block tariff the total consumption in the month is allocated to different bands and the volumetric charge decreases as the consumption reaches higher bands. Meters must be read monthly.

Until 31 March 2022, a legacy super economy tariff was available where the consumption at the premises was 50,000 cubic metres or more per year and that tariff already applied to the premises as at 31 March 2017 and had been renewed since.

As part of the rationalisation and simplification of our tariff structure, the super economy tariff was discontinued from 1 April 2022.

Since 1 April 2022, water supplies to non-household premises that were charged on the basis of the super economy tariff until 31 March 2022, have been charged instead on the basis of our existing block tariff designed for large non-household water users.

4.3.1 Block tariff

Our block tariff is available if you agree to read the meter monthly or, when there is more than one meter, all the meters that you are required to read under the **wholesale retail code** monthly and to provide the meter read(s) to the market operator in accordance with the minimum frequency required under CSD 0202 for regular cyclic reads of monthly read meters (whether or not each meter would be defined as a "monthly read meter" in the **wholesale retail code**). You can apply for the block tariff at any time.

If you apply for the block tariff this will mean that you agree to read the meter(s) and provide the meter reads monthly. There is no consumption threshold to meet in order to qualify for the block tariff and the relevant volumetric charge(s) will be applied automatically based on the consumption at the premises.

You can chose to read the meter(s) at the minimum frequency set out in the **wholesale retail code** for the relevant type of meter (monthly read meter or twice-yearly read meter) by choosing standard metered charges instead.

Consumption at the premises refers to water supplied by us to the relevant supply point registered to us in accordance with the **wholesale retail code**. Where there are two water supply points registered to two different water wholesalers in respect of the same premises, only the consumption of the supply point registered to us is taken into account to calculate the charges under the block tariff.

Our block tariff comprises two elements:

- A fixed standing charge for the meter or each meter which is an annual sum based on the size of the meter. Where a meter is a combination meter (i.e. where two meters of different sizes are used to measure the volume of water supplied at different flows) the standing charge is based on the size of the largest of the two meters.
- A variable volumetric charge which is based on a rate for each cubic metre of water recorded by the meter(s) in the month or estimated in accordance with the **wholesale retail code**. There are different rates for each geographic area in each of the relevant consumption bands.

The volumetric charge is based on all water recorded by the meter including water lost by leakage or waste.

There is no charge for water used in relation to fire-fighting including testing in the conditions specified in section 147 of the **Act**.

We have two geographic areas: the eastern region and the western region. The relevant consumption bands for the block tariff volumetric charge and the rates applicable in each of the bands, and the standing charge for each size of meter can be found in Appendix 1 – Primary Charges.

The block tariff will continue to apply until a tariff change takes place in accordance with either process H4 (Wholesaler notice of change in Tariff applied to a Service Component) or H5 (Retailer application for change in Tariff applied to a Service Component) of part H (Allowances, assessment requests and incentive applications) of the **operational terms** but subject to the following provisions.

If you do not read the meter or all the meters and/or do not provide the meter reads to the market operator when required two consecutive times, we will stop applying the block tariff and apply standard metered charges instead and we will notify you of the change of tariff as required under process H4 as soon as possible after confirmation that a meter read was not provided to the market operator for the second consecutive time. The change of tariff will take effect at the earliest opportunity following process H4.

If you apply for the block tariff, this will mean that you agree that if you do not read the meter(s) and/or provide the meter reads as required in this section, we will apply the standard metered charges instead and that you will not challenge the change of tariff under step 2 of process H4 in these circumstances.

If you are unable to read the meter due to a defect of the meter but not of any other device connected to the meter where you would have been able to take a visual read or if you cannot access the meter (in both cases other than due to your acts or omissions or those of your employees, agents, contractors or customer(s)), the meter read will be deemed to have been taken and provided as required for the purpose of this section. If there is disagreement between you and us about why the meter was not read you will be able to challenge the change of tariff under step 2 of process H4.

We will apply the block tariff again if you make another application for it under process H5 and if you have read the meter(s) and submitted the reads to CMOS at least 2 consecutive times at the required frequency set out above when we receive your application. If you meet these conditions, we will reapply the block tariff following process H5.

We may apply the block tariff in respect of the total consumption at **non-household premises** that we determine, based on the information provided to us and our own investigations, to be single boundary sets of premises (e.g. comprised of several buildings within the same site) under the ownership, management or responsibility of the same person or entity and where a single person or entity takes responsibility for the payment of the water charges in respect of the entire single boundary set of premises. Single boundary sets of premises may include premises separated only by transport infrastructure and contiguous to that transport infrastructure and which still meet the required criteria set out above. Where until 31 March 2023, we have used the total consumption of all the parts of these single boundary sets of premises to determine the eligibility for and to calculate the charges under the applicable tariff, we may apply the block tariff in the same way even if the parts of these premises could be separate supply points registered individually on the central market system. This will be done to the extent that the central market system allows us to apply the block tariff in this way.

We will only use our own meters or meters conforming to and installed in accordance with our requirements to apply metered charges.

5 Assessed charges

5.1 When do assessed charges apply?

Assessed charges apply:

- When, in respect of unmetered premises, we have determined that it was not reasonably practicable to install a meter or that unreasonable expenses would be required to install a meter or we could not access the premises,
- At our discretion instead of unmetered charges including in respect of premises for which a rateable value is not available, is no longer valid or is disputed (for example, due to substantial alteration to the original premises) when we are not for the time being applying metered charges, or
- At our discretion instead of other charges in case of (i) premises supplied through a shared service pipe that is not metered, (ii) complex supply arrangements or (iii) where a meter has been fitted on a service pipe and it later becomes apparent that the service pipe is used to supply several premises and we determine that it is not possible to continue applying metered charges, for example because metering all the individual premises supplied is not feasible or would require unreasonable expenses.

5.2 How are they calculated?

The assessed charge is an annual sum which is designed to reflect the estimated usage of water on the relevant premises and is based on the characteristics of the premises.

The assessed charge is based on the annual volume of water that we estimate to be used on the premises. This assessed volume is multiplied by the relevant standard rate per cubic metre to calculate the total assessed charge for the year. The relevant rate is the standard wholesale non-household volumetric rate. There is one standard wholesale non-household volumetric rate for each of our two charging regions.

There is no fixed standing charge component for this tariff.

We determine the assessed annual volume for eligible premises based on the type of business or other non-household activity carried out on the premises and on the size of the business or organisation.

Eligible premises are allocated to the most suitable activity type based on the Basic Land and Property Unit (BLPU) classification and standard industrial classification of industrial activities (SIC code) which are associated with the premises and any other information available on the relevant activity.

The activity types used for the assessment are set out in the table below.

Business Type	Band		Business Type	Band
Business lock-up garage	1		Park/sports ground	4
Cafe/restaurant	3		Petrol filling station with car wash	4
Community centre	5		Petrol filling station without car wash	1
Depot	1		Place of worship	1
Dry Cleaners	4		Pub/bar/club	4
Factory (water not an input)	1		Public Convenience	5
Farm/allotment	5		Public library/museum/gallery	2
Garage repairs	1		Shop Retail - Goods or Services	1
Hairdressing/beauty salon	2		School/college	3
Hospital	5		Showroom	1
Hotel/guest house	3		Sports facility	4
Industrial works (water not an input)	1		Surgery/clinic	2
Laboratory	4		Take away only shop	2
Laundrette	4		Vet	2
Multi-storey car park	2		Warehouse	1
Office	1		Workshop	1
Other	5		Yard	1

Each activity type is allocated to one of five bands. Each band corresponds to an assessed usage per full time employee (or full time equivalent) as set out in the table below.

Business type band	Assessed annual consumption per full time employee in cubic metres
Band 1	15
Band 2	50
Band 3	100
Band 4	200
Band 5	By inspection

We use the actual number of full time employees to determine the relative size of the business and the corresponding assessed annual volume for the premises. (For the purpose of the assessment, “employees” include volunteers who regularly perform work for a charitable organisation.)

The assessed annual volume for the premises is calculated by multiplying (i) the number of full time employees (or full time equivalent) at the eligible premises by (ii) the assessed annual consumption corresponding to the activity type of the premises (i.e. the assessed annual consumption for the relevant band in the table above).

The number of full time employees (or full time equivalent) used in the calculation cannot be less than 1.

We reserve the right to calculate the assessed volume on a different basis normally following inspection (with the Retailers’ consent), based on the equipment and water fittings used on the premises, and the nature, frequency and other relevant characteristics of the water usage on the premises. A specific assessment will normally be carried out where insufficient information is available or the available information indicates that the methodology described above is not appropriate to calculate the assessed volume for a specific eligible premises. Where possible we will compare the assessed premises to similar metered premises to confirm the assessed volume.

The standard volumetric rate can be found in Appendix 1 – Primary Charges.

5.3 Phase in relief and transitional arrangements

The assessment methodology set out in section 5.2 applies to all assessed charges in respect of the charging year commencing on 1 April 2018 and subsequent charging years.

Where the assessment of consumption using the methodology set out in section 5.2 would lead to increases in charges to retailers or their non-household customers in excess of 5% for particular premises compared with the previous year's assessed charges as calculated before 1 April 2018 or compared with the previous year's non-household unmetered charges where such charges are replaced with the assessed charge, we will apply a phase in relief.

The phase in relief will spread the relevant proportion of the increase in charges over a period of two years.

To set the assessed charge for the first year (e.g. 1 April 2018 to 31 March 2019) with the phase in relief, we will compare:

- the amount of the charges that would have been payable if an increase of 5% had been applied to the previous year's assessed charge (as calculated before 1 April 2018) or to the previous year's non-household unmetered charges, with
- the amount of the assessed charge determined in accordance with the methodology set out in section 5.2,

and we will apply a discount of 87.5% to the difference between these two amounts.

To set the assessed charge for the second year (e.g. 1 April 2019 to 31 March 2020) with the phase in relief, we will compare:

- the amount actually paid in the first year (i.e. adjusted applying the first year phase in relief) plus the general increase in charges for the second year, with
- the amount of the assessed charge determined in accordance with the methodology set out in section 5.2 for the second year,

and we will apply a discount of 37.5% to the difference between these two amounts.

The following illustrates how the phase in relief will be applied:

- In year 1 (2018-19), a discount of 87.5% will be applied to the difference between the 2018-19 assessed charge bill (based on the new methodology) and 105% of 2017-18 assessed charge bill (which was based on our previous methodology) or unmetered bill;
- In year 2 (2019-20), a discount of 37.5% will be applied to the difference between the 2019-20 assessed charge (based on the new methodology) and the 2018-19 assessed charge (including the phase in relief) plus the general increase in charges for 2019-20;
- In year 3 there will be no discount.

Please note that if the new assessed charge is applied for the first time from 1 April 2023 (for example when it replaces the unmetered charge) then the relief will apply as described in the illustration above except that year 1 will be 2023-24 and year 2 will be 2024-25.

Where the phase in relief is applied, and in order to ensure compatibility with the existing functionality of the central market system, the assessed volume stored on the central market system will be reduced to achieve an actual assessed charge that reflects the discount of either 87.5% or 37.5% as appropriate. The amount appearing in any settlement report will therefore be less than the assessed annual volume determined following the methodology described above. The amount of charges will however be as described in this wholesale tariff document.

Where we expect that the assessment of consumption using the methodology set out above would lead to increases in charges to retailers or their non-household customers in excess of 5% for particular premises compared with the previous year assessed charges, we may also apply the following arrangements with the consent of Retailers:

- carry out an individual re-assessment of the consumption taking account of the specific circumstances of the premises. Where appropriate we will carry out a site visit with the retailers consent and compare the assessed annual volume to similar metered properties;
- assess whether it is feasible to meter the premises and where possible apply metered charges instead of assessed charges; and
- provide free water efficiency advice subject to the consent of the retailer and review the assessment of the consumption on the premises once water efficiency measures have been implemented that result in a significant reduction.

6 Unmetered charges

6.1 When do unmetered charges apply?

Unmetered charges apply when a valid rateable value is available in respect of the premises and we are not for the time being applying metered charges or assessed charges. Where a valid rateable value is not available in respect of the premises and we are not for the time being applying metered charges, an assessed charge is applied instead of the unmetered charge. We are entitled to meter and apply metered charges in respect of all **non-household premises** that are not yet metered.

6.2 How are they calculated?

Unmetered charges include:

- An annual standing charge for the geographic area in which the premises are located, and
- An annual rateable value charge which is based on a rate per pound of rateable value for the geographic area in which the premises are located.

The rateable value is the value determined or proposed for rating purposes in rating valuation lists under the General Rate Act 1967 as at 31 March 1990.

Where applicable a rateable value assessed by us may be applied when separate premises with a rateable value are combined into single premises; alternatively an assessed charge may be applied instead (except when the premises are subsequently metered). The assessed charge will be as described in the previous section.

The amount of the unmetered charges can be found in Appendix 1 – Primary Charges.

Part 2 – Non-primary charges

Introduction

This Part 2 of our wholesale tariff document sets out our non-primary charges from 1 April 2023 to 31 March 2024.

The purpose of this Part 2 is to set out our non-primary charges and to explain when we will apply non-primary charges to you for wholesale services under the **wholesale contract**. Non-primary charges apply in respect of one off or discrete wholesale services other than water supplies.

We also provide information on how we will deliver our wholesale services and associated conditions.

However, our obligations and yours and the processes that you and us must follow are set out in the **operational terms**.

We also provide information about some services that we may provide by agreement which are not included in the **operational terms** or which we do not have a statutory duty to provide.

A summary of non-primary charges and our meter menu are set out in Appendix 2.

7 Non-primary charges - general provisions

7.1 Normal working hours

Unless otherwise specified in the relevant section of this wholesale tariff document, we will perform the services during our usual working hours in a **business day**:

Monday – Friday: 8 am to 6 pm

In this document, "**in-hours**" refers to the normal working hours set out above and "**out or hours**" refers to any time outside of normal working hours.

7.2 Appointments

We may offer appointment for our representatives to visit your customer's premises where this is required for the performance of the service or as provided in the **operational terms**.

We offer either morning or afternoon appointments during **business days** as follows:

- Morning: Monday to Friday, 9 am to 1 pm
- Afternoon: Monday to Friday, 1 pm to 5 pm.

7.3 Rescheduling

You may ask us in writing to reschedule any services up to 1 **business day** before the day the services are scheduled to be performed or an appointment is due to take place.

If we are obliged to reschedule the performance of the services because you, your customer or your or their contractor(s) or representative(s) have not kept an appointment or provided safe access, a no access/missed appointment charge may apply.

We may also recover any additional costs we reasonably incur as a result of having to reschedule the services and any costs we have reasonably incurred that become wasted costs because of the rescheduling of the services.

Rescheduling requests should only be made in writing. If a rescheduling request is confirmed in writing after being notified to us orally, the time of the request will be the time of receipt of the rescheduling request in writing.

We will reschedule the performance of the services only to a **business day** and within our normal working hours.

7.4 Missed appointments

You must ensure that you, your customer or your or their contractor(s) or representative(s) attend any appointment for the performance of the services otherwise a no access/missed appointment charge may apply.

An appointment will not be kept, and a no access/missed appointment charge may apply where you, your customer or your or their contractor(s) or representative(s) fail to attend within 15 minutes from the start of the appointment or where we receive a cancellation less than one hour before the start of the appointment.

Where an appointment has been requested we will not perform the service without you, the customer, your or their representative(s) or contractor(s) being present unless you have specified otherwise when the appointment is arranged. If you have specified that we can proceed then we will not apply the no access/missed appointment charge unless we cannot have safe access due to the appointment not being kept.

7.5 No access or no safe access

You must ensure that you, your customer or your or their contractor(s) or representative(s) provide:

- access to the premises where this is required to perform any aspect of the services, and
- a safe working environment for our employees and those of our contractors.

Where safe access is not provided a no access/missed appointment charge may apply. We or our contractor(s) will determine whether or not there is a safe working environment in accordance with health and safety requirements and our agreed health and safety practices and methods.

7.6 Cancellations

In cases where services are not charged based on a quotation, a cancellation charge may apply where we receive the written cancellation on the day the services or works are scheduled to be performed, except that where the cancellation notice is received less than one hour before the start of the appointment a no access/missed appointment charge may apply.

In cases where you have accepted a quotation and we receive your written cancellation at any time after your acceptance of the quotation, we may charge you for the costs we have reasonably incurred in relation to the cancelled services up to the time of cancellation. These costs may include for example our costs relating to any permit or other traffic management measures. Where a request for wholesale services is withdrawn before the quotation is accepted there will be no cancellation charge.

Cancellations should only be made in writing. If a cancellation is confirmed in writing after being notified to us orally, the time of the cancellation will be the time of receipt of the cancellation in writing.

Due to short timescales certain services cannot be cancelled and the charge relating to these services will become due when the relevant form is submitted to us or the quotation is accepted. This is specified in the relevant sections of this Part 2.

7.7 Reinstatement

The following provisions apply when we need to excavate any street or land to perform the services.

7.7.1 Excavation in a street

Where we excavate a street (whether or not the street is adopted) we will carry out the reinstatement to the standards required in relation to works in highways. We will reinstate the area affected by the work and will resurface in accordance with the relevant standard but we will not carry out resurfacing or any other works for the purpose of restoring the prior appearance of a street and do not accept any liability in relation to the costs of any such works that any person(s) may choose to carry out.

7.7.2 Excavation in other land

Where reinstatement is carried out in other land, we will:

- Backfill the excavation with the material from the excavation;
- Make the surface level and safe;
- Reinstate any hard surface with black tarmac or concrete;

but we will not reinstate the surface to its original condition and we will use standard tarmac or concrete which may not match the colour of the existing surface.

Where we excavate areas with specialist surfaces such a blocks, paving, slabs, stones or bricks we will take reasonable steps to salvage these items, and we will where possible reuse the items we have removed and will fill in any remaining void with black tarmac or concrete. We will use standard tarmac and this may not match the colour of the existing surface. We will not replace or pay for any block, paving, slab, stone or any other similar item which was damaged to make the excavation (except if we have caused additional damage negligently).

We may remove vegetation and where possible we will try to preserve turf or plants, but we do not accept any liability in relation to any damage to turf, grass, or plants or for re-planting or reseeding or landscaping.

The reinstated surface will be visible and will have a different appearance than the surrounding area and we will not carry out resurfacing or any other works for the purpose of restoring the prior appearance of the land or ground and do not accept any liability in relation to the costs of any such works that any other person(s) may choose to carry out.

7.7.3 Internal works

Where services need to be carried out within a building for example to install an internal meter we will use reasonable care to protect the surrounding area and to keep it clean.

7.8 Invoicing and payment

Non-primary charges will be invoiced and payable as set out in section 9.4 of the **business terms**. Where non-primary charges are payable in respect of wholesale services that are not described in the **operational terms** they will also be invoiced and payable as set out in section 9.4 of the **business terms**.

Non-primary charges are stated exclusive of VAT which is payable in accordance with law.

7.9 Third party requirements and consents and circumstances outside of our control

The performance of the wholesale services and our ability to deliver these services within specified timescales may be subject to circumstances outside of our control.

External factors that may influence when and how wholesale services may be performed include without limitation:

- Health and safety risks;
- Third party consents from landowners, protected utilities or other authorities and agencies;
- Highways notices or permits and traffic management requirements;
- Physical obstructions, presence of other utilities apparatus or contaminated land;
- Requirements or consents relating to the protection of the environment such as designated sites or protected species;
- Requirements or consents relating to the protection of archaeological features or historic buildings;
- Requirements for the protection of water quality and public health;
- Emergencies and unplanned incidents;
- Extreme weather conditions.

Our obligations are also governed by the provisions of the **wholesale retail code** and in particular the provisions of Part E of the Introduction and Summary of the **operational terms**, the provisions relating to force majeure in section 12 of the **business terms**, and the limitation of liability in section 14 of the **business terms**.

8 Disconnections and reconnections / Part I

8.1 Description of disconnection and reconnection services

Standard temporary disconnection: Turning off the supply at the existing stop tap/meter location where all the following conditions are met:

- There are no specific health and safety risks in respect of the disconnection;
- There are no access restrictions to the connection/meter;
- Third party consent is not required to gain access to the connection/meter;
- A street work notice or permit is not required;
- Traffic management is not required;
- The replacement of the stop tap or any other alteration is not required, and/or a clamp/plug is not installed;
- The disconnection can be performed safely by one technician only;
- There are no specific requirements relating to land contamination, environmental protection or archaeological or historical features.

Non-standard temporary disconnection: any temporary disconnection where one or more of the criteria required for a standard temporary disconnection are not met.

Permanent disconnection: Permanent physical disconnection of the service pipe from the water main. All permanent disconnection are non-standard works.

Standard reconnection (following a temporary disconnection): Turning on the supply at the existing stop tap when all the following criteria are satisfied:

- There are no specific health and safety risks in respect of the reconnection;
- There are no access restrictions to the connection/meter;
- Third party consent is not required to gain access to the connection/meter;
- A street work notice or permit is not required;
- Traffic management is not required;
- Repairs or alteration are not required, and/or a clamp/plug removal is not required;
- The reconnection can be performed safely by one technician only
- There are no specific requirements relating to land contamination, environmental protection or archaeological or historical features.

Non-standard reconnection (following a temporary disconnection): Turning on the supply at the existing stop tap when one or more of the conditions for a standard reconnection are not met.

Reconnection following a permanent disconnection: a new service pipe connection will need to be applied for. See section 14 for charges for new connections.

We may only carry out disconnections where permitted. There may be circumstances where it would be illegal to carry out a disconnection. You should only request a disconnection when it is permitted. We may charge you the costs we have reasonably incurred in relation to an emergency reconnection following a disconnection at your request or at the request of your customer which was not permitted.

8.1.1 Disconnection at the request of the customer / Process I5 - Form I/02

8.1.1.1 Charges

- There is no charge for carrying out the disconnection (whether or not the disconnection is a standard temporary disconnection) in the circumstances set out in section 62 of the **Act**.
- A no access/missed appointment charge may apply for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.

Disconnection at the customer's request	
No access or missed appointment charge - in hours	£109.52

This service is not provided out of hours.

8.1.2 Reconnection following disconnection at the request of the customer / Process I11 - Form I/04

8.1.2.1 Charges

Standard Reconnection

The following charges may apply for carrying out a standard reconnection following a temporary disconnection at the request of the customer:

- A standard reconnection charge to process your request and carry out the reconnection which is normally carried out at the first visit when access is granted and any appointment is kept.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us to carry out the reconnection other than as soon as practicable and you ask us not to carry out the reconnection after requesting it without sufficient notice (see section 7.6 for details).

It is not possible to cancel this service when it has been requested to be carried out as soon as possible and the standard reconnection charge will become due when the form is submitted.

Turn on - following turn off		
Standard reconnection charge - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge**
£109.52	£109.52	£22.53

This service is not provided out of hours.

Non-standard reconnection

The following charges may apply for carrying out a non-standard reconnection following a temporary disconnection at the request of the customer:

- A reconnection charge to carry out the reconnection (including the cost of processing your application and preparing the quotation) which will be based on a quotation.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the reconnection after requesting it without sufficient notice (see section 7.6 for details).

Non-standard reconnection		
Reconnection charge - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge**
POA	POA	POA

This service is not provided out of hours.

A new connection must be applied for following all permanent disconnections. See section 8.1.4.1.

Emergency reconnection

We may carry out an emergency reconnection where requested and subject to availability of our technicians and contractors. We will charge the costs we have reasonably incurred in carrying out the emergency reconnection.

8.1.3 Disconnection for non-payment of charges by the customer / Process I1 - Form I/01

8.1.3.1 Charges

Standard temporary disconnection

The following charges may apply for carrying out the standard temporary disconnection:

- A standard disconnection charge to process your request and carry out the disconnection (the standard temporary disconnection is normally carried out at the first visit when access is granted and any appointment is kept).
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the disconnection after requesting it without sufficient notice (see section 7.6 for details).

Temporary Turn off		
Standard disconnection charge - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge – same day**
No charge	£109.52	£22.53

This service is not provided out of hours.

Non-standard disconnection (temporary or permanent)

Survey

The following charge may apply in relation to the survey:

- A survey charge.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.

Survey - Non-standard disconnection	
Survey – site visit charge – in hours	£109.52 first hour or part thereof £23.78 for each 30mn or part thereof after the first hour*
Survey – no access/missed appointment – in hours	£109.52
*If we consider that a survey may take more than five hours we will attempt to contact you to obtain confirmation that you wish us to continue unless you have already agreed this with us in advance.	

This service is not provided out of hours.

Disconnection

The following charges may apply in relation to the non-standard disconnection:

- A disconnection charge to carry out the disconnection (including the cost of processing your application and preparing the quotation) which will be based on a quotation.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the disconnection after accepting the quotation (see section 7.6 for details).

Non-standard disconnection		
Disconnection charge - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge**
POA	POA	POA

This service is not provided out of hours.

8.1.4 Reconnection following disconnection for non-payment of charges by the customer / Process I8 - Form I/04

8.1.4.1 Charges

Standard reconnection

The following charges may apply in relation to a standard reconnection following a temporary disconnection at the request of the retailer for non-payment of charges:

- A standard reconnection charge to process your request and carry out the reconnection which is normally carried out at the first visit when access is granted and any appointment is kept.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.

Turn on -Following turn off	
Standard reconnection charge - in hours	**No access or missed appointment charge - in hours**
£109.52	£109.52

This service is not provided out of hours.

It is not possible to cancel this service and the standard reconnection charge will be due and payable when the form is submitted.

Non-standard reconnection

The following charges may apply in relation to a non-standard reconnection following a temporary disconnection for non-payment at the request of the retailer:

- A reconnection charge to carry out the reconnection (including the cost of processing your application and preparing the quotation) based on a quotation.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.

Non-standard reconnection	
Reconnection charge - in hours	**No access or missed appointment charge - in hours**
POA	POA

This service is not provided out of hours.

It is not possible to cancel this service once the quotation has been accepted due to short turnaround times and the reconnection charge will be due when the quotation is accepted. If a no access/missed appointment charge is applied the works will be rescheduled.

Emergency reconnection

We may carry out an emergency reconnection where requested and subject to availability of our technicians and contractors. We will charge the costs we have reasonably incurred in carrying out the emergency reconnection.

8.1.5 Reconnection following rectification of a breach of the Water fittings Regulations - disconnection under s75 / Process I10 - Form I/04

8.1.5.1 Charges

Inspection

The following charge may apply in relation to the inspection:

- An inspection charge.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the inspection after requesting it without sufficient notice (see section 7.6 for details).

Inspection – reconnection (water fittings)	
Inspection – site visit charge - in hours	£109.52 first hour or part thereof £23.78 for each 30mn or part thereof after the first hour*
Inspection – no access/missed appointment - in hours	£109.52
Cancellation charge	£22.53
*If we consider that a survey may take more than five hours we will attempt to contact you to obtain confirmation that you wish us to continue unless you have already agreed this with us in advance.	

This service is not provided out of hours.

Reconnection

Standard reconnection

The following charges may apply in relation to a standard reconnection following a temporary disconnection due to a breach of the Water Fittings Regulations or otherwise under section 75 of the **Act**:

- A standard reconnection charge to process your request and carry out the reconnection which is normally carried out at the first visit when access is granted and any appointment is kept and provided that the inspection concludes that any steps required to be taken have been taken as required.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.

Turn on - Following turn off	
Standard reconnection charge - in hours	**No access or missed appointment charge - in hours**
£109.52	£109.52

This service is not provided out of hours.

It is not possible to cancel this service and the standard reconnection charge will be due when the form is submitted.

Non-standard reconnection

The following charges may apply for carrying out a non-standard reconnection following a temporary disconnection due to a breach of the Water Fittings Regulations or otherwise under section 75 of the **Act**:

- A reconnection charge to carry out the reconnection (including the cost of processing your application and preparing the quotation) which will be based on a quotation.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.

Non-standard reconnection	
Non-standard reconnection - in hours	**No access or missed appointment charge - in hours**
POA	POA

This service is not provided out of hours.

It is not possible to cancel this service once the quotation has been accepted due to short turnaround times and the reconnection charge will be due when the quotation is accepted. If a no access/missed appointment charge is applied the works will be rescheduled.

A new connection must be applied for following all permanent disconnections. See section 14.

Water quality testing

Water quality testing may be required to ensure that any breach of water fittings or any other water quality issue has been resolved satisfactorily. We will determine whether or not water quality testing is required at our discretion. A reconnection will not be completed unless water quality test results are satisfactory.

The following charge may apply in relation to water quality testing:

- A site visit charge to take a sample.
- A water quality testing charge to carry out the analysis and provide the results for the relevant parameters based on a quotation.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the sampling visit or the analysis (and therefore not to carry out the reconnection) after accepting the quotation.

When a sample can be taken at the same time as the inspection, a site visit charge will not apply, and any no access/missed appointment charge will only be applied once as appropriate.

Sampling visit	
Sampling – site visit charge – in hours	£109.52 first hour or part thereof £23.78 for each 30mn or part thereof after the first hour
Cancellation charge	£22.53
Sampling – no access/missed appointment – in hours	£109.52
Water quality sampling	
Water quality testing charge – in hours	**Cancellation charge**
POA	POA

This service is not provided out of hours.

9 Metering services / Part B

9.1 Installing a meter / Processes B1 - Form B/01

9.1.1 Service description

Installation of a meter where the premises/supply point is not currently metered. The meter will be our chosen meter of the appropriate size and model and one of the meters included on our meter menu.

A survey will be carried out before each installation of a new meter to determine whether or not a meter can be installed and how.

We will determine whether the installation is standard, non-standard, impractical or infeasible:

- If the installation is standard or non-standard we will proceed with your request.
- If the installation is infeasible, your request for a meter will be declined.
- If the installation is impractical, your request will be declined and the process will end. However, we will carry out the installation of the meter following a new request if you carry out and bear the cost of all the enabling works required to allow us to carry out a standard or non-standard installation (or your customer does). If you carry out the enabling works (or your customer does), we will only install the meter after these works have been completed and we have inspected them and an inspection charge will apply. If you ask us to carry out the enabling works and we agree, we will carry out the enabling works based on a quotation and we will then carry out the standard or non-standard installation under process B1. (Our quotation for the enabling works will also include the cost of the meter installation, if any).

Standard meter installation (standard metering works)

The installation of one of our chosen meters from our meter menu of the appropriate size for the relevant connection at one of our possible standard external locations and where there are no specific circumstances that would make the installation either non-standard, impractical or infeasible as described below.

Non-standard meter installation (non-standard metering works)

The installation of one of our chosen meters from our meter menu of the appropriate size for the relevant connection at one of our possible standard locations whether internal or external where the following conditions apply:

- There are specific health and safety risks in respect of the installation or reading of the meter.
- Any installation of a combination meter or other non-standard meter as set out in our meter menu.
- Any internal installation.
- Any meter installation on a shared supply pipe when any alterations required can be completed within 3 hours on site.
- Minor modifications of any pipework when no more than 3 hours on site are required.
- Any meter installation which requires any one or any combination of the following activities:
    - Works in a street and/or traffic management.
    - Third party consent or permission in relation to any aspect of the works or for access to any land.
    - Protection against land contamination.
    - Environmental surveys and/or environmental mitigation measures.

    - Archaeological surveys and/or any measures required to protect any archaeological features.
- Any other circumstances which we reasonably determine to make the installation of a meter non-standard.
- Unreasonable expenditure would not be required on our part and the installation is not impractical or infeasible as described below.

Impractical

A meter installation is impractical when there are circumstances which we reasonably determine make the installation of a meter impractical and/or where unreasonable expenditure would be required on our part, including where one or more of the following applies:

- There would be a risk to health and safety in respect of the installation or reading of the meter.
- It would require the modification of any pipework, or laying new or additional pipework other than minor.
- Any meter installation which cannot be carried out without additional enabling work or any specific calibration or connection such as a connection to any power source or any other telemetry, data or communication set up.
- It would require any separation of supply.
- It would require the modification of any part of the plumbing of any premises (for example to allow an internal installation).
- It would not comply with the water fittings regulations.
- It would require a main meter and sub-meter arrangement or the creation of a meter network.
- It would not allow leakage on any section of the supply pipe to be recorded by the meter without the installation of a check meter and/or other similar main and sub-meter arrangement or some other alteration.
- Any meter installation which requires any one or any combination of the following activities which present specific difficulties (for example due to third party requirements):
    - Works in a street and/or traffic management.
    - Third party consent or permission in relation to any aspect of the works or for access to any land.
    - Protection against land contamination.
    - Environmental surveys and/or environmental mitigation measures.
    - Archaeological surveys and/or any measures required to protect any archaeological features.
    - Special technical difficulties.
- Any other circumstances which we reasonably determine to make the installation of a meter impractical.
- The installation is not infeasible.

Infeasible:

- Any meter installation that is impractical as set out above and where enabling works would not be feasible without incurring disproportionate expenditure or could not be carried out at all.
- Any other circumstances which we reasonably determine make the installation of a meter infeasible.

Contribution offer

We do not currently provide a contribution offer.

9.1.2 Charges

Survey

- There is no charge for the initial survey.
- A no access/missed appointment charge may apply for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.

Meter Installation	
Survey – site visit charge	No charge
Survey – no access/missed appointment	£109.52

This service is not provided out of hours.

Meter installation (standard and non-standard)

- There is no charge for a standard or non-standard meter installation.
- A no access/missed appointment charge may apply for each instance where you (or your customer) do not provide safe access or you fail to attend an appointment.
- A cancellation charge where you ask us to install a meter and cancel this request without sufficient notice (see section 7.6 for details).

Meter installation		
Standard/non-standard installation - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge**
No charge	£109.52	£22.53

This service is not provided out of hours.

If you ask us to install a meter other than our chosen meter, the following charges may apply as appropriate:

- In relation to the cost of the meter, the difference between the cost of the meter you requested and our chosen meter.
- In relation to the cost of installation, the difference between installing the meter you requested and our reasonable estimate of the cost of installing our chosen meter (for example because some works are required to install the meter you requested which would not have been necessary to install our chosen meter.)

Meter installation (impractical) – when you ask us to carry out enabling works

If you ask us to carry out the enabling works required to allow a standard or non-standard installation to take place and we agree to carry out these works, the charge will be based on a quotation.
The following charges may apply to carry out enabling works:

- A charge for carrying out the enabling works based on a quotation including the cost of any survey, of processing your application and of preparing the quotation.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or you fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the enabling works after accepting the quotation (see section for 7.6 details).

Meter installation (impractical)		
Charge for enabling works - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge**
POA	POA	POA

This service is not provided out of hours.

Inspection of enabling works

If you carry out the enabling works or your customer does, we will only carry out the standard or non-standard meter installation after the enabling works have been completed and we have inspected them for compliance with our requirements and the water fitting regulations. The following charge may apply in relation to the inspection:

- An inspection charge.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or you fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the inspection after requesting it without sufficient notice (see section 7.6 for details).

Inspection – enabling works	
Inspection – site visit charge - in hours	£109.52 first hour or part thereof £23.78 for each 30mn or part thereof after the first hour*
Inspection – no access/missed appointment - in hours	£109.52
Cancellation charge	£22.53
*If we consider that a survey may take more than five hours we will attempt to contact you to obtain confirmation that you wish us to continue unless you have already agreed this with us in advance.	

This service is not provided out of hours.

Additional charges may apply if you ask us to locate the meter at a different location than the location we have selected. See section 9.3 on change of meter location.

For charges that may apply in respect of a standard or non-standard installation following completion of the enabling works by you or us, please refer to the relevant section above.

9.2 Change of meter size or model requested by the retailer / Processes B7 - Form B/01

9.2.1 Service description

Replacement of a meter with a new meter of the size and model you requested from our meter menu. The replacement meter must be of the appropriate size and model for the premises/supply point.

A survey will be carried out before each meter replacement to confirm that the requested meter is of the appropriate size and model, whether or not the replacement meter can be installed and how.

The replacement meter will be installed at the same location. If a change of location is requested at the same time the conditions and charges relating to changes of meter location will also apply as appropriate and the charge will be on the basis of a quotation (i.e. the standard replacement charge below will not apply). See section 9.3 for the charges applicable to a change of meter location.

We will determine whether the replacement is standard or non-standard.

We may in certain circumstances determine that the required replacement is impractical or infeasible. Considering that a meter was already installed, a replacement would only be impractical or infeasible in exceptional circumstances.

Standard replacement

- The new meter is of standard type (as set out in our meter menu) and can be screwed in at the same location, in the existing meter chamber without alteration, or at the same location without any alteration in the case of an internal meter, and no excavation or other work is required, or any specific calibration or connection such as a connection to any power source or any other telemetry, data or communication set up,
- The meter is not a combination meter or other non-standard meter type, and
- There are no other circumstances that would make the replacement either non-standard, impractical or infeasible as described below.

Non-standard replacement

Either (i) the new meter is not of a standard type (as set out in our meter menu) or (ii) the new meter is of standard type and can be screwed in at the same location but one or more of the following conditions apply, or (iii) the new meter is of standard type but cannot be screwed in including where one or more of the following conditions apply:

- There are specific health and safety risks in respect of the replacement of the meter.
- Any replacement which cannot be done without excavation or alteration works or in the same meter chamber, or in the case of an internal meter, without alterations of the installation, or where works are required due to the presence of other utilities assets or any specific calibration or connection such as a connection to any power source or any other telemetry, data or communication set up when such works can be completed within 3 hours on site.
- Any replacement of a meter on a shared supply pipe.
- Any replacement which requires any one or any combination of the following activities:
    - Works in a street and/or traffic management.
    - Third party consent or permission in relation to any aspect of the works or for access to any land including from other utilities or private land owner.
    - Protection against land contamination.
    - Environmental surveys and/or environmental mitigation measures.

    - Archaeological surveys and/or any measures required to protect any archaeological features.
- Any other circumstances which we reasonably determine to make the replacement of a meter non-standard.
- The replacement is not impractical or infeasible.

Impractical replacement

A replacement is impractical when there are circumstance which we reasonably determine make the replacement of a meter impractical and/or where unreasonable expenditure would be required on our part, including where one or more of the following applies:

- There would be a risk to health and safety in respect of the replacement or reading of the meter.
- Any replacement which cannot be done without excavation or alteration works (including the modification of any pipework, laying new or additional pipework or any separation of supply) or in the same meter chamber, or in the case of an internal meter, without alterations of the installation, or where works are required due to the presence of other utilities assets or any specific calibration or connection such as a connection to any power source or any other telemetry, data or communication set up when such works cannot be completed within 3 hours on site.
- It would require the modification of any part of the plumbing of any premises.
- It would not comply with the water fittings regulations.
- The meter installation requires any one or any combination of the following activities which present specific difficulties (for example due to third party requirements or physical conditions):
    - Works in a street and/or traffic management.
    - Third party consent or permission in relation to any aspect of the works or for access to any land.
    - Protection against land contamination.
    - Environmental surveys and/or environmental mitigation measures.
    - Archaeological surveys and/or any measures required to protect any archaeological features.
    - Special technical difficulties.
- The replacement is not infeasible.

Infeasible replacement

- Any replacement that is impractical as set out above and where enabling works would not be feasible without incurring disproportionate expenditure or could not be carried out at all.
- Any other circumstances which we reasonably determine make the replacement of a meter infeasible.

If the replacement is:

- Standard or non-standard we will proceed with your request.
- Infeasible your request for the new meter will be declined.
- Impractical your request for the new meter will be declined. However, we will carry out the replacement of the meter following a new request if you carry out and bear the cost of all the enabling works required to allow us to carry out a replacement (or your customer does). If you carry out the enabling works (or your customer does), we will only install the meter after these works have been completed and we have inspected them and an inspection charge will apply. If you ask us to carry out the enabling works and we agree, we will carry out the enabling works based on a quotation and we will then carry out the standard or non-standard replacement under process B7. (Our quotation for the enabling works will also include the cost of the meter replacement).

Request for a specific model or size of meter when we have proposed to change the meter with our standard meter

If we propose a meter replacement under process B10 and you request a different model or size of meter then charges under this section will apply as appropriate. Charges will normally cover any additional cost that we would not have incurred if we had installed our standard meter.

Retailer equipment

Where retailer equipment has been installed on any of our meters or other assets, you will be responsible for removing or arranging for the removal of this equipment before we carry out the metering services and for reinstalling such equipment after we have completed the metering services at your own cost. A no access/missed appointment charge may apply if you have not removed any retailer equipment in time.

Third party or customer equipment

Where third party or customer equipment has been installed on any of our meters or other assets, you will be responsible for removing or arranging for the removal of this equipment before we carry out the metering services and for reinstalling or arranging for the reinstallation of such equipment after we have completed the metering services at your own cost. A no access/missed appointment charge may apply if you have not removed any third party or customer equipment in time.

9.2.2 Charges

Survey

The following charge may apply in relation to the survey:

- A survey charge (except where a standard meter replacement can be carried out on the first visit in which case the survey charge does not apply).
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or you fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the survey after requesting it without sufficient notice (see section 7.6 for details).

Survey – meter replacement	
Survey – site visit charge – in hours	£109.52 first hour or part thereof £23.78 for each 30mn or part thereof after the first hour*
Survey – no access/missed appointment – in hours	£109.52
Cancellation charge	£22.53
*If we consider that a survey may take more than five hours we will attempt to contact you to obtain confirmation that you wish us to continue unless you have already agreed this with us in advance.	

This service is not provided out of hours.

Meter replacement (standard)

The following charges may apply in relation to a standard replacement:

- A standard replacement charge (for the relevant standard meter that you have requested) to carry out the replacement works.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the replacement after accepting the quotation (see section 7.6 for details).

Standard replacement charges	
15mm Concentric Brass QN 2.5 METER CLASS D+ AQUADIS+ WITHOUT MODULE	£124.92
15mm Concentric Brass QN 2.5 METER CLASS D+ AQUADIS+ WITH EVERBLU MODULE	£144.72
20mm Concentric Brass QN 4 METER CLASS C AQUADIS+ WITHOUT MODULE	£142.26
20mm Concentric Brass QN 4 METER CLASS C AQUADIS+ WITH EVERBLU MODULE	£164.41

Note: A wider range of meters including non-standard meters is set out in Appendix 2, Part 2

No access or missed appointment charge - in hours	Cancellation charge
£109.52	£22.53

No charge will apply where the current meter has exceeded its expected useful life.

The replacement charge may be reduced when certain conditions set out in our metering policy are met.

This service is not provided out of hours.

If a change of location is requested at the same time a quotation will be provided, see section 9.3 on change of location.

Meter replacement (non-standard)

The following charges may apply in relation to a non-standard replacement:

- A replacement charge to carry out the replacement works which will be based on a quotation including the cost of processing your request and preparing the quotation.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the replacement after accepting the quotation (see section 7.6 for details).

Non-standard replacement		
Replacement charge - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge**
POA	POA	POA

No charge will apply where the current meter has exceeded its expected useful life, except that in the case of a non-standard replacement, the costs of any works and activities required to enable the installation of the model of meter you have requested and any difference in price between that meter and our standard meter (which would not have been required if our standard meter had been installed instead of the one you requested) will be chargeable.

The replacement charge may be reduced when certain conditions set out in our metering policy are met.

This service is not provided out of hours.

If a change of location is requested at the same time a quotation will be provided, see section 9.3 on change of location.

Meter replacement (impractical) - when you ask us to carry out enabling works

If you ask us to carry out the enabling works required to allow a replacement to take place and we agree to carry out these works, the following charges may apply in relation to the enabling works and/or each meter replacement:

- A charge for carrying out the works based on a quotation including the cost of processing your application and preparing the quotation.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the replacement after accepting the quotation (see section 7.6 for details).

Meter installation (impractical)		
Charge for enabling works - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge**
POA	POA	POA

This service is not provided out of hours.

Inspection of enabling works

If you carry out the enabling works or your customer does, we will only carry out the standard or non-standard meter replacement after the enabling works have been completed and we have inspected them for compliance with our requirements and the water fittings regulations. The following charge may apply in relation to the inspection:

- A survey charge.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or you fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the inspection after requesting it without sufficient notice (see section 7.6 for details).

Inspection – enabling works	
Inspection – site visit charge - in hours	£109.52 first hour or part thereof £23.78 for each 30mn or part thereof after the first hour*
Inspection – no access/missed appointment - in hours	£109.52
Cancellation charge	£22.53
*If we consider that a survey may take more than five hours we will attempt to contact you to obtain confirmation that you wish us to continue unless you have already agreed this with us in advance.	

This service is not provided out of hours.

For charges that may apply in respect of a standard or non-standard installation following completion of the enabling works by you or us, please refer to the relevant section above.

9.3 Change of meter location requested by the retailer / Process B7 - Form B/01

9.3.1 Service description

The change of meter location will consist in relocating the existing meter to the new requested location.

A survey will be carried out before each change of meter location to confirm that the requested location is appropriate and to determine the works required.

We will determine whether the change of location is non-standard, impractical or infeasible having regard to the criteria listed above in respect of meter installations (see section 9.1.1). A change of location will require the installation of a new meter chamber or other alterations and therefore such works will not be standard works. If based on the characteristics of your proposed location we determine the installation to be impractical or infeasible at that location we may agree a different location but a different quotation will need to be provided and you will be responsible for the payment of all the costs we reasonably incurred in dealing with your application relating to the initial location.

All changes of location will be charged based on a quotation which will reflect the particular requirements of a change of location and the cost of dealing with any aspects of non-standard and impractical works.

We may decide to replace the meter with a meter of our choice when carrying out a change of location at no cost to you. If you request a change of meter model or size at the same time as the change of location (including when you request a different meter than the replacement meter we were proposing to install), the conditions relating to changes of meter size and model will also apply as

appropriate and the relocation and replacement charges will be on the basis of a quotation. This is referred to as a "combined meter location change" in the charges section below.

If we propose to install a meter where there was none previously and you request the installation at a different location than the one we had proposed, we may charge the additional cost of installing the meter at your chosen location. (The installation at the requested location will take place provided that the location is either practical or if impractical that necessary enabling works have been carried out).

If we determine acting reasonably that a change of location is necessary for health and safety reasons or to allow access to the meter in cases where access is no longer possible or unduly inconvenient (except where this is due to your actions or those of your customer), or where it is necessary to correct a fault we will carry out the change of location free of charge provided that it is to a location we have chosen or agreed to. We may also chose to change the meter at the same time. In these circumstances, you will be responsible for any additional cost of locating the meter at another location of your choice and/or installing a meter of a different model or size.

Retailer equipment

Where retailer equipment has been installed on any of our meters or other assets, you will be responsible for removing or arranging for the removal of this equipment before we carry out the metering services and for reinstalling such equipment after we have completed the metering services at your own cost. A no access/missed appointment charge may apply if you have not removed any retailer equipment in time.

Third party or customer equipment

Where third party or customer equipment has been installed on any of our meters or other assets, you will be responsible for removing or arranging for the removal of this equipment before we carry out the metering services and for reinstalling or arranging for the reinstallation of such equipment after we have completed the metering services at your own cost. A no access/missed appointment charge may apply if you have not removed any third party or customer equipment in time.

9.3.2 Charges

Survey

The following charge may apply in relation to the survey:

- A survey charge.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or you fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the survey after requesting it without sufficient notice (see section 7.6 for details).

Survey – meter replacement	
Survey – site visit charge – in hours	£109.52 first hour or part thereof £23.78 for each 30mn or part thereof after the first hour*
Survey – no access/missed appointment – in hours	£109.52
Cancellation charge	£22.53
*If we consider that a survey may take more than five hours we will attempt to contact you to obtain confirmation that you wish us to continue unless you have already agreed this with us in advance.	

This service is not provided out of hours.

Change of meter location (non-standard)

The following charge may apply in relation to a change of location (all changes of location are non-standard):

- A relocation charge for carrying out the relocation works which will be based on a quotation including the cost of processing your application and preparing the quotation.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the replacement after accepting the quotation (see section 7.6 for details).

Non-standard meter relocation		
Relocation charge - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge**
POA	POA	POA
Note: if a change of model/size is requested at the same time a quotation will be provided, see below for detail on combined meter location changes. Note: if we propose to install a meter where there was none previously and you request the installation at a different location than the one we had proposed, we may apply the charges above to reflect the additional cost of installing the meter at your chosen location. (The meter will be installed at the requested location provided that this location is practical or if impractical that necessary enabling works have been carried out).		

This service is not provided out of hours.

Change of meter location (impractical)

If you ask us to carry out the enabling works required to allow a meter relocation to take place and we agree to carry out these works, the following charges may apply in the relevant circumstances, in relation to the enabling works and/or each meter relocation:

- A charge for carrying out the enabling works and the relocation works based on a quotation including the cost of processing your application and preparing the quotation.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the replacement after accepting the quotation (see section 7.6 for details).

Meter relocation (impractical)		
Charge for enabling works - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge**
POA	POA	POA

This service is not provided out of hours.

Inspection of enabling works

If you carry out the enabling works or your customer does, we will only carry out the meter relocation after the enabling works have been completed and we have inspected them for compliance with our requirements and the water fittings regulations. The following charge may apply in relation to the inspection:

- A survey charge.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or you fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the inspection after requesting it without sufficient notice (see section 7.6 for details).

Inspection – enabling works	
Inspection – site visit charge - In hours	£109.52 first hour or part thereof £23.78 for each 30mn or part thereof after the first hour*
Inspection – no access/missed appointment - In hours	£109.52
Cancellation charge	£22.53
*If we consider that a survey may take more than five hours we will attempt to contact you to obtain confirmation that you wish us to continue unless you have already agreed this with us in advance.	

This service is not provided out of hours.

For charges that may apply in respect of a non-standard relocation following completion of the enabling works by you or us, please refer to the relevant section above.

Combined meter location change

A combined meter location change will include both meter relocation works and meter replacement works. These works will be charged following the same charging principles as apply to stand-alone meter replacements and meter relocations and will reflect the specific characteristics of the works including for example any of the activities that are listed in section 9.2.1 above in relation to non-standard replacement works where applicable.

The following charges may apply in respect of a combined meter location change:

- A survey charge.
- A charge for carrying out the meter replacement works and the relocation works based on a quotation including the cost of processing your application and preparing the quotation.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the combined meter location change after accepting the quotation (see section 7.6 for details).

Survey – combined meter location change	
Survey – site visit charge – in hours	£109.52 first hour or part thereof £23.78 for each 30mn or part thereof after the first hour*
Survey – no access/missed appointment – in hours	£109.52
Cancellation charge	£22.53
*If we consider that a survey may take more than five hours we will attempt to contact you to obtain confirmation that you wish us to continue unless you have already agreed this with us in advance.	

Combined meter location change		
Replacement/Relocation charge - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge**
POA	POA	POA

This service is not provided out of hours.

9.4 Meter repair or replacement (requested by the retailer) / Processes B5 - Form B/01

9.4.1 Service description

The repair or replacement of a faulty meter with a new meter of the same model or size (or our equivalent standard model) at the same location. A survey will need to be carried out in these cases before we can determine whether and how your request can be met.

If the meter is found not to be faulty a charge will be applied for the survey and the meter will not be replaced.

We will recover the costs we reasonably incur in relation to the replacement of a faulty meter where you have caused or are responsible for the damage to the meter.

Retailer equipment
Where retailer equipment has been installed on any of our meters or other assets, you will be responsible for removing or arranging for the removal of this equipment before we carry out the metering services and for reinstalling such equipment after we have completed the metering services at your own cost. A no access/missed appointment charge may apply if you have not removed any retailer equipment in time.

Third party or customer equipment
Where third party or customer equipment has been installed on any of our meters or other assets, you will be responsible for removing or arranging for the removal of this equipment before we carry out the metering services and for reinstalling or arranging for the reinstallation of such equipment after we have completed the metering services at your own cost. A no access/missed appointment charge may apply if you have not removed any third party or customer equipment in time.

9.4.2 Charges

Survey

- There is no charge for the survey except where the meter is found not to be faulty.
- A no access/missed appointment charge may apply for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the survey after requesting it without sufficient notice (see section 7.6 for details).

Survey – meter repair or replacement	
Survey – site visit charge – in hours (no fault)	£109.52 first hour or part thereof £23.78 for each 30mn or part thereof after the first hour*
Survey – no access/missed appointment – in hours	£109.52
Cancellation charge	£22.53
*If we consider that a survey may take more than five hours we will attempt to contact you to obtain confirmation that you wish us to continue unless you have already agreed this with us in advance.	

Replacement of faulty meter

- There is no charge for the replacement of a faulty meter.
- A no access/missed appointment charge may apply for each instance where you (or your customer) do not provide safe access or fail to attend an appointment.
- A cancellation charge where you ask us to replace a meter and cancel this request without sufficient notice (see section 7.6 for details).

Replacement of faulty meter		
Standard/non-standard replacement - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge**
No charge	£109.52	£22.53

This service is not provided out of hours.

Damage caused by retailers

If it is determined that you have caused or are responsible for the damage to the meter, you will be liable to us for (and we will recover from you) the total cost of the actual works involved in repairing or replacing the meter.

9.5 Repair or replacement of a faulty meter with change of size, model or location requested by the retailer / Process B7 - Form B/01

9.5.1 Service description

The replacement of a faulty meter with a meter of a different model or size than the meter we are proposing to install and/or at a different location than the location of the original faulty meter (provided that it is appropriate or practical for the relevant premises/supply point).

This service will be provided following process B7.

Retailer equipment

Where retailer equipment has been installed on any of our meters or other assets, you will be responsible for removing or arranging for the removal of this equipment before we carry out the

metering services and for reinstalling such equipment after we have completed the metering services at your own cost. A no access/missed appointment charge may apply if you have not removed any retailer equipment in time.

Third party or customer equipment

Where third party or customer equipment has been installed on any of our meters or other assets, you will be responsible for removing or arranging for the removal of this equipment before we carry out the metering services and for reinstalling or arranging for the reinstallation of such equipment after we have completed the metering services at your own cost. A no access/missed appointment charge may apply if you have not removed any third party or customer equipment in time.

9.5.2 Charges

Replacement of a faulty meter with a meter of a particular model or size requested by the retailer at the same location as the original meter

The charges relating to the change of meter size or model requested by the retailer (as set out in section 9.2) will apply as appropriate except that:

- In relation to the cost of the meter, only the difference between the cost of the meter you requested and our chosen meter will be charged.
- In relation to the cost of installation, only the difference between installing the meter you requested and our reasonable estimate of the cost of installing our chosen meter will be charged (for example because some alterations are required to install the meter you requested which would not have been necessary to install our chosen meter.)

Replacement of a faulty meter with a change of location and/or model or size requested by the retailer

The charges relating to a change of meter location requested by the retailer (as set out in section 9.3) will apply as appropriate based on a quotation except that in relation to the cost of the meter, only the difference between the costs of the meter you requested and the cost our chosen meter will be charged.

If your request is a combined meter location change, the charges relating to combined meter location changes will apply based on a quotation except that in relation to the cost of the meter, only the difference between the costs of the meter you requested and the cost of our chosen meter will be charged.

9.6 Testing meter accuracy / Process B3 – Form B/01

9.6.1 Service description

Testing the accuracy of a meter relating to eligible premises.
We provide two different meter testing services:

- Onsite meter testing without removal of the meter
- Offsite meter testing by an approved test centre.

We provide one on-site meter testing visit to the retailer currently registered to the premises/supply point free of charge for each relevant meter. Any subsequent visit and test will be chargeable.

Where you request an offsite meter accuracy test, we will carry out a survey and the current meter will be removed and a replacement meter installed (and the relevant provisions and charges in section 9.2 or 9.3 will apply as appropriate).

There is no charge where the meter is shown to be inaccurate. If the meter is accurate the charges set out below will apply.

If an accuracy test has been carried out for the same meter in the last three months or is ongoing at the time of the request a new test will not be carried out.

Retailer equipment

Where retailer equipment has been installed on any of our meters or other assets, you will be responsible for removing or arranging for the removal of this equipment before we carry out the metering services and for reinstalling such equipment after we have completed the metering services at your own cost. A no access/missed appointment charge may apply if you have not removed or arranged the removal of any retailer equipment in time.

Third party or customer equipment

Where third party or customer equipment has been installed on any of our meters or other assets, you will be responsible for removing or arranging for the removal of this equipment before we carry out the metering services and for reinstalling or arranging for the reinstallation of such equipment after we have completed the metering services at your own cost. A no access/missed appointment charge may apply if you have not removed or arranged the removal of any third party or customer equipment in time.

9.6.2 Charges

9.6.2.1 Onsite meter testing (the meter is not removed)

Meter connected to a supply to a house

Meter testing visit (meter shown to be accurate)	£20.00

Other meters

The following charge may apply in relation to the survey:

- A survey charge (and any additional cost reasonably incurred where applicable).
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or you fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the survey after requesting it without sufficient notice (see section 7.6 for details).

Other meter testing visit – onsite testing (meter shown to be accurate)	
Survey – site visit charge – in hours	£109.52 first hour or part thereof £23.78 for each 30mn or part thereof after the first hour*
Survey – no access/missed appointment – in hours	£109.52
Cancellation charge	£22.53
*If we consider that a survey may take more than five hours we will attempt to contact you to obtain confirmation that you wish us to continue unless you have already agreed this with us in advance. Note: Where additional work is required to carry out the testing due to any specific conditions at the relevant location we will also charge the cost of these additional costs we have reasonably incurred.	

This service is not provided out of hours.

9.6.2.2 Offsite meter testing (the meter is removed)

Meter connected to a supply to a house

Offsite meter testing (meter shown to be accurate)	£70.00

Other meters

- Survey

The following charges may apply in relation to the survey:

- A survey charge.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or you fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the survey after requesting it without sufficient notice (see section 7.6 for details).

Meter testing survey – offsite testing (meter shown to be accurate)	
Survey – site visit charge – in hours	£109.52 first hour or part thereof £23.78 for each 30mn or part thereof after the first hour*
Survey – no access/missed appointment – in hours	£109.52
Cancellation charge	£22.53
*If we consider that a survey may take more than five hours we will attempt to contact you to obtain confirmation that you wish us to continue unless you have already agreed this with us in advance.	

- Meter testing and replacement

The following charges may apply in relation to meter testing:

- A meter testing and replacement charge corresponding to the cost we have reasonably incurred in removing, transporting and carrying out the test and installing a new meter (except where the current meter has exceeded its useful life in which case there is no charge for the installation of the replacement meter subject to any request for a change of size, model or location).
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or you fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the survey after requesting it without sufficient notice (see section 7.6 for details).

Meter testing and replacement		
Meter testing and replacement charge - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge**
Costs reasonably incurred	£109.52	£22.53

This service is not provided out of hours.

9.7 Installing logging equipment on meters

You may with our consent install a logger and any ancillary equipment on one of our meter for the purposes of monitoring use. You may also choose to request us to install the cables and ancillary equipment to allow you to install a logger. Where a current meter cannot be logged and a meter exchange is required this will need to be carried out in accordance with section 9.2.

Where our logger is already connected to the meter you may either install a splitter cable to facilitate the installation of your logger or we may agree with you a reciprocal data sharing arrangement under which you may access data recorded by our loggers and we may access data recorded by your loggers (provided that we reserve our right to remove any existing logger from any of our meters in accordance with our own operational requirements).

If we have installed a splitter cable and you report a fault, we will carry out a visit to investigate and replace the cable if necessary. If no fault is found a survey charge will be applied as per section 9.7.2.

9.7.1 Service description

The installation of splitter equipment on one of our meter to allow for the installation of a logger. A survey will be carried out before the installation can take place.

9.7.2 Charges

Survey

The following charge may apply in relation to the survey:

- A survey charge.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or you fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the survey after requesting it without sufficient notice (see section 7.6 for details).

Survey – splitter installation	
Survey – site visit charge – in hours	£109.52 first hour or part thereof £23.78 for each 30mn or part thereof after the first hour*
Survey – no access/missed appointment – in hours	£109.52
Cancellation charge	£22.53
*If we consider that a survey may take more than five hours we will attempt to contact you to obtain confirmation that you wish us to continue unless you have already agreed this with us in advance.	

This service is not provided out of hours.

Splitter equipment installation

The following charges may apply to install splitter equipment:

- A charge for carrying out the installation based on a quotation including the cost of processing your application, preparing the quotation and the cost of splitter cables and ancillary equipment.
- A no access/missed appointment charge for each instance where you (or your customer) do not provide safe access or you fail to attend an appointment.
- A cancellation charge where you ask us not to carry out the enabling works after accepting the quotation (see section 7.6 for details).

Splitter installation		
Installation charge - in hours	**No access or missed appointment charge - in hours**	**Cancellation charge**
POA	POA	POA

This service is not provided out of hours.

10 Using our powers of entry / Part I / Process I7 – Form I/03

We may use our powers of entry at your request to carry out a disconnection that you have requested under any of the processes in part 1 of the **operational terms**.

We will charge you the costs we reasonably incur to obtain a warrant and exercise our power of entry once a warrant has been granted included solicitors' costs and bailiffs. We may need to obtain the assistance of the police to enter the premises and additional costs may be incurred in that case.

If you ask us to stop this process after you have requested us to use our powers of entry you will be liable to pay the costs we have reasonably incurred until the time you cancelled your request.

11 Usage data

We do not provide meter reading services to retailers other than ad-hoc meter readings as described in section 11.1 below.

Retailers operating in our supply area may procure meter reading services from any provider of their choice including the contractor currently used by us.

As the water undertaker appointed to supply household/non-eligible premises in our supply area, we procure the services of a meter reading contractor who may combine our household meter reading routes with those of any of their other customers.

11.1 Wholesale meter read costs

Ad hoc read specifically requested by another service provider

Provision of an ad-hoc non-market meter read specifically requested by the retailer.

Ad-hoc meter read (non-market meter)	£109.52

Non-market meter reads provided to the market operator

Pursuant section 205 of the **Act** and section 4.8 of the **business terms**, where different services are provided by different service providers in respect of the same eligible premises and we obtain a meter read which is disclosed to and/or by the market operator, we are entitled to charge the relevant **trading party** the reasonable proportion of the expense of taking the meter reads and the reasonable expenses of disclosing the meter reads irrespective of whether or not the meter reads are disclosed to and/or by the market operator prior to a payment being received by us.

Unless we have waived our right to recover such expenses in a written agreement duly signed by you and us, the following charge will apply in respect of all non-market meter reads in relation to a transfer that we take and provide to the market operator in accordance with the **wholesale retail code**.

The charge applies for each relevant service segment (wholesale wastewater, retail wastewater and/or retail water) provided by each relevant party.

Meter reading charge per non-market meter read on transfer for each service segment, requiring the attendance of a network technician	£23.92

11.2 Usage data

Provision of usage data to which we have access (under section 4.7 of the **business terms**). The data will be provided in respect of the period you specify provided that it is not less than the metering cycle for the relevant supply point as it existed at the relevant time

Provision of usage data	
Ad-hoc request per SPID	POA
Ongoing service*	POA
*This charge may include any set up costs we incur to meet your specific requirements	

Please note that in most cases the information we hold as a wholesaler will have been uploaded to the central market system.

11.3 Access to meter read technology

Where a particular technology or protocol is used for reading meters (such as AMRs) we will provide you or publish the information necessary to identify the technology and the supplier that may be able to procure the relevant meter reading information or device. We do not provide equipment and do not sub-licence meter reading technology.

12 Allowance and volumetric adjustments / Part H / Process H1 – Form H/01

12.1 Volumetric adjustments

We may apply a volumetric adjustment on request in the following cases subject to eligibility conditions:

- Water used for firefighting purposes (in the conditions set out in section 147 of the **Act**)
- Where a meter has been found to record inaccurately or following replacement of a faulty meter.
- Leak on private supply pipes in accordance with our leakage allowance policy.

12.1.1 Leak allowance

A leak allowance for high consumption on market meters may be given:

- If the leak is fully repaired within 14 days of it being identified by the Customer or Retailer or notified to the Retailer by us.
- If no leak allowance has been previously applied to the current retailer for the same supply point.
- If the leak was not caused through the negligence of the non-household customer or the retailer or their contractor(s), agent(s) or representative(s).
- If the leak occurs on the section of supply pipe outside any building.
- If the meter is not an internal meter.

If you qualify for a leak allowance, we will adjust your charges in respect of the period between the latest meter read which recorded the high consumption due to leakage (the "High Consumption Read") and the previous meter read.

The adjustment will be based on a daily average consumption calculated over a period of:

- 12 months from the meter read prior to the High Consumption Read; or
- at least 6 months from the meter read prior to the High Consumption Read where 12 months data is not available

provided that an estimated daily average consumption will be used instead where there is some abnormal consumption during any of the periods referred to above or data for less than 6 months is available.

These adjustments apply only in relation to metered premises/supply points.

12.1.2 Firefighting allowance

Testing of firefighting apparatus

An allowance for consumption for testing firefighting apparatus on market meters may be given provided all the following conditions are satisfied.

You must:

- notify us not less than 48 hours in advance of the test, providing the expected time and date of the test and the approximate volume of water you plan to use. We may choose to witness the test.
- record the meter reading(s) prior to commencing the test and immediately after completion of the test and take photographs of the readings.

- apply for an allowance using Form H/01 providing the relevant details of the test including the date(s) and time(s) of the test(s) and the relevant meter reading(s) and photographs.

Consumption for firefighting

An allowance for consumption for firefighting on market meters may be given where you apply for an allowance using Form H/01 providing relevant details including the date(s) and time(s) of the water use for firefighting purposes, an estimate of the volume of water used for firefighting purposes, and relevant meter reading(s) and photographs that should be taken as soon as reasonably practicable after the event. If it is not reasonably practicable to take meter reading(s) and photograph(s) your application should state the reasons for this.

Following receipt of an application for a firefighting allowance, we will calculate the excess water consumption for firefighting purposes compared to the normal daily average consumption and apply an allowance where appropriate in accordance with the Market Terms. Any adjustment will be based on a daily average consumption calculated over a period of:

- 12 months from the meter read prior to the last read; or
- at least 6 months from the meter read prior to the last read where 12 months data is not available;

provided that an estimated daily average consumption will be used instead where there is some abnormal consumption during any of the periods referred to above or data for less than 6 months is available.

These adjustments apply only in relation to metered premises/supply points.

12.2 Gap site and vacant premises incentives

We do not currently provide any gap site or financial incentive under the Vacancy Incentive Scheme.

12.3 Contribution offer

We do not currently provide any contribution offer.

13 Additional information on charges

13.1 Replacement of lead service pipe

If you or your customer repair any lead supply pipe (i.e. the pipe they are responsible for) we will replace any communication pipe (i.e. the pipe we are responsible for) free of charge. We may carry out the replacement of a lead supply pipe as ad-hoc/miscellaneous works as set out below.

13.2 Provision and maintenance of fire hydrants

Details of the relevant charges are set out in our miscellaneous services charges scheme which is available here.

13.3 Damage to apparatus

If you or your employees, contractor(s), agent(s) or representative(s) cause any damage to any of our apparatus (including meters) or other assets on our network, we will be entitled to recover from you and/or any other responsible party the total cost of the actual works involved in repairing or replacing the apparatus or other assets that have been damaged.

13.4 Provision and use of standpipes

Details of the relevant charges are set out in our miscellaneous services charges scheme which is available here.

13.5 Leak detection and repair and ad-hoc/miscellaneous works

We may provide leak detection and repair services and other ad-hoc and miscellaneous works on request. Such services will be charged on the basis of a quotation and will be subject to specific terms and conditions.

13.6 Map charge

Charge apply for the provision of maps of our network (subject to licensing and security requirements) as set out in appendix 2.

Part 3 – Wholesale connection charges

14 New connections / Part A / Process A6 – Form A/05

New connections to eligible premises may be requested directly by the non-household customer or by the retailer acting on behalf of the non-household customer. Process A6 will need to be followed to ensure the retailer is registered to the newly created supply point.

(Change proposal CPW058 was implemented on 26 July 2019, removing processes A1-A5 (New Connections) from the Wholesale Retail Code.)

Any charges relating to new connections ("**wholesale connection charges**") to eligible premises will be as set out in our charging arrangements for new connection services. These charges include the new connection charge for carrying out the works and the infrastructure charge or water availability charge. The non-household customer or the retailer on their behalf should refer to these documents for details of these charges.

Our charging arrangements for new connection services are available here.

Appendix 1 – Non-household primary charges

Schedule of charges

Excluding VAT

All charges apply to supplies provided from 1 April 2023

Unmetered water supplies

Standing charge

West	*Mid Southern*	£1.08
East	*Eastbourne*	£1.08
	Mid Sussex	£1.08
	West Kent	£1.08
	Mid Kent	£39.48

Rateable value charges

Value charge per £ of rateable value

West	*Mid Southern*	£1.2290
East	*Eastbourne*	£2.0323
	Mid Sussex	£2.0323
	West Kent	£1.9045
	Mid Kent	£1.7023

Assessed charges

Charge per m^3

West	East
£1.6447	£2.1668

Most properties with swimming pools are metered. An additional charge of £193.11 will be made for those unmeasured properties with swimming pools.

Metered water supplies

The following charges apply to supplies provided from 1 April 2023 and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April. This will be shown on the bill as two separate calculations.

Annual standing charge

Meter Size (mm)	Six-monthly Read	Monthly Read
12/15	£7.51	£7.51
20/22	£25.00	£25.00
25/28	£33.96	£33.96
30/32/35	£52.00	£52.00
40/42	£64.71	£64.71
50/54	£80.22	£80.22
65	£89.17	£89.17
75/80	£110.55	£110.55
100	£159.05	£159.05
125/150	£231.45	£231.45
300	£280.66	£280.66

Standard volumetric charges

Volumetric charge per m^3, six monthly read

West	East
£1.6447	£2.1668

Block tariff

Volumetric charge per m3, monthly read

Annual Consumption	Volumetric Charges	
	West	*East*
0 - 10 ML / pa	£1.6447	£2.1668
10 - 150 ML / pa	£1.3233	£1.7450
150 - 250 ML / pa	£1.2899	£1.7070
250+ ML / pa	£1.2720	£1.6680

Special Agreements

Special agreement reference	Description	Charges
SEWSA01	Volumetric charge (0-2491m3) (£/m3)	0.0000
SEWSA01	Volumetric charge (>2491m3) (£/m3)	1.0834
SEWSA01	Fixed charge (£/year)	12.50
SEWSA02	Fixed charge (£/year)	2.0000
SEWSA02	Volumetric charge (0-829m3) (£/m3)	0.0220
SEWSA02	Volumetric charge (>829m3) (£/m3)	2.1668

Appendix 2 – Non-primary charges

PART 1

Non-household non-primary charges 2018-19	TOTAL
Disconnection	
Disconnection[1] requested by customer (Section 62)	no charge
Temporary standard disconnection (e.g. for non-payment)	£109.52
Permanent or temporary non-standard disconnection (inc plug/clamp):	
- Survey	Refer to inspection/survey charges
- Disconnection	POA
NOTE: Properties are disconnected either at a customer's request, or when permitted by law for non-payment of charges or to protect water quality.	
Emergency temporary disconnection (e.g. in case of internal leak):	
- Standard (turning off supply at stoptap)	no charge
- Non-standard / out of hours	costs reasonably incurred
Reconnection[2]	
Standard reconnection	£109.52
Non-standard reconnection (including clamp/plug)	POA
A new connection must be applied following all permanent disconnections	refer to New Connection Charges
Emergency temporary reconnection	
- Standard (turning on supply at stoptap)	no charge
- Non-standard / out of hours	costs reasonably incurred
Inspection / survey charges	
Retailer only visit (first hour)	£0.00
↳Additional 30mins (up to four additional hours[3])	£0.00
Wholesale only inspection (first hour)	£109.52
↳Additional 30mins (up to four additional hours[3])	£23.78
Survey	
First hour	£109.52

↳Additional 30mins (up to four additional hours[3])	£23.78
Testing of meters - onsite	
Meter checked on site:	
First visit – test shows meter to be accurate	no charge
Subsequent visit:	
Test shows meter accurate - connected to a house	£20.00
Test shows meter accurate - other meters	costs reasonably incurred
Test shows meter to be inaccurate	no charge
Meter removal:	
Test shows meter to be accurate - connected to a house	£70.00
Test shows meter to be accurate - other meters[4]	costs reasonably incurred
Test shows meter to be inaccurate	no charge
Metering	
Installation of meter (where feasible)	no charge
Replacement of faulty meter[5]	no charge
Other metering works:	
Survey	Refer to inspection/survey charges
- Relocate meter	POA
- Change of meter model/size	POA
- Adhoc metering works (e.g. enabling works that we agree to carry out)	POA
NOTE: activities above may be combined	
Adhoc meter reading	
Adhoc meter reading visit[6]	£0.00
Debt and payment charges	
Returned cheques	costs reasonably incurred
Rejected direct debit	costs reasonably incurred
Legal and trace fees	costs reasonably incurred

Exercise of power of entry	costs reasonably incurred
Debt collection agency fees	£0.00
Water quality testing	
Water quality testing	POA
↳Inspection charges to obtain sample may also apply - see inspection costs above	
Abortive / cancellation charges	
Standard missed appointment	£109.52
Non-standard missed appointment[7]	POA
Standard cancellation (same day)	£22.53
Non-standard cancellation[7] (same day)	POA
MISCELLEANEOUS CHARGES	
Installation of splitters and data loggers	
Survey and installations works	POA
Specific terms and conditions may apply	
Location of leaks and repairs	
Leak detection and repair services	POA
Specific terms and conditions may apply	
Adhoc/miscellaneous works	
Adhoc/miscellaneous works	POA
Specific terms and conditions may apply	
Replacement of lead pipe	
Replacement of communication pipe (provided customer replaces supply pipe)	no charge
Adhoc works (e.g. replacement of supply pipe)	POA
Specific terms and conditions may apply	
Map charge	
Providing water infrastructure maps to customers (per map)	£14.02
(no site visit required)	

NOTE Unless specified above, all services are only provided during standard hours

POA Price on application

1 Where disconnection is non-standard, and re-connection is also expected to be "non-standard" we will provide a quote for this reconnection. The cost of this quote will be added to the non-standard re-connection charge.

2 In the case of reconnection following disconnection due to water quality or breach of water fitting regulations, an inspection and/or sample charges may apply.

3 Where inspection/survey is expected to exceed five hours overall we will seek consent before continuing works

4 New meter will be installed to allow for the testing

5 Where damage is done by customer, then costs reasonably incurred repairing or replacing the meter will be charged including survey costs. If a change of size/model/location is requested then additional charges may be payable, as outlined in table above

6 This charge applies if we are unable to read meter due to your acts of omission, and as set out in sections 3.2.1 and 3.2.2

7 Non-standard cancellation and abortive fees will cover the costs incurred up to the time of cancellation and the costs of any resources that we are unable to reallocate to other activities (such as highway closures, plant hire, multiple workforce, etc)

PART 2

METER MENU

Meter Size	Meter Type	Manifold Material	Description	Standard Price	Non-Standard Price
15 mm					
	Concentric	Composite	QN 2.5 METER CLASS D+ AQUADIS+ WITHOUT MODULE	£124.92	POA
	Concentric	Composite	QN 2.5 METER CLASS D+ AQUADIS+ WITH EVERBLU MODULE	£144.72	POA
	In-Line	Composite	QN 2.5 METER CLASS D+ AQUADIS+ WITHOUT MODULE		POA
	In-Line	Composite	QN 2.5 METER CLASS D+ AQUADIS+ WITH EVERBLU MODULE		POA
20 mm					
	Concentric	Brass	QN 4 METER CLASS C AQUADIS+ WITHOUT MODULE	£142.26	POA
	Concentric	Brass	QN 4 METER CLASS C AQUADIS+ WITH EVERBLU MODULE	£164.41	POA
	In-Line	Brass	QN 4 METER CLASS C AQUADIS+ WITHOUT MODULE		POA
	In-Line	Brass	QN 4 METER CLASS C AQUADIS+ WITH EVERBLU MODULE		POA
25 mm					
	In-Line	Brass	QN 6.3 METER CLASS C AQUADIS+ WITHOUT MODULE		POA
	In-Line	Brass	QN 6.3 METER CLASS C AQUADIS+ WITH EVERBLU MODULE		POA
30 mm					
	In-Line	Brass	QN 6.3 METER CLASS C AQUADIS+ WITHOUT MODULE		POA

In-Line	Brass	QN 6.3 METER CLASS C AQUADIS+ WITH EVERBLU MODULE		POA

40 mm

In-Line	Brass	QN 16 METER CLASS C AQUADIS+ WITHOUT MODULE		POA
In-Line	Brass	QN 16 METER CLASS C AQUADIS+ WITH EVERBLU MODULE		POA
In-Line	Brass	FLOSTAR CLASS C DN40 QN 16 WITHOUT MODULE		POA
In-Line	Brass	FLOSTAR CLASS C DN40 QN 16 WITH MODULE		POA

50 mm

In-Line Flanged	Brass	FLOSTAR QN 25 CLASS D WITHOUT MODULE		POA
In-Line Flanged	Brass	FLOSTAR QN 25 CLASS D WITH MODULE		POA
In-Line Flanged	Cast Iron	WOLTEX QN 40 CLASS B WITHOUT MODULE		POA
In-Line Flanged	Cast Iron	WOLTEX QN 40 CLASS B WITH MODULE		POA

80 mm

In-Line Flanged	Cast Iron	WOLTEX QN 63 CLASS B WITHOUT MODULE		POA
In-Line Flanged	Cast Iron	WOLTEX QN 63 CLASS B WITH MODULE		POA
In-Line Flanged	Brass	FLOSTAR QN 63 CLASS D WITHOUT MODULE		POA
In-Line Flanged	Brass	FLOSTAR QN 63 CLASS D WITH MODULE		POA

100 mm

In-Line Flanged	Cast Iron	WOLTEX QN 160 CLASS B WITHOUT MODULE		POA
In-Line Flanged	Cast Iron	WOLTEX QN 160 CLASS B WITH MODULE		POA
In-Line Flanged	Brass	FLOSTAR QN 100 CLASS D WITHOUT MODULE		POA
In-Line Flanged	Brass	FLOSTAR QN 100 CLASS D WITH EVERBLU MODULE		POA

150 mm

In-Line Flanged	Cast Iron	WOLTEX QN 400 METER FITTED WITH AMR MODULE		POA

200 mm

In-Line Flanged	Cast Iron	WOLTEX QN 400 METER FITTED WITH AMR MODULE		POA

Note: Where a standard price is shown in the table above, this indicates that the meter is a standard meter. Other meters are non-standard meters.

Defined terms

Act	The Water Industry Act 1991 as amended from time to time.
Business day	The period of 08:00 to 18:00 hours on any day other than a Saturday or Sunday, or Christmas Day, Good Friday or any day which is a bank holiday in England and Wales under the Banking and Financial Dealings Act 1971.
Business terms	The procedures, principles, terms and conditions set out in Schedule 1, Part 2 of the **wholesale contract**.
Contracting retailer	For the purposes of the **wholesale-retail code**, the retailer that is party to a given **wholesale contract**.
Contracting wholesaler	For the purposes of the **wholesale-retail code**, the wholesaler that is a party to a given **wholesale contract**.
CSDs or code subsidiary documents	The detailed processes that further describe and facilitate the performance of duties under the **market terms** as set out in Schedule 1 Part 5 of the **wholesale contract**, such duties including processing and data responsibilities.
Household premises	Premises in any part of which, a person has his home and whose principal use is as a home and which may be identified as such in light of any eligibility guidance.
Instrument of appointment	The instrument appointing South East Water Ltd as a water undertaker under the **Act**.
Market operator	The company established to exercise certain central market functions in relation to the participation of **trading parties** in the competitive market and appointed for this purpose pursuant to section 3.2 of the market arrangements code.
Market terms	The procedures, principles, terms and conditions set out in Schedule 1, Part 4 of the **wholesale contract** and, where the context requires, any or all of the **code subsidiary documents**.
Non-household premises or eligible premises	Premises other than **household premises** and which may be identified as eligible premises in light of any eligibility guidance.
Ofwat	The Water Services Regulation Authority established by section 1 of the **Act**.
Operational terms	The procedures, principles, terms and conditions set out in Schedule 1, Part 3 of the **wholesale contract** and, where the context requires, any or all of the forms.
Settlement process	The process of calculation of the primary charges in respect of each supply point.
Trading party	The **contracting retailer** and the **contracting wholesaler** and any other retailer and/or wholesaler that has satisfied the trading conditions.
Wholesale Connection Charges	Has the meaning given to it in **Ofwat**'s Wholesale Charging Rules.
Wholesale contract	The contract between us as a **contracting wholesaler** and you as a **contracting retailer** that constitutes a section 66D agreement and which is in the form prescribed by the **wholesale retail code**.
Wholesale retail code	The code of that name issued by **Ofwat** under sections 66DA and 117F of the **Act** including, without limitation, the **wholesale contract**, the **business terms**, the **operational terms**, and the **market terms** and any approved change from time to time.