

# Wholesale charges

2019-20

This is not a Scheme of Charges

Customers should refer to our Household Scheme of Charges

Retailers should refer to our Wholesale Scheme of Charges

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# About this document

## Wholesale charges 2019-20

*1 April 2019 to 31 March 2020*

Wholesale charging rules issued by the Water Services Regulation Authority (Ofwat) only apply to the charges that wholesalers make to retailers for the provision of services to business customers. However, for the purposes of demonstrating compliance with the price controls determined in respect of wholesale activities, Ofwat requires wholesalers (under Condition B (Charges) of their appointments) to publish all wholesale charges in one document.

This document is not a Scheme of Charges. All terms, conditions and descriptions of the services offered can be found within the two Schemes we have published on our website.

- Household customers should refer to the Household Scheme of Charges. Wholesale charges for households are included within the charges that apply to households.
- Retailers should refer to the Wholesale Scheme of Charges. Wholesale charges for non-households in this document are a copy of those published in the Wholesale Scheme.

This document is split into three:

- Section 1 is the wholesale charges that are included within household bills.
- Section 2 is our primary wholesale charges for retailers supplying eligible premises within the non-household market.
- Section 3 is our non-primary charges for retailers or other customers.

## Developers

If you are looking for information on charges for developers then go to:

[www.stwater.co.uk/developercharges](http://www.stwater.co.uk/developercharges)

## Section 1: Wholesale charges for households

### 1.1 Introduction

This section of the document sets out our water and sewerage charges for 2019-20. Section references correspond to the relevant sections of the Household Scheme of Charges set out in section B of that document.

For example, unmetered charges explained in section B2 of the Household Scheme of Charges relate to the unmetered charges tables set out in section 1.2 below.

### 1.2 Wholesale unmetered charges (households)

#### Wholesale HH 1: Unmetered water supply and sewerage charges

Charging Zone	Fixed Charge	Wholesale rate per pound of rateable value (p/£RV) – Households			
		Water Supply*	Used and Surface Water	Used Water only	Surface Water only
1	N/A	106.60	114.75	87.74	27.01
2	N/A	94.99	94.84	73.36	21.48
3	N/A	91.85	100.51	77.25	23.26
4	N/A	96.38	110.00	84.29	25.71
5	N/A	112.17	130.11	98.66	31.45
6	N/A	117.08	125.64	95.48	30.16
7	N/A	117.94	122.15	92.97	29.18
8	N/A	91.85	99.76	76.50	23.26
9	38.87	69.20	N/A	N/A	N/A
10	82.98	74.19	N/A	N/A	N/A

Rates not available to household customers or retailers. Refer to the Household Scheme of Charges.

\*Zones 1 to 8 subject to a minimum charge of £79.72

### 1.3 Wholesale metered charges (households)

#### Wholesale HH 2: Metered water supply volumetric charges

Standing Charge Zone	Zones 1 to 8	Zone 9	Zone 10
Size of meter up to:	£ per year	£ per year	£ per year
15mm	7.86	7.86	7.86
22mm	7.86	7.86	7.86
28mm	7.86	50.68	50.68
35mm	7.86	76.87	76.87
42mm	7.86	125.26	125.26
54mm	7.86	182.60	182.60
<b>Water Supply</b>	<b>£ per m<sup>3</sup></b>	<b>£ per m<sup>3</sup></b>	<b>£ per m<sup>3</sup></b>
Volumetric charge	1.4323	1.1265	1.2249

Rates not available to household customers or retailers. Refer to the Household Scheme of Charges.

#### Wholesale HH 3: Metered used water charges for Zones 1 to 8

(a) Discharged to a public sewer

Volume discharged directly or indirectly to a public sewer	Charge £ per m <sup>3</sup>
	1.0409

(b) Discharged to a directly treatment works

Volume discharged directly to our treatment works	Charge £ per m <sup>3</sup>
	0.7569

#### Wholesale HH 4: Metered Standing charges for sewerage for Zones 1 to 8

Sewerage £ per year
6.77

Rates not available to household customers or retailers. Refer to the Household Scheme of Charges.

## Wholesale HH 5: Metered surface water drainage charges for Zones 1 to 8

### (a) Rateable Value charges

Charging Zone	Rate per pound of rateable value (p/£RV)
1	27.01
2	21.48
3	23.26
4	25.71
5	31.45
6	30.16
7	29.18
8	23.26

Rates not available to household customers or retailers. Refer to the Household Scheme of Charges.

### (b) Property type surface water drainage charges

Type of premises	Charge £ per year
Detached house (including link-detached):	65.95
Semi-detached house	43.95
Other household premises	21.98

Rates not available to household customers or retailers. Refer to the Household Scheme of Charges.

## Wholesale HH 6: Charge for testing meters up to and including 28 mm

### Charge for meter testing for meters up to and including 28 mm

£70.00

Identical to the rate included within the Household Scheme of Charges.

## 1.4 Assessed volume charges

### Wholesale HH 7: Property type and assessed volume charges

#### Zones 1 to 8

	Applicable Zones	Water Supply £ per year	Used Water* £ per year
Detached house (including link-detached):	1 to 8	194.70	141.49
Semi-detached house	1 to 8	171.78	119.79
Other household premises	1 to 8	156.09	111.56
Single Occupancy	1 to 8	77.96	50.25
Single Occupancy	9	68.97	N/A
Multi Occupancy	9	113.32	N/A
Single Occupancy	10	74.99	N/A
Multi Occupancy	10	123.22	N/A

\*Plus the appropriate charge for surface water drainage (see Wholesale HH 5b)

Rates not available to household customers or retailers. Refer to the Household Scheme of Charges.

## 1.5 Support options

### Wholesale HH 8: WaterSure tariff /WaterSure Plus tariff

	Zones	Charge £ per year
Water supply	1 to 8	310.27
Water supply	9 and 10	245.70
Sewerage	1 to 8	269.36

Rates not available to household customers or retailers. Severn Trent & Hafren Dyfrdwy household retail apply a discount to these rates. Refer to the Household Scheme of Charges.

### Wholesale HH 9: The Big Difference Scheme (Social tariff)

Band	Water Supply	Water Supply	Sewerage
	Zones 1 to 8 £ per year	Zones 9 and 10 £ per year	Zones 1 to 8 £ per year
1	180.79	245.70	182.07
2	180.79	245.70	182.07
3	180.79	245.70	182.07
4	180.79	245.70	182.07
5	180.79	245.70	182.07
6	180.79	245.70	182.07
7	180.79	245.70	182.07
8	180.79	245.70	182.07
9	180.79	245.70	182.07

Rates not available to household customers or retailers. Severn Trent household retail applies a discount to these rates. Refer to the Household Scheme of Charges.

## Section 2: Wholesale charges for non households

### 2.1 Introduction

This section of the document sets out our wholesale water and sewerage charges for 2019-20. Section references correspond to the relevant sections of the Wholesale Scheme of Charges set out in section B of that document. For example, unmetered charges explained in section B2 relate to the unmetered charges tables set out in section 2.2 below.

### 2.2 Unmetered charges

#### Wholesale NHH 1: Unmetered water supply and sewerage charges

Charging Zone	Rate per pound of rateable value (p/£RV)			
	Water supply	Used and surface water	Used water only	Surface water only*
1	106.60	118.95	91.94	27.01
2	94.99	99.18	77.70	21.48
3	91.85	104.86	81.60	23.26
4	96.38	114.22	88.51	25.71
5	112.17	134.42	102.97	31.45
6	117.08	130.05	99.89	30.16
7	117.94	126.44	97.26	29.18
8	91.85	104.01	80.75	23.26
9	68.68	N/A	N/A	N/A
10	73.56	N/A	N/A	N/A

\* Subject to a maximum charge of £113,707.94

#### Wholesale NHH 2: Unmetered water supply and sewerage fixed charges

Charging Zone	Fixed charge per property £	Fixed charge per property £	Fixed charge per property £
Zone(s)	Water Supply	Used Water	Surface Water only
1 to 8	5.19	3.51	3.51
9	28.11	N/A	N/A
10	71.44	N/A	N/A

#### Wholesale NHH 3: Unmetered cattle trough

	£ per annum
Fixed charge for a supply to a cattle trough	149.27

## 2.3 Metered charges

### Wholesale NHH 4: Metered water supply volumetric charges

Table 4(a) Metered water supply volumetric charges for Zones 1 to 10

Zone	Water Supply Charge	Charge in £ per m <sup>3</sup>
1 to 8	Standard water supply charge 0 to 4,999m <sup>3</sup>	1.4323
1 to 8	Standard water supply charge 5,000 to 9,999m <sup>3</sup>	1.4323
Zone 9	Standard water supply charge 0 – 49,999 m <sup>3</sup>	1.1287
Zone 9	Standard water supply charge 50,000 – 249,999 m <sup>3</sup>	1.1149
Zone 10	Standard water supply charge 0 – 49,999 m <sup>3</sup>	1.2221
Zone 10	Standard water supply charge 50,000 – 249,999 m <sup>3</sup>	1.2072

Table 4(b) Metered non-potable water supply volumetric charges for Zone 10

Non-Potable Water Volume	Charge in £ per m <sup>3</sup>
Volumetric (0-50Ml)	0.7608
Volumetric (50+ Ml)	0.7568

### Wholesale NHH 5: Metered Standing and Fixed charges

(a) Meter charges (standing charges) for Zones 1 to 8

Meter size not exceeding	£ per year
15 mm	7.86
22 mm	7.86
30 mm	14.72
42 mm	26.73
50 mm	38.23
80 mm	69.91
100 mm	79.66
150 mm	180.60
200 mm	228.50
250 mm	276.53
300 mm	316.83

(b) Fixed charges for Zones 1 to 8

Volume of water supplied/sewage discharged	Water Supply £ per year	Used Water £ per year	Surface Water £ per year
0 to 4,999 m <sup>3</sup>	5.19	3.51	3.51
5,000 to 9,999 m <sup>3</sup>	5.19	3.51	3.51
10,000 to 49,999 m <sup>3</sup>	5.19	3.51	3.51
50,000 to 250,000 m <sup>3</sup>	5.19	3.51	3.51
250,000 m <sup>3</sup> or greater	5.19	3.51	3.51



*(c) Meter charges (standing charges) for Zones 9 & 10*

Meter Standing Charges	
Meter size up to:	£ per year
15 mm	7.86
22 mm	7.86
30 mm	50.68
35 mm	76.87
42 mm	125.26
54 mm	182.60
80 mm	238.54
100 mm	352.58
150 mm	524.83
200 mm and above	649.97

**Wholesale NHH 6: Metered used water charges for Zones 1 to 8***Volumetric charges (charge per m<sup>3</sup> of used water discharged)*

Volume discharged directly or indirectly to a public sewer	Volume of Water Supplied - Charge £ per m <sup>3</sup>				
	0-5 MI	5-9.9 MI	10-49 MI	50-250 MI	> 250 MI
For the first 9,999 m <sup>3</sup>	1.0409	1.0409	1.0409	1.0409	1.0409
From 10,000 to 49,999 m <sup>3</sup>	1.0327	1.0327	1.0327	1.0327	1.0327
From 50,000 to 249,999 m <sup>3</sup>	0.9952	0.9952	0.9952	0.9952	0.9952
250,000 m <sup>3</sup> and over	0.9491	0.9491	0.9491	0.9491	0.9491
Volumes discharged directly to our sewage treatment works	0.7569	0.7569	0.7569	0.7569	0.7569

**Wholesale NHH 7: Metered non-household surface water drainage charges for Zones 1 to 8***(a) Rateable Value charges*

Charging Zone	Rate per pound of rateable value (p/£RV)
1	27.01
2	21.48
3	23.26
4	25.71
5	31.45
6	30.16
7	29.18
8	23.26

Subject to a maximum charge of £113,707.94

*(b) Site area surface water charges*

Band	Chargeable area in m2 (all figures are inclusive)	Charge £ per year*
1	up to 20	8.88
2	21-99	48.56
3	100-199	97.34
4	200-299	162.26
5	300-499	259.73
6	500-749	406.03
7	750-999	568.56
8	1,000-1,499	812.13
9	1,500-1,999	1,136.54
10	2,000-3,999	1,948.40
11	4,000-7,499	3,734.83
12	7,500-9,999	5,683.81
13	10,000-14,999	8,119.66
14	15000-19,999	11,367.88
15	20,000-24,999	14,615.98
16	25,000-29,999	17,864.19
17	30000-34,999	21,112.19
18	35,000-39,999	24,362.32
19	40,000-44,999	27,612.46
20	45,000-49,999	30,862.70
21	50,000-99,999	48,725.02
22	Over 100,000	113,707.94

(c) Surface water charges - transition to site area (Zones 1 to 8 only)

Band	Charge £ per year
T	203.76

## Wholesale NHH 8: Intermediate and large user tariffs

(a) Intermediate and large user tariffs for Zones 1 to 8

	Volume of water supplied during the year m <sup>3</sup>	Additional fixed charge £ per year*	Rate in £ per m <sup>3</sup> of water supplied in the period		
			From 1 April to 30 April inclusive	From 1 May to 30 September inclusive	From 1 October to 31 March inclusive
Intermediate User	10,000 – 49,999	3,115.25	0.8375	1.5120	0.8375
Large User	50,000 or greater	22,021.61	0.5445	1.0163	0.5445

\*In CMOS, the fixed charge above is aggregated with the fixed charge shown in table 5(b).

*(b) Large user tariffs for Zones 9 and 10*

Volume	Charge £ per m <sup>3</sup> of water supplied	Charge £ per m <sup>3</sup> of water supplied
	Zone 9	Zone 10
Up to 50 mega litres	1.1287	1.2221
50 to 250 mega litres	1.1149	1.2072

**Wholesale NHH 9: Standby tariff capacity charges for Zones 1 to 8**

Total peak and off peak notified volumes (m <sup>3</sup> )	Fixed charge	Rate in £ per m <sup>3</sup> of water supplied in the period		
	£ per year	From 1 April to 30 April inclusive	From 1 May to 30 September inclusive	From 1 October to 31 March inclusive
0 – 9,999	N/A	0.5330	1.4056	0.5330
10,000 – 49,999	1,974.02	0.4188	1.0933	0.4188
50,000 or greater	13,555.72	0.2723	0.7441	0.2723

\*In CMOS, the fixed charge above is aggregated with the fixed charge shown in table 5(b).

**Wholesale NHH 10: Standby tariff volume charges for Zones 1 to 8**

Total volume supplied (m <sup>3</sup> )	Fixed charge £	Rate in £ per m <sup>3</sup> of water supplied
0 – 9,999	N/A	0.5330
10,000 – 49,999	1,142.00	0.4188
50,000 or greater	8,467.00	0.2723

**Wholesale NHH 11: Standby tariff premium charges where the notified volume is zero**

Rate in £ per m <sup>3</sup> of water supplied in the period		
From 1 April to 30 April inclusive	From 1 May to 30 September inclusive	From 1 October to 31 March inclusive
1.0660	2.8112	1.0660

## Wholesale NHH 12: Supplies to New Appointments and Variations (NAVs)

(a) Supplies to New Appointments & Variations (NAVs) for Zones 1 to 8

Charges in £ per m <sup>3</sup>	Up to 10 plots	More than 10 plots	
Water supply charge	1.2196	1.0544	
Used water discharged to public sewer*	1.0361	1.0101	
Standing charges - water supply (based on size of meter at boundary)	None	Apply	See Table 5(a)
Surface water drainage*	Apply	Apply	See Table 7(b)
Fixed charges (based on consumption)	None	None	See Table 5(b)
* For NAVs that also cover waste water services			

These charges apply to new appointments for unserved sites. They do not apply to new appointees serving large non-household customers using more than 50 Ml/a or variations by consent.

(b) Supplies to New Appointments & Variations (NAVs) for Zones 9 and 10

Charge in £ per m <sup>3</sup>	Up to 10 plots	More than 10 plots	References
Water supply charge - Zone 9	0.9611	0.8309	
Water supply charge - Zone 10	1.0406	0.8996	
Standing charges – Zone 9 - water supply (based on size of meter at boundary)	None	Apply	See Table 5c
Standing charges – Zone 10 - water supply (based on size of meter at boundary)	None	Apply	See Table 5c
Fixed charges (based on consumption)	None	None	

These charges apply to new appointments for unserved sites. They do not apply to new appointees serving large non-household customers using more than 50 Ml/a or variations by consent.

## 2.4 Assessed volume charges

### Wholesale NHH 13: Assessed volume charges

Charges calculated by using the appropriate m<sup>3</sup> charge listed in the table below and multiplying it by the volume of water that we assess is supplied to such premises plus a fixed charge (also shown in table below).

	Zones 1 to 8	Zone 9	Zone 10
Charge Type	Charge in £ per m <sup>3</sup>	Charge in £ per m <sup>3</sup>	Charge in £ per m <sup>3</sup>
Water Supply	1.4323	1.1287	1.2221
Used Water*	1.0409	N/A	N/A
	Fixed charge of £	Fixed charge of £	Fixed charge of £
Water Supply	5.19	N/A	N/A
Used Water	3.51	N/A	N/A

\*Plus the appropriate charge for surface water drainage (see table 7b)

## 2.5 Trade effluent charges

### Wholesale NHH 14: Trade effluent charges for Zones 1 to 8

(a) 0 to 4.999 Ml of water supplied

Charging element	Volume discharged	Charge in £ per m <sup>3</sup>	Charge in £ per kg
R (Reception and conveyance in the public foul water sewer)	Up to 9,999m <sup>3</sup>	0.2748	-
	From 10,000 to 49,999m <sup>3</sup>	0.2668	-
	From 50,000 to 249,999m <sup>3</sup>	0.2293	-
	250,000m <sup>3</sup> and over	0.1832	-
V (Volumetric treatment)		0.2571	-
B (Biological treatment)		-	0.4418
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3595
Discharge to a public surface water sewer under a consent		0.1374	-

(b) 5 to 9.999 Ml of water supplied

Charging element	Volume discharged	Charge in £ per m <sup>3</sup>	Charge in £ per kg
R (Reception and conveyance in the public foul water sewer)	Up to 9,999m <sup>3</sup>	0.2748	-
	From 10,000 to 49,999m <sup>3</sup>	0.2668	-
	From 50,000 to 249,999m <sup>3</sup>	0.2293	-
	250,000 m <sup>3</sup> and over	0.1832	-
V (Volumetric treatment)		0.2571	-
B (Biological treatment)		-	0.4418
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3595
Discharge to a public surface water sewer under a consent		0.1374	-

*(c) 10 to 49.999 Ml of water supplied*

Charging element	Volume discharged	Charge in £ per m3	Charge in £ per kg
R (Reception and conveyance in the public foul water sewer)	Up to 9,999m3	0.2748	-
	From 10,000 to 49,999m3	0.2668	-
	From 50,000 to 249,999m3	0.2293	-
	250,000m3 and over	0.1832	-
V (Volumetric treatment)		0.2571	-
B (Biological treatment)		-	0.4418
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3595
Discharge to a public surface water sewer under a consent		0.1374	-

*(d) 50 to 249.999 Ml of water supplied*

Charging element	Volume discharged	Charge in £ per m3	Charge in £ per kg
R (Reception and conveyance in the public foul water sewer)	Up to 9,999m3	0.2748	-
	From 10,000 to 49,999m3	0.2668	-
	From 50,000 to 249,999m3	0.2293	-
	250,000m3 and over	0.1832	-
V (Volumetric treatment)		0.2571	-
B (Biological treatment)		-	0.4418
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3595
Discharge to a public surface water sewer under a consent		0.1374	-

*(e) Greater than 250 Ml of water supplied*

Charging element	Volume discharged	Charge in £ per m <sup>3</sup>	Charge in £ per kg
R (Reception and conveyance in the public foul water sewer)	Up to 9,999m <sup>3</sup>	0.2748	-
	From 10,000 to 49,999m <sup>3</sup>	0.2668	-
	From 50,000 to 249,999m <sup>3</sup>	0.2293	-
	250,000m <sup>3</sup> and over	0.1832	-
V (Volumetric treatment)		0.2571	-
B (Biological treatment)		-	0.4418
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3595
Discharge to a public surface water sewer under a consent		0.1374	

### Wholesale NHH 15: Assessed trade effluent charges for Zones 1 to 8

Assessed trade effluent	Charge in £ per m <sup>3</sup>
Car wash	0.5852
Laundrette	0.8827
Surface water	0.1374
Swimming pool backwash	0.5427
Paint stripping	0.7456
Gas holder seal water	0.5841

### Wholesale NHH 16: Fixed charges for Zones 1 to 8

Volume of Trade Effluent discharged	Charge £ per year
0 to 9,999 m <sup>3</sup>	51.27
10,000 to 49,999 m <sup>3</sup>	51.27
50,000 to 249,999 m <sup>3</sup>	51.27
250,000 m <sup>3</sup> or greater	51.27

## 2.6 Other charges

### Wholesale NHH 17: Charges for water supplies for building or civil engineering purposes

Charge for water supplies for building or civil engineering purposes, per unit of property
£79.03

## Section 3 - Miscellaneous non-primary charges

### 3.1 Miscellaneous non-primary charges

**Table 18: Meter installation**

Meter installation	Charge £
1. Standard meter installation	Free of charge
2. No access or process cancelled by retailer (abortive charge for standard job)	60.00
3. Non-standard job – subject to quotation	Quote
4. No access or process cancelled by retailer (abortive charge non-standard job)	60.00 plus costs incurred

**Table 19: Meter accuracy testing**

Meter accuracy testing	Charge £
1. Meter accuracy test - meters up to 28mm – no fault found	70.00
2. Meter accuracy test - meters over 28mm – no fault found	480.00
3. Non-standard meter test – meters over 28mm	Quote
4. When a fault is found – all meter sizes (abortive charge for standard job)	No charge
5. No access or process cancelled by retailer	60.00
6. No access or process cancelled by retailer (abortive charge non-standard job)	60.00 plus costs incurred



**Table 20: Meter repair, replacement, re-sites, pulse units and splitters**

<b>a. Meter repair or replacement</b>	<b>Charge £</b>
1. Repair or replacement of a Severn Trent Water Limited owned meter (through no fault of retailer/customer)	No Charge
2. No access or process cancelled by retailer (abortive charge for standard job)	60.00
<b>b. Change meter size, location or model</b>	<b>Charge £</b>
1. Standard job completed as per request	115.00
2. No access or process cancelled by retailer (abortive charge for standard job)	60.00
3. Non-standard job	Quote
4. No access or process cancelled by retailer (abortive charge non-standard job)	60.00 plus costs incurred
<b>c. Pulse Unit, Splitter and RF splitter installations (to provide pulse output)</b>	<b>Charge £</b>
1. For meters less than 42mm diameter (standard jobs), installation of :-	
a. Pulse Output Only (no splitter or RF required)	92.00
b. Pulse Unit + Splitter	192.00
c. Pulse Unit + 3 Way RF Splitter	266.00
2. For meters greater than 42mm diameter (standard jobs), installation of :-	
a. Pulse Output Only (no splitter or RF required)	206.00
b. Pulse Unit + Splitter	306.00
c. Pulse Unit + 3 Way RF Splitter	380.00
3. No access or process cancelled by retailer (abortive charge for standard job)	60.00
4. Non-standard job	Quote
5. No access or process cancelled by retailer (abortive charge non-standard job)	60.00 plus costs incurred

**Table 21: Meter read for a non-market meter pending transfer**

<b>Carry out a meter read for a non-market meter pending transfer</b>	<b>Charge £</b>
1. Standard job - one off charge for meter read	60.00
2. No access or process cancelled by retailer (abortive charge for standard job)	60.00

**Table 22: Confirmation of meter details or supply**

Confirmation of meter details	Charge £
1. Admin charge to process data supplied by meter owner when requested by retailer - no site visit required	17.50
2. Where process is cancelled by retailer - no site visit	15.00
3. Admin charge to process data supplied by meter owner when requested by retailer - site visit necessary	61.50
4. No access or process cancelled retailer - site visit necessary (abortive charge for standard job)	60.00

**Table 23: Verification of meter details or supply arrangements**

Verification of meter details or supply arrangements	Charge £
1. Where our data is correct - desktop investigation only	20.00
2. Process cancelled by retailer - where no site visit	15.00
3. Where our data is correct - site visit	70.00
4. No access or process cancelled by retailer - site visit necessary	60.00

**Table 24: Deregistration of a supply or discharge point**

a. Application to deregister a supply / discharge point – desktop investigation only	Charge £
1. Where deregistration goes ahead	20.00
2. Where deregistration does not go ahead (aborted)	15.00
b. Application to deregister a supply / discharge point – site visit required	Charge £
3. Where deregistration goes ahead	70.00
4. Where deregistration does not go ahead (abortive charge for standard job)	60.00

**Table 25: Amendment to VOA BA reference or UPRN at supply point**

Application to amend VOA BA reference or UPRN – desktop investigation only	Charge £
1. Where amendment goes ahead	20.00
2. Where amendment does not go ahead (abortive charge for standard job)	15.00

**Table 26: Application for a trade effluent consent for Zones 1 to 8**

Application for a trade effluent consent	Charge £
1. Grant of Trade Effluent consent or reactivation of discontinued consent - small volume letter	160.00
2. Grant of Trade Effluent consent or reactivation of discontinued consent - short term consent	145.00
3. Aborted Trade Effluent application	15.00
4. Retailer withdraws request to discharge Trade Effluent on behalf of non-household customer and a legal document has been produced	Costs incurred

**Table 27: Assessment requests**

Retailer application for change in tariff applied to a service/discharge component or application for allowance and volumetric adjustment	Charge £
1. Retailer application for change in tariff applied to a service/discharge component - desktop investigation only	20.00
2. Aborted retailer application for change in tariff applied to a service/discharge component – desktop investigation only	15.00
3. Retailer application for change in tariff applied to a service/discharge component - existing tariff correct - site visit necessary (excludes SWD site area/connectivity assessment surveys – see charges below)	Quote
4. Aborted retailer application for change in tariff applied to a service/discharge component - existing tariff correct – site visit necessary (abortive charge standard job)	60.00
5. Retailer application for change in surface water drainage tariff – site visit necessary to undertake site area assessment and / or connectivity survey:	
a. application for change in tariff applied to SWD current band 1 to 9	70.00
b. application for change in tariff applied to SWD current band 10 to 15	260.00
c. application for change in tariff applied to SWD current band 16 to 19	333.00
d. application for change in tariff applied to SWD current band 20 to 22	410.00
e. where no access or process cancelled by retailer – band 1 to 9 survey (abortive charge)	60.00
f. where no access or process cancelled by retailer – band 10 to 22 survey (abortive charge)	120.00

**Table 28: Disconnections**

a. Disconnection	Charge £
1. Standard job completed as per request	90.00
2. Where no access or process cancelled by retailer (abortive charge for standard job)	60.00
3. Non-standard job - subject to quotation	Quote
b. Gaining entry to premises for disconnection where costs recoverable	Charge £
4. Disconnection completed as per request	Costs recovered
5. Where no access or process cancelled by retailer	60.00

**Table 29: Reconnections**

a. Reconnection request (without water fittings visit)		Charge £
1.	Standard job completed as per request	100.00
2.	Where no access or process cancelled by retailer (abortive charge for standard job)	60.00
3.	Non-standard job – charge equal to disconnection value	Quote
b. Reconnection request (with water fittings visit)		Charge £
4.	Standard job completed as per request	120.00
5.	Where no access or process cancelled by retailer (abortive charge for standard job)	60.00
6.	Non-standard job - subject to quotation	Quote

**Table 30: Replacement of lead service pipes**

Replacement at request of retailer or customer		Charge £
1.	Replacement of lead service pipes owned by us	Quote
2.	Replacement of customer-owned lead service pipes	Quote
3.	Survey costs (where applicable) to enable accurate quote	Quote
4.	Where no access or process cancelled by retailer	60.00

**Table 31: Provision and maintenance of fire hydrants**

Provision and maintenance of fire hydrants		Charge £
1.	Category 1 - partial replacement or installation	330.92
2.	Category 2 - rebuild, replacement or partial installation	497.98
3.	Category 3 - removal, renewal or installation	1,191.69
4.	Category 4 - installation of new fire hydrant as main laying proceeds	784.99
5.	Category A - repair work that does not require any excavation	67.59
6.	Where no access or process cancelled by retailer (standard job abortive charge)	60.00

**Table 32: Damage to apparatus**

Damage to apparatus		Charge £
1.	All work relating to repair and replacement of apparatus	Quote
2.	Where no access or process cancelled by retailer (abortive charge for standard job)	60.00

**Table 33: Site inspections**

a. Misuse of water or water fittings		Charge £
1.	If enforcement process becomes necessary	Costs recovered retrospectively
2.	Where no access or process cancelled by retailer (abortive charge for enforcement)	250.00
b. Inspections – other than under water regulations		Charge £
3.	Site inspection requested by retailer or customer	Quote
4.	Where no access or process cancelled by retailer (abortive charge for standard job)	60.00

**Table 34: Provision and use of standpipes**

Charge Description		Charge £	Deposit £
22mm Metered Standpipe Rental	Per week	31.85	200.00
	Annually	780.00	
40mm Metered Standpipe Rental	Per week	53.95	200.00
	Annually	980.00	
Delivery and collection	Fixed	Quote	-
Water Usage (#)	Per cubic metre	1.4323	-

**Note:**

- 1) Standpipe customers are required to provide a meter reading on a monthly basis.
- 2) Cash deposits are only taken on cash transactions.

**Table 35: Provision of Logger Data**

Activity	Charge £
1. Provision of logger data for each period requested and for each meter	24.00
2. Process cancelled by retailer	15.00
3. Non-standard job – subject to quotation	Quote
4. Process cancelled by retailer (abortive charge)	All costs incurred