



# **Wholesale Charges Schedule for Non-Household Customers**

---

## **Charges that apply from April 2024**

*January 2024*

- 1. About this document..... 3
  - 1.1. Introduction ..... 3
  - 1.2. Definitions used in this document ..... 3
  - 1.3. Other charges ..... 4
- 2. Wholesale charges for water ..... 4
- 3. About wholesale charges for water..... 9
  - 3.1. Unmeasured wholesale water charges ..... 9
  - 3.2. Measured wholesale water charges ..... 9
  - 3.3. Assessed volume charge.....10
  - 3.4. Value Added Tax (VAT) .....11
- 4. Charges for other services .....12
  - 4.1. Charges for services provided to Retailers .....12
  - 4.2. Description of services and charges.....12
  - 4.3. Schedule of Non-Primary Charges .....14
  - 4.4. Meter schedule .....17
  - 4.5. Damage to apparatus .....18

Contents

Contact us

Our wholesale services desk can be contacted on:

<b>Email</b>	<a href="mailto:wholesaleservicedesk@seswater.co.uk">mailto: wholesaleservicedesk@seswater.co.uk</a>
<b>Phone</b>	0203 968 9805 Monday to Thursday: 8:00am to 5:00pm Friday: 8.00am to 4.30pm
<b>Website</b>	<a href="http://www.seswater.co.uk">www.seswater.co.uk</a>
<b>Twitter</b>	@SESWater
<b>Address</b>	SES Water London Road Redhill RH1 1LJ

If you have a query about wastewater please contact the wastewater service provider:

<b>Thames Water</b>	<a href="mailto:wholesalemarketservices@thameswater.co.uk">wholesalemarketservices@thameswater.co.uk</a>
<b>Southern Water</b>	<a href="mailto:wholesaleservices@southernwater.co.uk">wholesaleservices@southernwater.co.uk</a>

## 1. About this document

This document is the Wholesale Charges Schedule drafted in accordance with the Wholesale Charging Rules issued by the Water Services Regulation Authority ('Ofwat') under section 66E of the Water Industry Act 1991 (as amended).

### 1.1. Introduction

This document outlines the charges that will apply for the provision of Wholesale Services from 1 April 2024. It provides an update on indicative charges that were published in October 2023. The year-on-year increase in wholesale charges is about 15% as per the indicative change in October 2023.

Since April 2017 businesses, charities and public sector organisations that are eligible have been able to switch Retailer. Charges for Wholesale Services are paid by Retailers to Wholesalers for the abstraction, treatment and transportation of water from source to the customer tap. The charges outlined in this document are therefore relevant only to Retailers. If you are a business please talk to your Retailer about the charges that you will pay. If you are a household customer please see our website for information about your bill and charges which also includes a charge for Retail Services.

The charges outlined in this document have been approved by the Company's Board of Directors. A statement of assurance is provided in a separate document published on our website.

### 1.2. Definitions used in this document

For the purposes of this charges scheme the following definitions apply:

Term	Definition
Billing Year	1st April to 31st March.
Company	SES Water.
Domestic Purposes	As defined in The Water Industry Act 1991.
Non-household	Customers that are commercial business, charity, or judicial persons that are not domestic households.
Measured Water Supply	A supply through a water meter.
Non-Potable	Untreated water.
Potable	Treated water.

Term	Definition
Premises	A property, or parts of a property, which are intended to be separately occupied.
Rateable Value	The valuation for a property as shown in The Inland Revenue Valuation List as at 31 <sup>st</sup> March 1990.
Retailer	The company providing Retail Services to customers within the Company's operational area.
Retail Services	Customer services, which include account management; billing, payment handling, meter change for accuracy, and customer enquiries; debt management and doubtful debts; and meter reading.
Unmeasured Water Supply	A supply of water that is not metered.
Wholesalers	A company providing Wholesale Services to Retailers.
Wholesale Services	All regulated activities related to the supply of water that are not Retail Activities. This includes the abstraction, treatment and transportation of water.

### 1.3. Other charges

The Company has other fixed charges for various works. These can be found in Chapter 4.

## 2. Wholesale charges for water

The applicable charge for Wholesale Services varies by region and the type of supply at the property. The Company has three charging areas – Southern, Northern (1) and Northern (2). The areas are indicated on the area map below. The charges that apply in each area are shown on the following three pages.

## Wholesale charges for business customers

Measured Potable Water						
Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge	CMOS Charge Element Name
Standard consumption <10ML/annum	£/annum	1.3065	N1_ME_SD	Standard user standing charge, Northern 1	D7101	Metered Potable Water Meter Fixed Charges
	£/m3	1.3462	N1_ME_SD	Standard user volumetric charge, Northern 1	D7103	Metered Potable Water Block Tariff
	£/annum	1.3065	N2_ME_SD	Standard user standing charge, Northern 2	D7101	Metered Potable Water Meter Fixed Charges
	£/m3	1.3462	N2_ME_SD	Standard user volumetric charge, Northern 2	D7103	Metered Potable Water Block Tariff
	£/annum	1.3065	SN_ME_SD	Standard user standing charge, Southern	D7101	Metered Potable Water Meter Fixed Charges
Mid User (10 - 49 MI at one site per charging year)	£/m3	1.7263	SN_ME_SD	Standard user volumetric charge, Southern	D7103	Metered Potable Water Block Tariff
	£/annum	1,219.6119	N1_ME_MU	Mid user standing charge, Northern 1	D7102	Metered Potable Water Supply Point Fixed Charges
	£/m3	1.1818	N1_ME_MU	Mid user volumetric charge, Northern 1	D7103	Metered Potable Water Block Tariff
	£/annum	1,219.6119	N2_ME_MU	Mid user standing charge, Northern 2	D7102	Metered Potable Water Supply Point Fixed Charges
	£/m3	1.1818	N2_ME_MU	Mid user volumetric charge, Northern 2	D7103	Metered Potable Water Block Tariff
High User (> 50 MI at one site per charging year)	£/annum	1,775.2435	SN_ME_MU	Mid user standing charge, Southern	D7102	Metered Potable Water Supply Point Fixed Charges
	£/m3	1.5107	SN_ME_MU	Mid user volumetric charge, Southern	D7103	Metered Potable Water Block Tariff
	£/annum	4,023.8816	N1_ME_HU	High user standing charge, Northern 1	D7102	Metered Potable Water Supply Point Fixed Charges
	£/m3	1.1260	N1_ME_HU	High user volumetric charge, Northern 1	D7103	Metered Potable Water Block Tariff
	£/annum	4,023.8816	N2_ME_HU	High user standing charge, Northern 2	D7102	Metered Potable Water Supply Point Fixed Charges
	£/m3	1.1260	N2_ME_HU	High user volumetric charge, Northern 2	D7103	Metered Potable Water Block Tariff
	£/annum	5,488.7432	SN_ME_HU	High user standing charge, Southern	D7102	Metered Potable Water Supply Point Fixed Charges
	£/m3	1.4434	SN_ME_HU	High user volumetric charge, Southern	D7103	Metered Potable Water Block Tariff

## SES Water

## Wholesale charges for businesses

<b>Unmeasured Potable Water</b>						
<b>Description</b>	<b>Unit</b>	<b>Charge</b>	<b>CMOS Tariff Code</b>	<b>CMOS Tariff Name</b>	<b>CMOS Charge</b>	<b>CMOS Charge Element Name</b>
Commercial licence fee	£/annum	112.1536	N1_UM_CL	Commercial licence fee	D7251	Unmeasured water fixed charge
Mixed licence fee	£/annum	371.7508	N1_UM_ML	Mixed licence fee	D7251	Unmeasured water fixed charge
Standing charge base on rateable value	£/annum	35.4987	N2_UM_RV	Standing charge, Northern 2	D7251	Unmeasured water fixed charge
	£/annum	35.4987	SN_UM_RV	Standing charge, Southern	D7251	Unmeasured water fixed charge
Variable Charge (per £ of RV)	£/RV	0.6814	N2_UM_RV	Rateable value, Northern 2	D7252	Unmeasured water RV poundage
	£/RV	1.1230	SN_UM_RV	Rateable value, Southern	D7252	Unmeasured water RV poundage
<b>Assessed Water</b>						
<b>Description</b>	<b>Unit</b>	<b>Charge</b>	<b>CMOS Tariff Code</b>	<b>CMOS Tariff Name</b>	<b>CMOS Charge</b>	<b>CMOS Charge Element Name</b>
Assessed water fixed charge, Northern 1	£/annum	43.8922	N1_AV	Assessed water fixed charge, Northern 1	D7201	Assessed water fixed charge
Assessed water fixed charge, Northern 2	£/annum	43.8922	N2_AV	Assessed water fixed charge, Northern 2	D7201	Assessed water fixed charge
Assessed water fixed charge, Southern	£/annum	43.8922	SN_AV	Assessed water fixed charge, Southern	D7201	Assessed water fixed charge
Assessed water volumetric charge, Northern 1	£/m3	1.3760	N1_AV	Assessed volumetric charge, Northern 1	D7203	Assessed water volumetric charge
Assessed water volumetric charge, Northern 2	£/m3	1.3760	N2_AV	Assessed volumetric charge, Northern 2	D7203	Assessed water volumetric charge
Assessed water volumetric charge, Southern	£/m3	1.7680	SN_AV	Assessed volumetric charge, Southern	D7203	Assessed water volumetric charge
Assessed charge per employee, Northern 1	£/employee	20.6402	N1_AV	Assessed volumetric charge, Northern 1	D7203	Assessed water volumetric charge
Assessed charge per employee, Northern 2	£/employee	20.6402	N2_AV	Assessed volumetric charge, Northern 2	D7203	Assessed water volumetric charge
Assessed charge per employee, Southern	£/employee	26.5205	SN_AV	Assessed volumetric charge, Southern	D7203	Assessed water volumetric charge
<i>*) Based on 15 cubic metres per person per year, minimum charge 30 cubic metres/year</i>						

<b>Others</b>					
<b>Description</b>	<b>Unit</b>	<b>Charge</b>	<b>CMOS Tariff Code</b>	<b>CMOS Tariff Name</b>	
Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe	£/annum	70.8268	N1-UM-MC	Miscellaneous, Northern 1	
Northern 1 Field supply, Cleansing supply	£/annum	142.9906	N1-UM-FC	Northern 1 Field supply, Cleansing supply	
Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe	£/annum	71.0526	N2-UM-MC	Miscellaneous, Northern 2	
Northern 2 Field supply, Cleansing supply	£/annum	143.4466	N2-UM-FC	Northern 2 Field supply, Cleansing supply	
Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe	£/annum	71.0526	SN-UM-MC	Miscellaneous, Southern	
Southern Field supply, Cleansing supply	£/annum	143.4466	SN-UM-FC	Southern Field supply, Cleansing supply	

**SES Water****Wholesale charges for businesses**

<b>Charges applied when no supply</b>			
	<b>A: Fixed and vol charge</b>	<b>B: No charge applied</b>	<b>C: Volume charge only</b>
Vacancy charging method water			X
Temporary disconnection method water		X	

**Wholesale charges for customers on special agreements**

Section 142 of the Water Industry Act 1991 provides for charges to be set for individuals in accordance with agreements with the persons to be charged ('special agreements'). SES Water holds two special agreements and the Water services Regulatory Authority ('Ofwat') contains a register of these agreements.

<b>Other special agreement</b>		
SESPOT1	£/m3	0.9522
SESPOT2	£/m3	1.1962



## **3. About wholesale charges for water**

### **3.1. Unmeasured wholesale water charges**

#### **3.1.1. Rate-based tariff – Southern and Northern Area (2)**

The Retailer for the occupier of any premises in the Southern Area or Northern Area (2) with access to a supply of water other than through a meter shall pay:

- an annual standing charge; and
- a charge calculated on the full Rateable Value of the premises to which the water supply is made available

#### **3.1.2. Licence fee – Northern Area (1)**

The Retailer for the occupier of any premises in Northern Area (1) with access to a supply of water other than through a meter shall pay a licence fee. The licence fee represents the average charge made by the Company for unmeasured supplies in the area. Different charges apply depending upon whether the premise concerned is Commercial or mixed Commercial/Domestic in its principal use.

#### **3.1.3. Miscellaneous charges**

The Company has fixed other sundry water supply charges in relation to discretionary use of water for purposes other than domestic use. A no-access tariff may be applied in the event of continued lack of access to properties as part of our meter installation programme.

#### **3.1.4. Access to Unmeasured Water Supply**

Where a rated premise has right of access to an Unmeasured Water Supply, the full unmeasured charge will apply to that premise, irrespective of whether or not the supply is within the boundary of the property concerned.

### **3.2. Measured wholesale water charges**

#### **3.2.1. Standard tariff**

The Retailer for the occupier of any premises receiving a supply of water through a meter shall pay:

- a standing charge; and
- a volume charge which shall be based on the consumption of water recorded by the meter

### 3.2.2. Tariffs for larger users

Business tariffs are available, subject to eligibility, for Retailers of larger use customers. The tariffs combine a discounted volumetric rate with a premium rate standing charge. Two tariffs are available:

- Mid User: for Retailers of customers using between 10 and 49 MI in a charging year at one site
- High User: for Retailers of customers using 50 or more MI in a charging year at one site

The following eligibility conditions apply:

- Eligible premises shall be those who have used between 10 MI and 49 MI or 50 or more MI in the charging year immediately preceding the charging year for which they wish to opt for the tariff;
- If the annual consumption at a premises in the charging year is less than is prescribed in the tariff, the charge to the Retailer will be reverted to the standard tariff for the whole of the following charging year;
- A Retailer of a premises that has been reverted to the standard tariff may re-apply for the business tariff as described in clause 1 above; and
- Application of a business tariff to a premises will be at the Company's sole discretion

For the avoidance of doubt, annual consumption will be that which is recorded by the Company's meter and used for normal billing purposes.

## 3.3. Assessed volume charge

### 3.3.1. Availability of tariff

This tariff is an alternative to the rate-based tariff specifically for Retailers of premises where the Rateable Value is less than £2,000 and water use is limited to Domestic Purposes (tea and toilet) requirements of the persons engaged on the premises.

The tariff is not available where:

- there is a domestic element within the premises;
- there is any use of water in the course of the business; and
- the premise has a rateable value over £2,000

### 3.3.2. Basis of assessment

The tariff comprises a standing charge, plus an assessed volume charge based on the number of persons on the premises. The volume charge will be assessed on the basis of 15 cubic metres per year per person, with a minimum of 30 cubic metres (2 persons).

### 3.3.3. Bespoke assessed charges

The Company reserves the right to calculate assessed charges for businesses on a case-by-case basis. Assessed charges apply where the Company has attempted to install a meter at a property but is unable to do so. The assessed charge will be calculated on the basis of estimated annual consumption, which will be based on the size and industry of the business. This estimated annual consumption will then be subject to the appropriate measured tariff(s).

### 3.4. Value Added Tax (VAT)

Value Added Tax (VAT) is payable at standard rate on supplies of water for Retailers of customers whose main economic activity lies within divisions 1 to 5 of the Standard Industrial Classification (SIC)1980:

- Energy and Water Supply Industries;
- Extraction of Minerals and Ores other than fuels; Manufacture of Metals, Mineral Products and Chemicals;
- Metal Goods, Engineering and Vehicle Industries;
- Other Manufacturing Industries; and
- Construction

Supplies of water to other classes of customer are, at present, zero rated for tax purposes.

## 4. Charges for other services

### 4.1. Charges for services provided to Retailers

The Company offers a range of services to Retailers. The tables in this section include the standard charge for the service that will be payable on each occasion that the Company is formally requested to undertake the service by a Retailer. All services set out in these 'Non-Primary Charges' relate to processes incorporated within the Wholesale Contract (the standard contract detailing the terms of trade between Wholesalers and Retailers under retail market reform).

Requests for services described in this document can be made by contacting the Wholesale Services Desk ([wholesaleservicedesk@seswater.co.uk](mailto:wholesaleservicedesk@seswater.co.uk) or 0203 968 9805 Monday to Thursday 8.00am-5.00pm, Friday 8.00am-4.30pm). Charges for the services will be invoiced monthly to each Retailer and will be due for payment in accordance with the terms set out in the Wholesale Contract.

### 4.2. Description of services and charges

All 'on site' charges include a rate for the first half hour which includes the travel time to the property where the work will be carried out. Each additional hour (or part of an hour) after that time is charged at the same rate. The charge includes the services of one of the Company's employees and all the tools and equipment necessary to undertake the task. Office based charges are half hourly.

Abortive visits will be charged when we are unable to obtain access to a site that we have been asked to attend or where the customer or Retailer's representative has not arrived within 15 minutes of the scheduled meeting time. Visits that have been aborted will have to be rescheduled by contacting the Wholesale Services Desk.

In addition to the above, charges will also be applied if the Company is requested to undertake works in accordance with its obligations under the Water Industry Act 1991, and the issue being investigated is subsequently determined to be on a private customer asset.

Normal working hours are Monday to Thursday 8.00am to 4.30pm and Friday 8.00am to 4.00pm.

1. Verification of service	The Company will confirm that it supplies water to the particular premise, and will give details of the point of supply. If further requested an Inspector can visit the property to highlight the point of supply and undertake a supply test. Charges will only apply where the outcome of the assessment is consistent with the information already provided by the market data.
----------------------------	---

2. Provision of information	An Inspector will attend a property and meet with a representative of the Retailer to describe how the property is supplied, including details of the pressure at the point of supply.
3. Water Regulations	The Company offers specific services to assist a customer of a Retailer achieve compliance with the Water Supply (Water Fittings) Regulations 2000. The table sets out the charges that will apply if we need to undertake additional works as part of scheduled inspections associated with these Regulations.
4. Temporary disconnections	Charges cover the time of an Inspector attending a temporary disconnection and turning off the Company's principal stopcock at a property. Additional charges apply for undertaking a survey of the property to confirm that disconnection is possible. Please note, meter based fixed charges will continue to apply where relevant during periods in which a property has been temporarily disconnected from the network.
5. Permanent disconnection	Charges for separating the supply to a property from the mains network will be priced individually and will reflect the reasonable costs of undertaking the work including all reinstatement of the surface and compliance with the requirements of the local Highways Authority.
6. Reconnection	Standard reconnections include operating the Company's principal stopcock only. All other reconnection works will be priced individually and will reflect the reasonable costs of undertaking the work including all reinstatement of the surface and compliance with the requirements of the local Highways Authority.
7. Meter changes	A schedule of meters is provided in Section 4.4. It includes the price for replacement of the meter where no excavation is required. Meter replacements which include an excavation will be priced individually and will reflect the reasonable costs of undertaking the work including all reinstatement of the surface and compliance with the requirements of the local Highways Authority.
8. Meter accuracy test	A meter will be sent to an independent organisation to determine whether it continues to operate within its designated performance envelope. If its performance remains inside the operating envelope then charges will apply as shown.
9. Leak Detection	The Company has a wealth of experience in leak detection and is willing to offer this to the advantage of Retailers and their customers. This can include either office-based advice, or on-site services of a fully equipped leak detection technician.

10. Assisting a Retailer's Accredited Entity	The Company anticipates that it will allow an accredited entity to undertake some meter replacement works and temporary disconnections. Where requested, the Company will provide on-site support to the Accredited Entity.
--	---

### 4.3. Schedule of Non-Primary Charges

1	Verification of Service	Charge	Abortive Visit	Comments
1.1	Office based investigation only	£41.18	n/a	Fixed fee including use of corporate GIS, CRM and any other database as appropriate.
1.2	Site visit (normal working hours)	£61.77	£61.77	Charge includes first half hour on site. Each additional hour charged at same rate.
1.3	Site visit (outside normal working hours)	£92.66	£92.66	Charge includes first half hour on site. Each additional hour charged at same rate.
1.4	Site visit (midnight/bank holiday/Sunday)	£123.54	£123.54	Charge includes first half hour on site. Each additional hour charged at same rate.
The Company reserves the right to make additional charges if the information provided about the premise is inaccurate. These shall not exceed one additional hour of charge time at the relevant rate.				

2	Provision of information	Charge	Abortive Visit	Comments
2.1	Office based investigation only	£41.18	n/a	Fixed fee including use of corporate GIS, CRM and any other database as appropriate
2.2	Site visit (normal working hours)	£61.77	£61.77	Charge includes first half hour on site. Each additional hour charged at same rate.
2.3	Site visit (outside normal working hours)	£92.66	£92.66	Charge includes first half hour on site. Each additional hour charged at same rate.
2.4	Site visit (midnight/bank holiday/Sunday)	£123.54	£123.54	Charge includes first half hour on site. Each additional hour charged at same rate.

3	Water regulations	Charge	Abortive Visit	Comments
3.1	Inspection visit at request of customer	-	n/a	No charges for first visit.
3.2	Repeat inspection following contravention (normal working hours)	£61.77	£61.77	Charge includes first half hour on site. Each additional hour charged at same rate.
3.3	Repeat inspection following contravention (outside normal working hours)	£92.66	£92.66	Charge includes first half hour on site. Each additional hour charged at same rate.
3.4	Repeat inspection following contravention (midnight/bank holiday/Sunday)	£123.54	£123.54	Charge includes first half hour on site. Each additional hour charged at same rate.

4	Temporary disconnections	Charge	Abortive Visit	Comments
4.1	Site survey (normal working hours)	£61.77	£61.77	
4.2	Site survey (outside normal working hours)	£92.66	£92.66	
4.3	Site survey (midnight/bank holiday/Sunday)	£123.54	£123.54	
4.4	Standard disconnection (normal working hours)	£61.77	£61.77	Includes operation of stopcock only.
4.5	Standard disconnection (outside normal working hours)	£92.66	£92.66	Includes operation of stopcock only.
4.6	Standard disconnection (midnight/bank holiday/Sunday)	£123.54	£123.54	Includes operation of stopcock only.
4.7	Non-standard disconnection	£POA	-	

Any costs incurred in obtaining access to the stopcock will be charged in addition to the above. A handling charge of 10% will be applied to any third-party costs incurred.

5	Permanent disconnection	Charge	Abortive Visit	Comments
5.1	Site visit (normal working hours)	£61.77	£61.77	Charge includes first half hour on site. Each additional hour charged at same rate.
5.2	Site visit (outside normal working hours)	£92.66	£92.66	Charge includes first half hour on site. Each additional hour charged at same rate.

5.3	Site visit (midnight/bank holiday/Sunday)	£123.54	£123.54	Charge includes first half hour on site. Each additional hour charged at same rate.
5.4	Disconnection works	£POA	-	

6	Reconnection	Charge	Abortive Visit	Comments
6.1	Standard reconnection (normal working hours)	£61.77	£61.77	Includes operation of stopcock only
6.2	Standard reconnection (outside normal working hours)	£92.66	£92.66	Includes operation of stopcock only
6.3	Standard reconnection (midnight/bank holiday/Sunday)	£123.54	£123.54	Includes operation of stopcock only
6.4	Non-standard reconnection	£POA	-	To include excavation, connection and reinstatement as appropriate.

7	Meter changes at request of Customer	Charge	Abortive Visit	Comments
7.1	Site survey (normal working hours)	£61.77	£61.77	Charge includes first half hour on site. Each additional hour charged at same rate.
7.2	Site survey (outside normal working hours)	£92.66	£92.66	Charge includes first half hour on site. Each additional hour charged at same rate.
7.3	Site survey (midnight/bank holiday/Sunday)	£123.54	£123.54	Charge includes first half hour on site. Each additional hour charged at same rate.
7.4	Additional time charges	As above	As above	Where multiple meters on same site
7.5	Exchange meter	See Section 4.4	See Section 4.4	Includes cost of meter replacement only. Any excavation or upsizing works will be charged as a non-standard exchange.
7.6	Exchange meter - non-standard	£POA	-	



8	Meter accuracy testing	Charge	Abortive Visit	Comments
8.1	Site based test (normal working hours)	£61.77	£61.77	
8.2	Site based test (outside normal working hours)	£92.66	£92.66	
8.3	Independent meter test (off site)	£POA	-	If meter found to be in accuracy range then 'exchange meter' charge will be applied.

9	Leak detection	Charge	Abortive Visit	Comments
9.1	On site advice and guidance	£61.77	£61.77	Charge includes first half hour on site. Each additional hour charged at same rate.
9.2	Office based advice	£82.30	-	Fixed fee up to a maximum of two hours' time. To include analysis and a simple report on findings. Each additional hour charged at £31 per hour.

10	Assisting Licensee's Accredited Entity	Charge	Abortive Visit	Comments
10.1	On site advice and guidance (normal working hours)	£61.77	£61.77	Charge includes first half hour on site. Each additional hour charged at same rate.
10.2	On site advice and guidance (outside normal working hours)	£92.66	£92.66	Charge includes first half hour on site. Each additional hour charged at same rate.
10.3	On site advice and guidance (midnight/bank holiday/Sunday)	£123.54	£123.54	Charge includes first half hour on site. Each additional hour charged at same rate.

#### 4.4. Meter schedule

A meter must not be removed, customers must not instruct anyone else to remove it in any circumstances. It is a contravention of the Water Act (as stated in section 175 of the Water Industry Act 1991) and can be a criminal to interfere with, wilfully damage or remove the

meter. We reserve the right to come and refit and recharge the costs back to the customers as appropriate, based on our non-primary charge schedule.

The following meters are available from the Company to be used at properties connected to its supply network.

Meter Type	Read type	Nominal size	Purchase Cost	Install cost	Replace cost
V200P (KSM) In-line meter, brass threaded inserts, c/w BSP-T connections	Remote	20 mm	£58.01	£POA	£POA
V210P Meter AMR	Remote	15 mm	£58.60	£POA	£POA
V200 Meter in Line + AMR	Remote	15 mm	£60.65	£POA	£POA
All other meter types	-	£POA	£POA	£POA	£POA
Please note: Processing fees of £27.3 per order.					

**Notes:**

1. All prices are exclusive of VAT, which will be charged at the rate prevailing at the time the work is carried out.
2. Prices are available on request for larger meter sizes and installations or replacements different to those specified above.

**4.5. Damage to apparatus**

Where a third party damages the Company’s assets it will be charged for the repair. The charge will include the direct and indirect costs incurred by the Company in fixing the damage. Which shall include the cost of investigating the damage; administration; materials and labour related to the repair and reinstatement; and any charges by the local Highways Authority.

It's illegal to tamper with a water meter, or remove it without our permission, please don't get started on any renovations until we've given you the go ahead. It's sometimes possible to get a private plumber to move your meter, but please contact us before hand to double check. Or have any questions.

Tampering of meter charges – removal				
11	Tampering with meter charges	Charge	Abortive Visit	Comments
11.1	Charge for removing of meter without authorisation.	£1,000.00	N/A	Fine
11.2	Charges to re-fit see section 7.			

**Replacement of a lead service pipe**

We operate a scheme to replace lead service pipes free of charge, subject to works meeting our policy criteria. Not all properties are suitable for this scheme, for example if the replacement is linked to upsizing of the supply or redevelopment of the property. If your application is accepted,

we will replace the lead pipes that we are responsible for and connect the new supply pipe to our water main.

### Provision and use of standpipes

The Company has a legal right to prosecute any organisation found misusing their apparatus or extracting water without permission. Any organisation found using an unauthorised standpipe or extracting water in an unauthorised manner will be considered for prosecution under the Water Industry Act 1991. Unauthorised equipment may be confiscated.

The provision of standpipes will be handled by an appointed, specialist, outsourced provider, Supply UK Water Services. They can be contacted on 0844 984 0156 or at [www.aquamcorp.co.uk/water-services](http://www.aquamcorp.co.uk/water-services). Conditions apply to the extraction of water from the Company's mains. See our factsheet, [Extracting Water from Company Mains](#), available on our website.

### Provision and maintenance of fire hydrants

We recover the costs reasonably incurred in installing, maintaining and repairing fire hydrants on our network directly with fire authorities. Standard charges, detailed in the schedule below, will be payable for the installation, removal or maintenance of a fire hydrant. Lane rental charges imposed by the local Highways Authority would be charged in addition to the schedule of charges. Any non-standard traffic management requirements will be priced on application.

### Gap site incentive

To support fairness of charging for all customers, where a retailer identifies a site that they believe is supplied with SES Water services but is not registered in the Central Market Operating System (CMOS), they should advise us through the process C3 (of WRC Schedule 1 part 3 Operational Terms).

If the Retailer brings to our attention that a property exists within our area of supply that is subsequently registered with a status of "tradable" in CMOS, we will make a single payment of £100.

We follow the Retailer Wholesaler Group (RWG) guidance document for a Gap Site Incentive Scheme. Please refer to the guidance document, on MOSL's website, for terms and conditions, including eligibility criteria.'

Work	Location		
	Verge	Footway	Carriageway
Installation of fire hydrant on new main up to 150mm diameter	£1,015.10	£1,151.26	£1,220.88

Installation of fire hydrant on new main up to 150-300mm diameter	£1,167.71	£1,290.24	£1,352.91
Installation of fire hydrant on existing main up to 150mm diameter	£1,163.83	£1,625.32	£1,876.28
Installation of fire hydrant on existing main up to 150-300mm diameter	£1,284.18	£1,284.17	£2,130.40
Replace faulty fire hydrant inc. rebuild chamber and installing Frame and Cover	£1,616.33	£1,616.33	£1,867.30
Replace faulty fire hydrant inc. rebuild chamber and replacing existing Frame and Cover	£1,566.45	£1,566.46	£1,817.42
Raise or lower existing fire hydrant in pit	£1,566.10	£1,586.09	£1,817.42
Remove hydrant and blank off tee	£1,221.48	£1,328.65	£1,472.45
Remove hydrant indicator post and plate	£23.77	£142.82	
Replace stem or spindle cap	£246.33		
Remedy tight or seized spindle	£246.33		
Repack fire hydrant gland (involving excavation)	£638.41	£757.48	£917.27
Repair/renew/raise or lower fire hydrant chamber, frame and cover	£365.82	£484.90	£644.67
Replace fire hydrant cover only	£221.19		
Fix indicator post and plate	£160.20		

#### 4.6. Charge for continuation of unmeasured schedule

As the overall effort of the industry toward metering and for water saving, we offer customers with meter installation wherever possible. For those who choose to stay with unmeasured tariff, we apply a fixed charge of £35 per year until the customers are switched to metered.

Area Map

