

Thames Water Utilities Limited (TWUL) Wholesale  
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Version 1.0

# Wholesale tariff document.

## Indicative non-primary tariffs

Setting out indicative non-primary tariffs for licensed retailers in connection with non household services provided by TWUL Wholesale.



## Legal disclaimer

This version of the Wholesale Tariff Document - Indicative non-primary tariffs (non household) dated 28 October 2016 was published by Thames Water Utilities Limited ("TWUL") Wholesale and is designated by TWUL as the Wholesale Tariff Document - Indicative non-primary tariffs (non household).

This indicative non-primary tariff document has been produced to provide guidance on when we will apply non-primary charges to companies who provide retail services to non household customers and the indicative non-primary tariffs that will apply. Final tariffs will be published prior to market opening in April 2017.

The actual legal relationship between Thames Water and retailers is regulated by relevant legislation and written contracts, which require compliance with, among other things the Wholesale-Retail Code. This document should not be relied upon as an accurate summary of any legal obligations that exist elsewhere.

## Giving feedback

This version has been published for information and use during shadow operations; where we will be improving it during preparation to going live in April 2017. We would appreciate your comments and feedback on the document and intend to publish updates as necessary. As a minimum we expect to issue a formal version of this document prior to going live. Please send your comments to [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk)

## Revision history

Date	Version	Changes
28 October 2016	1.0	Version issued to Retailers

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# 1 Introduction

Throughout this document 'you' refers to you, the contracted retailer.

This document outlines the indicative non-primary wholesale tariffs for non household customers for the period commencing 1 April 2017.

The information in this document should be considered alongside the following documents:

- Wholesale-Retail Code;
- Market Arrangements Code;
- Wholesale Contract for Wholesale Services;
- Non household indicative wholesale charges schedule; and
- Wholesale Service Offering.

Non-primary tariffs normally relate to one off or discrete services which are delivered in addition to any primary tariffs outlined in the non household indicative wholesale charges schedule, published on 30 September 2016. This document sets out when charges will be applied to those non-primary services, the indicative tariffs we expect to charge, as well as provisions surrounding the delivery of each service. In addition to setting out tariffs that apply to our appointed services and those covered by the Wholesale-Retail Code, we have also included details of tariffs that apply to additional services that we offer to contracted retailers.

This document is being circulated for information during shadow operations based on the information available at the time. A formal version of this document will be published prior to market opening. The indicative tariffs detailed in this document may change as a result of:

- the actual Retail Prices Index released by the Office of National Statistics on 13 December 2016;
- updated tariffs that were not available at the time of circulation (shown as TBC);
- market developments relating to non-primary tariffs;
- potential development of new wholesale tariffs or services; and
- feedback from contracted retailers.

Final 17/18 wholesale tariffs will be published in January 2017 and will also include more detailed information on:

- allowances and incentives;
- Guaranteed Standards Scheme (GSS) and other payments; and
- contractual obligations required to order a service.

It should be noted that the tariffs in this document are calculated excluding VAT. It should also be noted that the tariffs listed are only the non-primary tariffs applying to contracted retailers. Services sold directly to end customers or other third parties by TWUL Wholesale are not included here, for example, connection services.

## Structure of this document

The following sections of this document set out the information you need to identify when non-primary tariffs may apply, the indicative tariffs and any provisions that apply in general or to specific services:

- **General provisions** – this sets out key provisions relating to services in general, such as appointments, cancellations and accessibility.
- **Indicative tariffs and service related provisions** – this section sets out charging information service by service, including:
  - details of when tariffs may become payable by you the contracted retailer - this includes services for which there are usually no discrete tariffs but which may be charged under certain circumstances; any out of hours services provided; or where abortive charges may apply;
  - a table showing indicative tariffs applying to that service:
    - standard tariffs are shown where available;
    - price on application (POA) is shown where a quote would be produced (including where the service is beyond the standard scope);
    - TBC is shown where tariffs are not yet available; and
  - provisions relating to that service – including what would be considered standard or non standard.
- **Definitions of terms** – this sets out the meaning of key terms used within this document

This document aims to give you the information you need to understand when non-primary tariffs will apply and the indicative level of these charges. We would appreciate your comments and feedback on the document particularly if you think of ways that it can better achieve this aim. Please send your comments to [wholesalemarketservices@thameswater.co.uk](mailto:wholesalemarketservices@thameswater.co.uk).

## 2 General provisions

This section sets out key provisions relating to services in general, such as appointments, cancellations and accessibility. These provisions apply across all services except where alternative provisions are detailed at an individual service level in the 'Indicative charges and service related provisions' section below (section 3).

### 2.1 Service requests and ordering

Please read the provisions in this document carefully and make sure that you, as the contracted retailer, understand them, before ordering any services. You should understand that by ordering any of our services, you agree to the provisions of this document (which include the general provisions and service related provisions) and by submitting a service request form you accept the provisions of service.

When submitting a service request form you are required to provide complete and accurate information for the request to be processed. Service request forms can be found on our website.

On submitting the service request form you accept liability for any standard tariffs and any related tariffs which will be charged in full.

Subject to any alternative service related provisions, any quotes for non standard services will be valid for a period of three months from the date of issue.

By accepting a quote (or price on application) you accept liability to pay the charges set out in that quote. Following a quote being accepted, even when that order has been cancelled, we may charge for any costs reasonably incurred, including costs from obtaining any permits or other traffic management measures in line with the Traffic Management Act 2004.

We may include indicative service levels to help guide the efficient delivery of services, any failure on our part to meet stated service levels does not remove your liability to pay any and all charges relating to that service.

### 2.2 Cancellations

Subject to any alternative service related provisions, cancellation of a service or an appointment will be accepted in writing no later than 72 hours in advance of the originally planned visit. After this time, abortive charges may apply, which you shall be liable for, and the service may be cancelled.

If you cancel with more than 72 hours notice we will not apply our abortive charge, except where a quote has been accepted, we may then charge for any costs reasonably incurred, which you shall be liable for, including costs from obtaining any permits or other traffic management measures in line with the Traffic Management Act 2004.

### 2.3 Appointments

We may offer appointments for our representative to visit the premises where the visit either:

- requires access in order to provide the service; **or**
- requires presence on the premises of you, your non household customer or their representative.

We may offer appointments subject to our availability and the service offering. We will provide either written or verbal notification of the appointment, including the agreed date and the agreed time slot.

Appointments are available upon request. We may offer standard working hours and out of hours appointments. Unless otherwise stated we will offer the following appointment windows:

- Monday – Friday, 9am – 1pm
- Monday – Friday, 1pm – 5pm

Out of hours appointments are only available for specific service offerings and are listed in the service related provisions where applicable. Additional charges may apply for out of hours appointments.

Where we offer an appointment slot and we commence work within the allotted appointment slot, we consider the appointment to be met. In the event that we fail to meet an appointment, a payment may be due to your end customer under the Guaranteed Standards Scheme. We will pay this to you as set out in the Wholesale-Retail Code, for you to pay to your non household customer.

When we attend an appointment within the allotted appointment slot and you, your non household customer or their representative is not there within 15 minutes of us arriving, we consider that appointment to be missed and abortive charges may apply.

## 2.4 Abortive charges

We may apply abortive charges to a number of circumstances where we have unnecessarily incurred costs in relation to delivery of services within this document. These include, but are not limited to, the following situations:

- where an appointment was made, but was not kept by you, your non household customer or their representative;
- where you challenged our data, but it was shown to be correct;
- where you have applied for an allowance, abatement or tariff reassessment and our site visit identifies that your customer does not meet the qualifying criteria;
- where you requested a meter accuracy test, but the meter was shown to be within accuracy limits;
- where we were unable to deliver the service due to your non household customer not meeting the accessibility provisions, including, but not limited to providing a safe working environment, access to the site or the presence of other utilities; and
- where the information you provided in the service request indicated a standard service, but when we attempted to provide the service it was non standard.

Where an abortive charge is applicable it is listed in the service relevant provisions and tariffs.

## 2.5 Accessibility

Where we require access to a site, you need to ensure that we can gain safe entry to where work needs to be completed, and that there is a safe working environment for our staff.

Where an appointment has been made, it is your responsibility to ensure that your non household customer or their representative keeps the appointment, or abortive charges will apply. The non household customer or their representative needs to be present at all times



within the allocated appointment time and they or their representative must be at least 18 years old.

We may employ sub contractors to carry out the whole or part of the work. The general accessibility provision will apply so that the sub contractor or third party can gain access to the premise.

## 2.6 Reinstatement

### Highway Reinstatements

Reinstatements in the highway shall be carried out and conform to the requirements in:

- The Highway Authorities and Utilities Committee (HAUC) specification;
- Specification for the Reinstatement of Openings in Highways (SROH);
- New Roads and Street Works Act 1991;
- Traffic Signs Manual Chapter 8;
- BS 7533-3:2005+A1:2009 Pavements constructed with clay, natural stone or concrete pavers. Code of practice for laying precast concrete paving blocks and clay pavers for flexible pavements;
- BS 7533-4:2006 Pavements constructed with clay, natural stone or concrete pavers. Code of practice for the construction of pavements of precast concrete flags or natural stone slabs; and
- BS 7533-7:2010 Pavements constructed with clay, natural stone or concrete pavers. Code of practice for the construction of pavements of natural stone paving units and cobbles, and rigid construction with concrete block paving.

### Private land reinstatements

On private land, standard reinstatements will be to a level and safe standard.

If the reinstatement is on natural ground, on completion of the work, the trench will be backfilled with material from the excavation only, making the surface level and safe.

We don't accept liability for loss or damage resulting from the removal or re-planting of plants.

If the reinstatement is on permanent ground this will be surfaced with black tarmac or concrete and such reinstatement may result in a visual patchwork effect. We will not resurface (or accept liability for the cost of resurfacing) the entire permanent ground. We reserve the right to exclude relaying other surface types and we will advise you of the position in each case where this applies.

To return the affected area to its original condition, especially for specialist surfaces, your non household customer may need to arrange for further work to be carried out, for which we accept no liability.

As far as reasonably possible we will endeavour to salvage any special surfaces, for example, modular blocks, natural stone, bricks, and cobbles, following excavation and store these for the non household customer to carry out their own reinstatement. We may carry out non standard "like for like" reinstatements for an additional charge.

## 2.7 Circumstances outside our control

We aim to provide a service to your non household customer meeting the stated service level. From time to time we may be unable to deliver a service or meet a service level due to circumstances outside our reasonable control. Such circumstances may include:

- health and safety risks;
- contaminated land;
- restricted access;
- inaccessible site due to, for example, presence of other utilities or irremovable obstructive objects;
- restrictions placed upon us by any authority;
- absence of any required third party consent;
- absence of you, your non household customer or their representative, when required;
- adverse weather conditions;
- negligence by you, your non household customer or their representative;
- national security incidents; and
- any other condition, incident or event outside or beyond our reasonable control.

Abortive charges may apply where these circumstances are due to the fault, actions or absence of necessary action of you, your non household customer or their representative.

## 3 Indicative charges and service related provisions

This section sets out the information you need to identify when discrete charges may apply to a specific service, what the indicative tariffs are for that service and any service specific provisions that apply in addition to or instead of the general provisions set out above. Detailed service information can be found in our Wholesale Service Offering document.

For each service we set out:

- the service name, Wholesale Service Offering reference number and a short description of the service;
- a table of indicative tariffs applying to that service; and
- service specific provisions applying to that service.

### 3.1 Tariffs, allowances and payment

#### 3.1.1 Assessing allowances and abatements

ID: SC-W011: This service is provided when you wish us to apply or perform a review of the allowances, abatements or similar, applied to a supply point for which you are the contracted retailer. Abortive charges apply for this service.

Service	Standard	Abortive Charge
Assessing allowances and abatements	No charge	£82.97

Note: a request beyond the standard service may require a Price on Application (POA)

#### Appointments and cancellations

When you apply for a water or wastewater allowance we may need to visit your non household customer's premises to verify information stated and whether the criteria for an allowance or abatement are met.

If required, appointments will be arranged during our standard working (excluding bank holidays):

- Monday – Friday, 8am – 12pm
- Monday – Friday, 12pm – 5pm

#### Abortive charges

There is no charge if we conclude our investigations and your customer meets the criteria for the allowance or abatement. If we visit a site to investigate an allowance or abatement and the criteria for an allowance or abatement are **not** met, you may need to pay abortive charges as set out in the table above.

#### 3.1.2 Reviewing our tariffs

ID: SC-W085: This service is provided when you wish us to perform a review of any service component tariff applied to a supply point for which you are the contracted retailer. The provisions also apply if we wish to perform an ad hoc or annual review. Abortive charges apply for this service.

Service	Standard	Abortive Charge
Reviewing our tariffs	No charge	£82.97

Note: a request beyond the standard service may require a Price on Application (POA)

### Appointments and cancellations

When we perform a review of any service component tariff we may need to arrange a visit to a premise to assess the particulars of the request.

If required, appointments will be arranged during our standard working (excluding bank holidays):

- Monday – Friday, 8am – 12pm
- Monday – Friday, 12pm – 5pm

### Abortive charges

There is no charge if we conclude our investigations and your customer meets the criteria for a change in the service component tariff. If we visit a site to investigate a change in service component tariff and the criteria are **not** met, you may need to pay abortive charges as set out in the table above.

#### 3.1.3 Reassessing trade effluent charges

ID: SC-WW013: You can request a reassessment of trade effluent charges on behalf of your non household customer. Please be aware that we undertake an annual review of the last 12 months discharge volumes and a request to reassess will be charged, which you shall be liable for, as outlined in the table and provisions below.

Service	Banding samples fee
Reassessing trade effluent charges	£151.52 per sample

Note: a request beyond the standard service may require a Price on Application (POA)

### Service requests and ordering

You can request a reassessment of trade effluent charges on behalf of your non household customer. This can relate to an allowance and/or volumetric adjustment to your water loss and water consumption, or a request associated with trade effluent charges<sup>1</sup>.

Under Section 125 of the Water Industry Act 1991, we may decide to change the conditions of a trade effluent consent at any time if we consider it necessary to do so in order to protect persons that are likely to be affected by the discharge.

<sup>1</sup> Please note: Consents cannot be transferred to a new owner or occupier of the premises. New owners or occupiers of the premises who would like permission to discharge trade effluent must apply for a consent.

## Investigations

We may need to undertake a site survey to assess your application. Where necessary we will contact you or your non household customer, where you've given us permission to do so, to arrange the survey as appropriate.

Where samples need to be taken we will charge you and you shall be liable for the tariff of sampling and analysis for each sample that is necessary. The tariff of each sample is set out in the table above.

Where samples are taken in response to a review initiated by us to establish if your non household customer is in breach of the conditions of their consent we will charge you and you shall be liable for the sampling and analysis for each sample that is necessary in order to establish the breach. The tariff of each sample is set out in the table above.

## 3.2 Disconnections and reconnections

This section details tariffs and provisions that apply to disconnecting or reconnecting a non household customers' supply. We offer temporary and permanent disconnections and can disconnect and reconnect a service in line with the provisions identified in this document. There are standard and non standard services for both a disconnection and a reconnection. Standard services will be charged at a fixed price and tariffs are set out in the section below. Any non standard requests will be dealt with as a price on application and a quote will be generated.

The provisions set out below apply to all disconnection and reconnection services and any provisions specific to individual services can be found within the service related information.

During the first reconnection or disconnection visit we will:

- confirm whether we can deliver the service;
- carry out the reconnection or disconnection, where possible; and
- carry out a survey to conclude the best action, if a standard service is not possible.

Standard Disconnections & Reconnections Requirements		
	Temporary	Permanent
<b>Disconnection</b>	<ul style="list-style-type: none"> <li>• an operable outside stop valve is shut off;</li> <li>• there are no access restrictions;</li> <li>• street works are not required;</li> <li>• traffic management is not required; and</li> <li>• the only resource required to deliver the service is a technician</li> </ul>	<ul style="list-style-type: none"> <li>• the existing supply pipe's diameter is 75mm or less;</li> <li>• the existing supply pipe is located at a depth not exceeding 1200mm;</li> <li>• the meter installed is the only asset that requires removal;</li> <li>• there are no access restrictions;</li> <li>• the land is not contaminated;</li> <li>• no other utilities' supplies (such as gas, electricity, telephony) require work i.e. diversion;</li> <li>• work will be performed with basic signing, lighting, guarding and a street works permit; and</li> <li>• no traffic management measures are required</li> </ul>
<b>Reconnection</b>	<ul style="list-style-type: none"> <li>• an operable outside stop valve is turned on;</li> <li>• there are no access restrictions;</li> <li>• street works are not required;</li> <li>• traffic management is not required; and</li> <li>• the only resource required to deliver the service is a technician</li> </ul>	<ul style="list-style-type: none"> <li>• please refer to connections services on our website</li> </ul>

## Non standard service

If the work required falls outside of our definition for a standard service and requires resources over and above those needed for a permanent standard disconnection or reconnection we will cost the work and provide a **price on application**.

## Liabilities

You are liable for unconsented reconnections made by your non household customer and for any primary charges incurred from illegal water usage.

If a non household customer reconnects without our consent they may be permanently disconnected and prosecuted.

It remains your responsibility to exhaust all consumer protection measures, before requesting a disconnection service for non-payment. You need to provide us with evidence such as a copy of any notice you've served on your non household customer, attached to your service request form.

It is your responsibility to ensure that you do not request a disconnection for a premise where it would be illegal to disconnect, for example a sensitive customer site<sup>2</sup>. Where such disconnection has been made, an emergency reconnection will follow and charges apply, which you shall be liable for. In the rare circumstance where we have wrongly disconnected a non household customer, who is not legally allowed to be disconnected, we will carry out an emergency reconnection as soon as possible.

## Exclusions

Disconnections and reconnections are considered to be impractical for certain classes of non household customers<sup>3</sup>, who provide services to customers who may be regarded as vulnerable, or sites that lead to a health and safety risk.

If the reason why we cannot disconnect is due to a faulty asset on our water network, then we will fix the problem as soon as reasonably practicable, and carry out the disconnection at a later date.

Reconnection services are only available where a temporary disconnection has been made.

If a permanent disconnection has been made the non household customer must apply for a new connection either through you or directly to us.

Where two or more premises are connected to our network by a single service pipe, a disconnection may be considered to be impractical.

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<sup>2</sup> as described by schedule 4a of the Water Industry Act 1991

<sup>3</sup> as described by schedule 4a of the Water Industry Act 1991

### 3.2.1 Disconnecting for non-payment

ID: SC-W056: You can request to have the water service of any of your non household customers temporarily or permanently disconnected if they haven't paid their water bills. You can order the service in hours and out of hours in line with the provisions and tariffs identified below and you shall be liable for the relevant charges. Abortive charges apply for this service.

Type	In hours	In hours abortive	Out of hours	Out of hours abortive
<b>Temporary Disconnection</b>	£324.87	£243.66	TBC	TBC
<b>Permanent Disconnection</b>	£486.68	£365.01	TBC	TBC

Note: a request beyond the standard service may require a Price on Application (POA)

### Appointments and cancellations

During the first site visit, we will remain at the premises for 30 minutes where we will:

- attempt to contact your non household customer;
- allow your non household customer to get in contact with you; and
- allow you to submit a disconnection cancellation notice by notifying Wholesale Market Services.

Please see our general provisions for in hours appointment information. Additionally, if requested, we can carry out the disconnection service outside of our standard working hours. Out of hours appointments can be made on (excluding bank holidays):

- Saturdays, 10am – 4pm
- Sundays, 10am – 4pm
- Monday – Friday, 5pm – 7pm

### 3.2.2 Reconnecting following non-payment disconnection

ID: SC-W061: You can request to have the water service reconnected to any of your non household customers who were previously **temporarily** disconnected. We offer a standard reconnection and a non standard reconnection, including an out of hours option. Tariffs and provisions have been outlined below. Abortive charges apply for this service. You shall be liable for all such tariffs and charges.

Type	In hours	In hours abortive	Out of hours	Out of hours abortive
<b>Reconnection</b>	£324.87	£243.66	TBC	TBC
<b>Emergency Reconnections</b>	TBC	Not applicable	TBC	Not applicable

Note: a request beyond the standard service may require a Price on Application (POA)



## Appointments and cancellations

Given the short timescales for delivery of this service, once you have issued the service request you cannot cancel the reconnection without incurring abortive charges, although you can still notify us that the reconnection is not required.

Please see our general provisions for in hours appointment information. Additionally, if requested, we can carry out the reconnection service outside of our standard working hours. Out of hours appointments can be made on (excluding bank holidays):

- Saturdays, 10am – 4pm
- Sundays, 10am – 4pm
- Monday – Friday, 5pm – 7pm

### 3.2.3 Reconnecting following breach of water regulations

ID: SC-W062: Following a **temporary** emergency disconnection in relation to a breach of water regulations, we offer a reconnection service. This service is available upon completion of the rectification work. Once you have been informed by your non household customer that the rectification is complete we will perform an inspection to confirm that the breach has been satisfactorily rectified. The additional cost of the inspection is included in the tariffs outlined below. Abortive charges apply for this service. You shall be liable for all such tariffs and charges.

Type	Standard	Abortive Charge
<b>Reconnection</b>	£582.98	£437.24

Note: a request beyond the standard service may require a Price on Application (POA)

### 3.2.4 Disconnecting for non household customer request

ID: SC-W059: Your non household customers may want to permanently or temporarily disconnect the water service to their premises. Your non household customers may contact us directly, or they may ask you to arrange the disconnection on their behalf. Ordinarily there is no charge for a standard disconnection. However, you will be charged abortive charges for the disconnection visit, if in breach of our general abortive visit provisions. You shall be liable for all such tariffs and charges.

Type	Standard	Abortive Charge
<b>Temporary Disconnection</b>	No charge	£243.66
<b>Permanent Disconnection</b>	No charge	£365.01

Note: a request beyond the standard service may require a Price on Application (POA)

### Period of validity of quote

After receiving our quote for the non standard disconnection you'll have:

- 5 business days to accept or reject our quote for temporary non standard disconnections
- 3 months to accept or reject our quote for permanent non standard disconnections

After that date, your service request will become invalid and you'll need to submit a new disconnection request form.

### 3.2.5 Reconnecting for non household customer request

ID: SC-W063: Following a **temporary** disconnection, your non household customer can ask you to submit a request for us to reconnect the water supply to their premises. Standard charges and abortive charges apply as per the table below.

Type	Standard	Abortive Charge
<b>Reconnection</b>	£324.87	£243.66

Note: a request beyond the standard service may require a Price on Application (POA)

## 3.3 Managing demand

### 3.3.1 Dealing with customer side leaks

ID: SC-W065: We offer a service to fix leaks on your non household customers' supply pipes. Once we are aware that there is or may be a leak on a non household customer's premises we may liaise with you to arrange an appointment with your non household customer to investigate the problem. Your non household customer can either arrange to repair the leak themselves or request our service that will be delivered in line with the provisions and tariffs set out below. Abortive charges apply for this service. You shall be liable for all such tariffs and charges.

Type	In hours	In hours abortive	Out of hours	Out of hours abortive
Dealing with customer side leaks	£1,379.66	£1,034.74	£2,012.37	£1,509.28
Dealing with customer side leaks – survey	TBC	TBC	TBC	TBC

Note: a request beyond the standard service may require a Price on Application (POA)

#### Appointments and cancellations

Please see our general provisions for in hours appointment information. Additionally, we can also carry out work on Saturday – Sunday, 9am – 5pm if requested, at an additional charge, which you shall be liable for, as set out in the table above.

Due to traffic management or operational constraints, we may need to carry out the work at any time. Where traffic management is required, additional charges may apply which you shall be liable for.

#### Investigations

We will offer an investigation service to confirm if there is leakage from the non household customer's supply pipe or associated assets and advise them and you if we suspect that there is wastage.

We, or one of our representatives, will arrange with your non household customer the day we will carry out a visual survey to locate the leak and determine what work is required.

If we need to carry out a survey in order to supply a price on application and you choose not to proceed with the order, then we will charge the survey tariff as set out above.

#### Liabilities and warranties

On completion of the relay/reline, the new supply pipe shall remain the responsibility of the customer.

We will guarantee the replacement pipe for 5 years and the repair for 1 year, both under normal conditions of use and when the surroundings are not otherwise disturbed.

We will not guarantee the quality or condition of the existing pipe either side of the repaired pipe and connections.

We will not accept any liability to you, the non household customer or anybody, for:

- any claims (whether direct or consequential) for injury to person or damage to property arising from:
  - undetected leaks
  - the execution of the work except to the extent that a claim arises from our negligence or that of our sub-contractors
- leaks on the water supply pipe outside of our working area
- production downtime or damage to internal plumbing and fittings due to, but not limited to, leaks, air locks, sediment or other issues arising from depressurising your customer's plumbing system
- loss or damage to shrubs or grassed areas.

Your non household customer will be responsible to prepare the ground for excavation.

You agree to indemnify us and any of our sub contractors against all and any claims above, in particular, but without prejudice to the foregoing, this shall include any claims from anyone occupying the premises as a tenant or otherwise, or any visitor to the premises, whether lawful or otherwise.

### Exclusions

Should leakage be proven between the point of entry to the building and internal stop valve, it is at our discretion to carry out repairs before the non household customer rectifies the leak within their property.

Where the leak is on a property built within the last 2 years, it is our policy to refer the non household customer to the developer (National House Building Council), except where the leak has been caused by negligence.

Where there are multiple water supply pipes to the premises we will only locate leak(s) on one supply pipe, unless you specifically request us to survey additional supply pipes.

### Standard service

We will replace or repair the water supply pipe between the outside stop valve and point of entry to the building. Where it's been decided to replace a supply pipe which runs partially beneath a building, we may alter the route of the pipe as appropriate.

If we can't get access to carry out a survey to investigate a suspected customer side leak, after three attempts we will serve notice under Section 75 of the Water Industry Act, 1991.

We will offer our standard repair service, at a fixed price as set out in the table above, where an existing supply pipe is:

- 50mm diameter or less;
- at a depth not exceeding 1000mm; and
- less than 25m long.

A standard service also only applies when:

- the land is not contaminated;
- there are no other utilities services in the area of work;
- there are no non standard reinstatement requirements;

- there are no Traffic Management Act 2004 measures required; and
- there are no access restrictions.

If, when we start work at your customer's premises, we can't find the leak we will not charge you for the repair/replacement and we will refund the cost of the survey work.

### Non standard service

For non standard repairs, we offer a site specific quotation or offer a time and materials solution. If you want us to work on a time and materials basis you will need to provide a representative to sign off tariffs as work progresses.

Quotes will be valid for a period of 14 days from the date of issue. If the quote isn't accepted within 14 days the request will be cancelled and you must submit a new request and restart the process.

### Shared supplies

You must confirm that all customers on the shared supply pipe agree on the course of action prior to us carrying out the work, unless we are carrying out a mandatory repair and/or using a warrant to enable us to carry out the work.

If the leak is on a shared water supply pipe it is your responsibility to ensure you obtain agreement for work to go ahead from all customers on the shared supply.

### Water wastage

The owner and/or occupier of any property can be prosecuted under Section 73 of the Water Industry Act 1991, if they intentionally or negligently allow the wastage of water. If the wastage is not resolved, we will serve notice to the non household customer under Section 75 of the Water Industry Act, 1991.

## 3.4 Market data

### 3.4.1 Maintaining existing supply point data

SC-W028: We maintain supply point data within the market registration system and where we are the data owner we can make any changes that are identified. You can inform us that you believe a change is needed to the market data and we will investigate in line with the provisions set out below. There is no charge for this service where data needs to be changed, but where data does not need to be changed you will be charged abortive charges as set out below.

Service	Standard	Abortive Charge
<b>Maintaining existing supply point data</b>	No charge	£82.97

Note: a request beyond the standard service may require a Price on Application (POA)

### Appointments and cancellations

Site surveys and visits can normally be carried out without the need for appointments or the presence of the customer. If they are required, appointments to visit the site will be arranged (excluding bank holidays):

- Monday – Friday, 8am – 8pm

No out of hours appointments are available for this service.

### Abortive charges

Where our market data is challenged, and is found to be inaccurately registered in the market registration system, no charge will be incurred. However, if the market data is challenged and the data is found not to need to be changed we will charge an abortive charge as set out in the table above.

### Exclusions

We can only update the market data if we are the data owners and where we are not the owner and believe it to be incorrect we will query the item with the owner, for example, another wholesaler.

### 3.4.2 Registering and deregistering supply points

ID:SC-W073: We will monitor and manage changes to all of our supply point ID's registered in the market and will register and deregister supply points. There is no charge for the standard service, however, abortive charges will apply and you will be liable for, if the service provisions are not met.

Service	Standard	Abortive Charge
<b>Registering and deregistering supply point data</b>	No charge	£82.97

Note: a request beyond the standard service may require a Price on Application (POA)

## Appointments and cancellations

Site surveys and visits can normally be carried out without the need for appointments or the presence of the customer. If they are required, appointments to visit the site will be arranged (excluding bank holidays):

- Monday – Friday, 8am – 8pm

No out of hours appointments are available for this service.

## Abortive charges

Where our market data is challenged, and is found to be inaccurately registered in the market registration system, no charge will be incurred. However, if the market data is challenged and the data is found not to need to be changed we will charge an abortive charge as set out in the table above.

### 3.4.3 Verifying meter details or supply arrangements

ID: SC-W039: We can verify meter asset details including location and meter supply arrangements upon request. There is no charge for this service where data needs to be changed, but where data is deemed to be accurate and does not need to be changed you will be charged and liable for abortive charges as set out below.

Service	Standard	Abortive Charge
<b>Verifying meter details or supply arrangements</b>	No charge	£82.97

Note: a request beyond the standard service may require a Price on Application (POA)

## Appointments and cancellations

Please see our general provisions for in hours appointment information. Where we do need to make an appointment, we will try to make contact on 3 separate occasions. If we are unable to make contact, we will close the job and you will receive an email to notify you of the cancellation of the service.

We may need to temporarily limit supply of water services in order to carry out this service. If the premises is flagged as a sensitive customer, or has a site specific arrangement we will take this into account and take the appropriate action.

## Abortive charges

Where our market data is challenged, and is found to be inaccurately registered in the market registration system, no charge will be incurred. However, if the market data is challenged and the data is deemed to be accurate and therefore does not require a change, an abortive charge will apply and you will be liable for all relevant charges.

### 3.5 Metering and data

This section sets out our range of metering and data services. There are some common aspects to these services that will guide your understanding of where charges may apply and which tariff applies to your request.

The detailed tariffs for metering services reflect both the size and type of the meter to be installed or replaced (in line with our meter menu) and also the location of that meter (in line with our hierarchy of meter locations).

For services involving a meter replacement the majority of replacements can be achieved using the location code 'screw in'. This is where the new meter can be replaced (screwed or bolted in) at its current location without the need for excavation or alterations to pipework or related assets.

When installing a meter, we will use the following hierarchy of meter locations and corresponding charges for these locations are identified in the following service related sections.

1. External fit by screw in to existing boundary box
2. External installation in public highway
3. External installation on private property
4. Internally in a common service area (flats only)
5. Internally within the customer's property

While we have attempted to give greater certainty by providing tariffs for most standard services, for services involving the largest classes of meter (100mm +) and any non standard aspects to a service we will generate a price on application and issue you a quote.

#### Meter sizes

The following meter sizes apply for the information in this section.

- Small: less than 25mm
- Medium: 25 – 49mm
- Large: 50 – 99mm
- Extra large: 100mm+

#### Supply proving

Supplies shall be proved when installing a new meter to establish a direct relationship between the meter and the premises to be billed on the basis of that meter. For meter replacements no proof shall be required unless specifically requested by you or your non household customer. For new connections the proof will be against the property address and not the plot number.

We will provide verification of supply arrangements for currently metered properties if requested by you or your non household customer. See our verifying meter details or supply arrangement service.



## Appointments and cancellations

Unless specified within the specific service provisions, metering appointments can be made during the standard working hours (excluding bank holidays) of:

- Monday – Friday, 8am – 5pm

We can also make appointments during specific out of hours periods, though additional charges will apply. The out of hours tariffs in the tables below apply to appointments made on:

- Monday – Friday evenings, 5pm – 9pm

Out of hours appointments can also be scheduled at weekends and these would need to be priced on application.

## Abortive charges

Abortive charges apply to all metering and data services in line with our general provisions for abortive visits. Our Testing Meter Accuracy service has additional service specific abortive charge provisions. Tariffs are set out in the tables for each service.

## Liabilities

The non household customer shall be liable for any damage to a meter fitted at their premises. Damage includes physical damage to the meter body, register and ancillary equipment connected to the meter so that it causes water leakage from the meter and installation or that it impairs or prevents the meter from correctly registering consumption. Under these circumstances, the tariff, which you shall be liable for, to replace a damaged meter will be in accordance with our repairing or replacing faulty meters service.

### 3.5.1 Installing a meter

ID: SC-W004: You can request to have a meter installed at your non household customer's premises where there isn't one currently. We will conduct a survey to assess the requirements. Charges do not apply to the standard service, but will apply to you and you shall be liable for, where you request an out of hours service or where abortive charges provisions have not been met.

Meter installation survey				
Type	In hours		Out of hours	
	Standard	Abortive	Standard	Abortive
<b>Small</b>	No charge	£27.82	£13.12	£37.66
<b>Medium</b>	No charge	£34.14	£16.15	£46.25
<b>Large</b>	No charge	£69.47	£32.81	£94.07
<b>Extra large</b>	No charge	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

Meter installations								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	No charge	No charge	No charge	No charge	£13.13	£71.01	£65.73	£26.41
<b>Medium</b>	No charge	No charge	No charge	No charge	£32.81	£97.60	£73.20	£33.01
<b>Large</b>	No charge	No charge	No charge	No charge	£65.64	£292.79	£292.79	£132.01
<b>Extra large</b>	No charge	No charge	No charge	No charge	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

Meter installations – abortive charges								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	£82.47	£301.16	£268.06	£139.07	£92.32	£354.42	£317.36	£158.88
<b>Medium</b>	£124.12	£366.11	£293.10	£154.33	£148.73	£439.31	£348.00	£179.09
<b>Large</b>	£193.53	£828.72	£802.82	£383.32	£242.76	£1,048.31	£1,022.41	£482.33
<b>Extra large</b>	POA	POA	POA	POA	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

## Investigations

We will need to undertake a site survey to determine whether or not we can install a meter and where we will install it. Survey tariffs are set out in the table above.

As an alternative to the stated hierarchy, we may install an internal meter when requested by a 'sensitive' customer with specific requirements where requested by you on their behalf, and you shall be liable for the charges.

For new connections to large blocks of flats it is our policy to fit single internal meters for each flat and fit a bulk meters at the point of supply. Where it is impractical to install a meter at the individual flat, please contact us in advance to agree a solution.

For existing properties where the supply connects to multiple properties, we may choose to install a bulk meter for demand monitoring purposes. In this case, the consumption will not be used for billing purposes.

We will contact you or your non household customer, where you've given us permission to do so, to arrange the survey as appropriate. Where possible we will install the meter at the same visit and you shall be liable for the charges.

Only the digital meters that comply with the specifications set out in our meter menu may be used. For all new installations and replacements a digital meter shall be installed.

## Exclusions

We shall not install a meter where the installation is infeasible or impractical, in which case your request shall be declined.

Also, it is our policy not to meter existing properties under the following circumstances where:

- more than two water meters per supply are required to calculate the consumption; or
- it is unreasonably expensive to do so (defined where the total cost exceeds a 50% uplift on the standard cost); or
- the installation would create an unacceptable health and safety risk.

### 3.5.2 Providing non-market meter reads

ID: SC-W008: We provide ad hoc non market meter reads when a non household customer transfers retailer or an interim retailer is appointed. A standard read will be charged in line with the tariff and provisions identified below and you shall be liable for the charges.

Type	Standard
Special read	TBC

Note: a service request beyond the standard scope may require a Price on Application (POA)

### Appointments and cancellations

Please see our general provisions for in hours appointment information. We will make a minimum of 3 attempts to establish an appointment to take a read. Appointments are available (excluding bank holidays):

- Monday – Friday, 8am – 8pm

### Estimated meter read

If we are unable to take a visual or electronic read we will provide an estimate. If an estimated meter read is provided, no charge will be made.

### 3.5.3 Testing meter accuracy

ID: SC-W013: You can request to test of the accuracy of your non household customer's meter installed at the property. In order to test the meter we will need to remove the meter and send it away for analysis. We will install a replacement meter whilst we establish the accuracy of the original meter. To understand the requirements of the work we will conduct a survey in line with the tariffs and provisions outlined below. Tariffs will vary depending on the outcome of the survey and investigations and you shall be liable for such tariffs and charges. Please refer to the provisions and tariffs outlined below.

Survey						
Type	In hours			Out of hours		
	Standard	Survey only	Abortive	Standard	Survey only	Abortive
<b>Small</b>	No charge	£37.09	£27.82	£13.12	£50.21	£37.66
<b>Medium</b>	No charge	£45.52	£34.14	£16.15	£61.67	£46.25
<b>Large</b>	No charge	£92.62	£69.47	£32.81	£125.43	£94.07
<b>Extra large</b>	No charge	POA	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

Testing meter accuracy (meter inaccurate)								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	No charge	No charge	No charge	No charge	£6.87	£71.02	£65.74	£22.00
<b>Medium</b>	No charge	No charge	No charge	No charge	£6.87	£146.39	£146.39	£33.00
<b>Large</b>	No charge	No charge	No charge	No charge	£6.87	£382.23	£382.23	£66.01
<b>Extra large</b>	No charge	No charge	No charge	No charge	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

Testing meter accuracy (meter accurate)								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	£224.35	£541.65	£497.51	£328.15	£231.22	£612.67	£563.25	£350.15
<b>Medium</b>	£371.19	£905.01	£872.62	£508.92	£378.06	£1,051.40	£1,019.01	£541.92
<b>Large</b>	£730.86	£1,989.11	£1,954.59	£970.36	£737.73	£2,371.34	£2,336.81	£1,036.37
<b>Extra large</b>	POA	POA	POA	POA	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

Testing meter accuracy – abortive charges								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	£63.18	£301.16	£268.06	£141.04	£68.33	£354.42	£317.36	£157.53
<b>Medium</b>	£63.18	£463.55	£439.26	£166.48	£68.33	£573.34	£549.05	£191.24
<b>Large</b>	£63.18	£1,006.87	£980.99	£242.81	£68.33	£1,293.55	£1,267.65	£292.31
<b>Extra large</b>	POA	POA	POA	POA	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

### Abortive charges

In addition to the general provisions for abortive charges, where we have tested a meter and it shown to be accurate, tariffs will apply as set out in the table above shown as 'meter accurate'.

### Investigations

When we do a meter accuracy test, we will remove the meter and send it for testing at a United Kingdom Accreditation Service certified test house. A new meter will be fitted at the same time.

If you have logging equipment fitted then prior to removing the meter you will have to disconnect your logging equipment.

There won't be any charge associated with carrying out this service where our meter is inaccurate. If the meter is found to be accurate you will be charged for the test, the survey and the cost of exchanging the meter. Tariffs are set out in the table above.

### Exclusions

If an accuracy test has been completed within the past 3 months you cannot request this service.

#### 3.5.4 Repairing or replacing faulty meters

ID: SC-W022: You can ask us to repair or replace a faulty, damaged or missing meter at your non household customer's premises. To understand the requirements of the work we will conduct a survey in line with the tariffs and provisions outlined below. Tariffs will vary depending on the outcome of the survey and investigations and you shall be liable for such tariffs and charges. Please refer to the provisions and tariffs outlined below.

Survey						
Type	In hours			Out of hours		
	Standard	Survey only	Abortive	Standard	Survey only	Abortive
<b>Small</b>	No charge	£37.09	£27.82	£13.12	£50.21	£37.66
<b>Medium</b>	No charge	£45.52	£34.14	£16.15	£61.67	£46.25
<b>Large</b>	No charge	£92.62	£69.47	£32.81	£125.43	£94.07
<b>Extra large</b>	No charge	POA	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

Repairing or replacing faulty meters								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	No charge	No charge	No charge	No charge	£6.87	£71.02	£65.74	£22.00
<b>Medium</b>	No charge	No charge	No charge	No charge	£6.87	£146.39	£146.39	£33.00
<b>Large</b>	No charge	No charge	No charge	No charge	£6.87	£382.23	£382.23	£66.01
<b>Extra large</b>	No charge	No charge	No charge	No charge	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

Repairing or replacing faulty meters (customer's fault)								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	£103.32	£420.64	£376.49	£207.12	£110.20	£491.66	£442.23	£229.12
<b>Medium</b>	£132.63	£666.46	£634.07	£270.37	£139.51	£812.84	£780.46	£303.37
<b>Large</b>	£191.75	£1,450.01	£1,415.49	£431.25	£198.63	£1,832.24	£1,797.71	£497.26
<b>Extra large</b>	POA	POA	POA	POA	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

Repairing or replacing faulty meters – abortive charges								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	£63.18	£301.16	£268.06	£141.04	£68.33	£354.42	£ 317.36	£157.53
<b>Medium</b>	£63.18	£463.55	£439.26	£166.48	£68.33	£573.34	£ 549.05	£191.24
<b>Large</b>	£63.18	£1,006.87	£980.99	£242.81	£68.33	£1,293.55	£1,267.65	£292.31
<b>Extra large</b>	POA	POA	POA	POA	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

### Investigations

We will arrange a site survey which will determine whether or not the meter is faulty – survey tariffs are set out in the table above. This may require your non household customer to be at the property but we will contact you or your non household customer, where you have given permission, if we need to make an appointment. Where possible we will exchange the meter at the same visit.

If the meter’s working we will let you know but you shall be liable for and will have to pay the cost of the survey. Tariffs are set out in the table above.

If we need to repair or replace the meter, and it wasn’t possible to do at the same time as the survey, we will arrange a convenient time for the work to be done.

We will replace or repair the meter and reinstate the site with respect to external installations.

### 3.5.5 Changing meters – retailer request (location)

ID: SC-W037: You can ask to change the location of your non household customer’s meter. To understand the requirements of the work we will conduct a survey in line with the tariffs and provisions outlined below. Tariffs will vary depending on the outcome of the survey and investigations and you shall be liable for such tariffs and charges. Please refer to the provisions and tariffs outlined below.

Survey						
Type	In hours			Out of hours		
	Standard	Survey only	Abortive	Standard	Survey only	Abortive
<b>Small</b>	No charge	£37.09	£27.82	£13.12	£50.21	£37.66
<b>Medium</b>	No charge	£45.52	£34.14	£16.15	£61.67	£46.25
<b>Large</b>	No charge	£92.62	£69.47	£32.81	£125.43	£94.07
<b>Extra large</b>	No charge	POA	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

Changing meters – location								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
<b>Medium</b>	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
<b>Large</b>	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
<b>Extra large</b>	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC

Note: a request beyond the standard service may require a Price on Application (POA)

Changing meters – location – abortive charges								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
<b>Medium</b>	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
<b>Large</b>	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
<b>Extra large</b>	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC

Note: a request beyond the standard service may require a Price on Application (POA)

### Investigations

We may need to undertake a site survey and tariffs are set out in the table above. If this is required we will contact you or your non household customer, where you've given us permission to do so, to arrange the survey as appropriate. Where possible we will exchange the meter at the same visit.

If you have logging equipment fitted then prior to removing the meter you will have to disconnect your logging equipment.

Only the digital meters that comply with the specifications set out in our meter menu may be used. For all new installations and replacements a digital meter shall be installed.

### 3.5.6 Changing meters – retailer request (size and model)

ID: SC-W037: You can ask to change the size and model of your non household customer's meter. To understand the requirements of the work we will conduct a survey in line with the tariffs and provisions outlined below. Tariffs will vary depending on the outcome of the survey and investigations and you shall be liable for such tariffs and charges.



Survey						
Type	In hours			Out of hours		
	Standard	Survey only	Abortive	Standard	Survey only	Abortive
<b>Small</b>	No charge	£37.09	£27.82	£13.12	£50.21	£37.66
<b>Medium</b>	No charge	£45.52	£34.14	£16.15	£61.67	£46.25
<b>Large</b>	No charge	£92.62	£69.47	£32.81	£125.43	£94.07
<b>Extra large</b>	No charge	POA	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

Changing meters – size and model								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	£103.32	£420.64	£376.49	£207.12	£110.20	£491.66	£442.23	£229.12
<b>Medium</b>	£132.63	£666.46	£634.07	£270.37	£139.51	£812.84	£780.46	£303.37
<b>Large</b>	£191.75	£1,450.01	£1,415.49	£431.25	£198.63	£1,832.24	£1,797.71	£497.26
<b>Extra large</b>	POA	POA	POA	POA	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

Changing meters – size and model – abortive charges								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	£63.18	£301.16	£268.06	£141.04	£68.33	£354.42	£317.36	£157.53
<b>Medium</b>	£63.18	£463.55	£439.26	£166.48	£68.33	£573.34	£549.05	£191.24
<b>Large</b>	£63.18	£1,006.87	£980.99	£242.81	£68.33	£1,293.55	£1,267.65	£292.31
<b>Extra large</b>	POA	POA	POA	POA	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

## Investigations

We may need to undertake a site survey and tariffs are set out in the table above. If this is required we will contact you or your non household customer, where you've given us permission to do so, to arrange the survey as appropriate. Where possible we will exchange the meter at the same visit.

If you have logging equipment fitted then prior to removing the meter you will have to disconnect your logging equipment.

If you request a change to the size of a meter, it must be supported by appropriate evidence. Guidance on required evidence is available upon request.

Only the digital meters that comply with the specifications set out in our meter menu may be used. For all new installations and replacements a digital meter shall be installed.

### 3.5.7 Changing meters – wholesaler request

ID: SC-W038 Each year we plan a programme of work to upgrade some of our meters. We'll identify the meters that we want to replace and send you a list before we start the work. This programme will be subject to change but we'll send you updates before we do anything.

There will be no charge to you where we carry out a like-for-like exchange during our standard working hours. There will be separate charges, which you shall be liable for, for any additional or non standard work that you ask us to do, such as working outside of standard working hours and some services which we'll need to give you a quote for. We'll let you know about these before undertaking any work. Abortive charges will apply, and you shall be liable for these, where we have agreed an appointment to carry out the survey or change the meter but you, your customer or your customer's representative fails to meet the provisions. All tariffs and provisions are set out below.

Survey				
Type	In hours		Out of hours	
	Standard	Abortive	Standard	Abortive
<b>Small</b>	No charge	£27.82	£13.12	£37.66
<b>Medium</b>	No charge	£34.14	£16.15	£46.25
<b>Large</b>	No charge	£69.47	£32.81	£94.07
<b>Extra large</b>	No charge	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

Changing meters – wholesaler request								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	No charge	No charge	No charge	No charge	£6.87	£71.02	£65.74	£22.00
<b>Medium</b>	No charge	No charge	No charge	No charge	£6.87	£146.39	£146.39	£33.00
<b>Large</b>	No charge	No charge	No charge	No charge	£6.87	£382.23	£382.23	£66.01
<b>Extra large</b>	No charge	No charge	No charge	No charge	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

Changing meters – wholesaler request – abortive charges								
Type	In hours				Out of hours			
	Screw in	External public	External private	Internal	Screw in	External public	External private	Internal
<b>Small</b>	£63.18	£301.16	£268.06	£141.04	£68.33	£354.42	£317.36	£157.53
<b>Medium</b>	£63.18	£463.55	£439.26	£166.48	£68.33	£573.34	£549.05	£191.24
<b>Large</b>	£63.18	£1,006.87	£980.99	£242.81	£68.33	£1,293.55	£1,267.65	£292.31
<b>Extra large</b>	POA	POA	POA	POA	POA	POA	POA	POA

Note: a request beyond the standard service may require a Price on Application (POA)

### Investigations

We may need to undertake a site survey and tariffs are set out in the table above. If this is required we will contact you or your non household customer, where you've given us permission to do so, to arrange the survey as appropriate. Where possible we will exchange the meter at the same visit.

If you have logging equipment fitted then prior to removing the meter you will have to disconnect your logging equipment.

If you request a change to the size of a meter, it must be supported by appropriate evidence. Guidance on required evidence is available upon request.

Only the digital meters that comply with the specifications set out in our meter menu may be used. For all new installations and replacements a digital meter shall be installed.

### 3.5.8 Fitting splitters for data loggers

ID: SC-W020: If you wish to fit a data logger to our revenue meter at your non household customer's premises, and this requires a splitter, you can request us to install the splitter equipment. Tariffs vary depending on the appointment time and abortive charges apply. You shall be liable for all such tariffs and charges.

Type	In hours	In hours abortive	Out of hours	Out of hours abortive
<b>Fitting of splitters</b>	£417.05	£312.79	£504.75	£378.56
<b>Survey</b>	TBC	TBC	TBC	TBC

Note: a request beyond the standard service may require a Price on Application (POA)

## Service Requests and ordering

When submitting the service request form you need to agree to the terms and conditions which are part of the form (Data Logger Installation for Revenue Meters – Terms, Conditions and Guidance).

## Appointments and cancellations

Please see our general provisions for in hours appointment information. We will also offer an out of hours service which will incur an additional charge as set out in the table above.

## Investigations

We will undertake a site survey when the request form indicates that the installation of the splitter will be non standard, or if it doesn't contain sufficient information for us to make an assessment.

There will be a standard charge for the site survey even if you choose not to proceed with the order quoted.

## Third Party/other customers

We offer this service to retailers and third parties businesses that wish to fit a logger to our revenue meters, having gained permission from the non household customer. You shall be liable for the tariffs and charges when you request the service.

## Standard Service

The tariffs outlined above are based on a standard service and the following circumstances will result in the installation being considered standard:

- the meter is in a location which can easily be accessed;
- the location of the meter means that traffic management and/or a street works permit is not required; and
- the service request form contains sufficient information for us to assess the feasibility of the work.

## Non standard service

The following circumstances will result in the installation being considered non standard:

- the meter is located within the boundary of the non household customer's premises and therefore access needs to be arranged with the non household customer;
- the location of the meter means that Traffic Management and/or a street works permit is required; and
- the service request form contains insufficient information for us to assess the feasibility and the scope of the work.

In such circumstances a price on application will be required.

### 3.5.9 Providing historic consumption data

ID: SC-W091: If you would like data about your non household customer's water usage during a period of time in the past, you can request historic consumption data for a specific period. Tariffs apply per month of data requested and you shall be liable for all such tariffs and charges.

Type	Data provided in a spreadsheet
<b>Historic consumption data</b>	£11.86 per month of data

Note: a request beyond the standard service may require a Price on Application (POA)

### Service Requests and Ordering

In addition to the general provisions you also need to submit a consent letter, which has been signed by your non household customer.

### Liabilities and warranties

Our consumption monitoring equipment runs 24/7. Occasionally, unforeseen circumstances may have resulted in a 'gap' in the data collected. We accept no responsibility for any such gaps in historic data.

We will use reasonable skill and care in providing the consumption data service to you.

We make no warranty or guarantee as to the availability or suitability of the meter at the premises, the availability or suitability of consumption monitoring equipment on the meter at the premises, or the availability, accuracy or suitability for any consumption data for your purposes.

You shall always be liable to and shall always indemnify us against liabilities, costs, expenses, damages and losses, (including any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses), suffered or incurred by us, arising out of or in connection:

- with your use of the consumption data and/or meter read, howsoever arising; and/or
- with any action brought against us by the non household customer or any third party with respect to the consumption data; and/or
- with any matter with respect to provision of consumption data services.

### Exclusions

We do not guarantee to have data available from every water meter or for every period in time.

### Use of data

Subject to the consumption data service being available for the meter and at the requested premises, our obligation shall commence only when you have provided us with express written consent from the relevant non household customer.

You shall be the only entity permitted to use the consumption data and only for the purpose and subject to any conditions set out in that consent letter. You may not pass on the consumption data to any third party.

You shall notify us immediately, should the consent be withdrawn from the non household customer and/or should that non household customer providing the said consent no longer be the occupier and/or responsible for the water charges at the premises to which the consumption data relates.

Once we are made aware that a non household customer consent has been withdrawn and/or they no longer be occupy or are responsible for the charges we will no longer provide the consumption data services for that premises and meter. We will terminate the agreement and you will be liable for the monthly charge (but shall not benefit from the consumption data).

You agree that we may, from time to time, have access to your records (including related ancillary documents) with respect to this agreement and the relevant consent to undertake the checks and due diligence we consider necessary to determine the consents are valid and continue to be valid.

Nothing in this agreement shall oblige us to disclose any consumption data and /or information to you if we are of the view that to do so would be a breach of any law or regulation.

### Tariffs and payment

The tariffs are based on a monthly charge as set out in the table above.

Where the requested time period is less than one month a minimum charge equal to one month's charges will be payable.

Where the request time period has additional days to whole months the days will be calculated on a pro rata daily basis (the pro rata daily base charge shall be calculated on the basis of a 16 day month).

### Termination

We may terminate the agreement at any time for any reason including but not limited to:

- the water supply to the premises is permanently disconnected
- we withdraw any of our consumption data services
- we disconnect consumption monitoring equipment at any time at our absolute discretion

The agreement shall terminate with immediate effect if at any time the non household customer consent is withdrawn or found to be invalid.

The agreement shall terminate with immediate effect if you are no longer the retailer to the relevant non household customer.

You may terminate the service but shall be liable for a minimum of one month's charges.

### 3.5.10 Providing consumption data from our data loggers

SC-W092: If you would like to regularly receive data about your non household customers' water usage you can ask us to provide you with consumption data on a monthly basis. A setup tariff will be charged at the outset and the service will then be charged per month of data requested. Tariffs are outlined below and you shall be liable for all such tariffs and charges.

Type	Monthly service provided	Setup tariff
Consumption data	£12.51 per month	£69.04

Note: a request beyond the standard service may require a Price on Application (POA)

### Service requests and ordering

In addition to the general provisions you also need to submit a consent letter, which has been signed by your non household customer.

### Liabilities and warranties

On submitting the form you accept liability for any standard charges and any permitting charges which will be charged in full.

Our consumption monitoring equipment runs 24/7. Occasionally, unforeseen circumstances may have resulted in a 'gap' in the data collected. We accept no responsibility for any such gaps in historic data.

Please note that you will need to obtain the consumption data through a portal provided by Halma Water Management (HWM-Water Ltd); this is an independent company and we accept no liability for error or loss of service through the actions of HWM-Water Ltd.

We will use reasonable skill and care in providing the consumption data service to you.

We make no warranty or guarantee as to the availability or suitability of the meter, consumption monitoring equipment, or, accuracy or suitability for any consumption data at the premises.

Our total liability to you for any losses is limited to the applicable tariff paid for the consumption data service in the previous year and in respect of the first calendar year it shall be the anticipated tariff to be paid in the first calendar year.

You shall always be liable to and shall always indemnify us against liabilities, costs, expenses, damages and losses, (including any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses) suffered or incurred by us arising out of or in connection:

- with your use of the consumption data and/or meter read, howsoever arising; and/or
- with any action brought against us by the non household customer or any third party with respect to the consumption data; and/or
- with any matter with respect to provision of consumption data services.

## Exclusions

We do not guarantee to have data available from every water meter or for every period in time.

## Use of data

Subject to the consumption data service being available for the meter and at the requested premises, our obligation shall commence only when you have provided us with express written consent from the relevant non household customer.

You shall be the only entity permitted to use the consumption data and only for the purpose and subject to any conditions set out set out in that consent letter. You may not pass on the consumption data to any third party.

You shall notify us immediately, should the consent be withdrawn from the non household customer and/or should that non household customer providing the said consent no longer be the occupier and/or responsible for the water charges at the premises to which the consumption data relates.

Once we are made aware that a non household customer consent has been withdrawn and/or they no longer be occupy or are responsible for the charges we will no longer provide the consumption data services for that premises and meter. We will terminate the agreement and you will be liable for the monthly charge (but shall not benefit from the consumption data).

You agree that we may, from time to time, have access to your records (including related ancillary documents) with respect to this agreement and the relevant consent to undertake the checks and due diligence we consider necessary to determine the consents are valid and continue to be valid.

Nothing in this agreement shall oblige us to disclose any consumption data and /or information to you if we are of the view that to do so would be a breach of any law or regulation.

## Tariffs and payment

The tariffs outlined above are charged separately for each meter used for the consumption data services. The tariffs are calculated on a monthly charge.

Should the service not start at the beginning of the month, the first month's charges will be calculated on a pro rata daily basis (should that first month be 16 days or more the full monthly charge shall apply, should the first month be less than 16 days the pro rata daily base charge shall be calculated on the basis of a 16 day month).

Should the quantity of the consumption data fall below 16 days in any one month then the charges applicable in that month will be calculated on a pro rata daily basis (the pro rata daily base charge shall be calculated on the basis of a 16 day month).

Charges continue to be payable until the service is terminated; and should the service not be terminated in accordance with the termination provision below then you may be liable for additional charges beyond the termination date.



## Termination

We may terminate the agreement at any time for any reason including but not limited to:

- the water supply to the premises is permanently disconnected.
- we withdraw any of our consumption data services.
- we have absolute discretion to disconnect consumption monitoring equipment at any time.

The agreement shall terminate with immediate effect if at any time the non household customer consent is withdrawn or found to be invalid.

The agreement shall terminate with immediate effect if you are no longer the retailer to the relevant non household customer.

You may terminate the service with at least 3 business days' notice in writing before the first of the month. If a request to terminate the service is not received at least 3 business days before the first of the month the service will be terminated at the end of the following month. (e.g. if a request to terminate the service is received on 2 January the service will be terminated on 31 January and you will be charged the monthly tariff in full for January.)

## 3.6 Network operations – water network

### 3.6.1 Using our powers of entry at a your request

ID: SC-W060: In delivering our services, we may need entry to your non household customer's premises to complete the service. Where we are refused entry, we will leave notice at the premises advising that we will make a further attempt to gain entry. If we are not permitted access during the second visit, we will not attempt to gain entry again, unless you request us to use of our powers of entry. Where you do request us to use our powers of entry tariffs will apply as set out in the table below.

You will be charged, and liable for, a standard fixed tariff for a temporary disconnection including any legal fees for obtaining a warrant. We may apply an abortive charge in line with the service provisions and can also offer a non standard price on application rate for any additional use of bailiffs or police engagement.

Type	Standard	Abortive Charge
Using our powers of entry	£432.87	£324.66

Note: a request beyond the standard service may require a Price on Application (POA)

### Service requests and ordering

If a warrant is granted, we will notify you of the date and time on which we intend to serve and exercise the powers under warrant and will ask you to confirm in writing that there has been no change in circumstance and the survey and/or entry is still required. We will also provide you with a contact to inform if there is a change in circumstances such that the entry is no longer required.

If a warrant is not granted, we will inform you of the reasons.

### Abortive charges

Abortive charges apply to this service in line with our general provisions for abortive visits. Tariffs are set out in the table above and you will be liable for such charges.

### Bailiffs

We may engage bailiffs to serve the warrant on your non household customer and, if necessary, we will also contact the police to gain their assistance in accessing the premises. If, as a result of requesting such assistance, there is a change of the planned date and time on which the warrant will be served, we will notify you of the new date and time. Additional charges may apply if we are required to engage bailiffs and/or police to gain access.

### 3.6.2 Installing outside stop valves

ID: SC-W078: You can request to have an outside stop valve relocated/installed at your non household customer's premises. Tariffs will be charged, and you will be liable for, in line with the provisions set out below.

Type	In hours	In hours abortive	Out of hours	Out of hours abortive
<b>Survey</b>	TBC	TBC	TBC	TBC
<b>Installation</b>	TBC	TBC	TBC	TBC

Note: a request beyond the standard service may require a Price on Application (POA)

### Appointments and cancellations

Please see our general provisions for in hours appointment information. Additionally, appointments are also available outside of standard business hours on:

- Saturdays, 10am – 4pm
- Sundays, 10am – 4pm

Work carried out outside of standard business hours will incur an additional tariff as outlined above.

### Abortive charges

Abortive charges apply to this service in line with our general provisions for abortive visits. Tariffs are set out in the table above.

### Investigations

With your agreement, we will arrange an appointment directly with your non household customer to carry out a site survey to collect sufficient information to allow us to determine if the installation will be standard or, if non standard, sufficient details for us to prepare a quote for the installation.

There will be a charge for the site survey.

### Third Party/other customers

Where damage to the outside stop valve has been caused by a third party or an outside stop valve in the highway has been buried by the Highway Authority we will seek to recover the cost of repairing the outside stop valve from the third party.

### Liabilities and warranties

Where a new outside stop valve is installed within the boundary of the non household customer's premises we will guarantee the work for 12 months from the date of completion under normal conditions of use and when the surroundings are not otherwise disturbed.

We will not accept liability for:

- any claims (whether direct or consequential) for injury to person or damage to property arising from execution of the work except to the extent that a claim arises from our negligence or that of our sub-contractors;
- leaks on the supply pipe outside of our working area;

- production downtime or damage to internal plumbing and fittings due to, but not limited to, leaks, air locks, sediment or other issues resulting from depressurising for non household customer's plumbing system;
- loss or damage to shrubs or grassed areas. If the outside stop valve is installed within the boundary of your non household customer's premises, they'll be responsible to prepare the ground of excavation.

You agree to indemnify us against all claims above, in particular, but without prejudice to the foregoing, this shall include any claims from anyone occupying the premises as a tenant or otherwise, or any visitor to the premises, whether lawful or otherwise.

The outside stop valve will remain our responsibility.

If we install the outside stop valve within the boundary of your non household customer's premises we will not guarantee the quality or condition of the existing water supply pipe either side of the outside stop valve.

### Exclusions

Installing the outside stop valve at a location that requires the water supply pipe to also be moved will be treated as a new connection; in these circumstances you will need to request a new service connection.

### Standard service

We will offer our standard installation service, at a fixed price, where

- the water supply pipe is one meter deep or less;
- the water supply pipe is less than 33 mm diameter;
- the water supply pipe is not shared with other premises;
- Street works permits are not required to undertake the installation;
- the land is not contaminated;
- there are no other utilities in the area of work;
- there are no non standard reinstatement requirements;
- there are no Traffic Management Act measures required; and
- there are no access restrictions.

### Non standard service

The following circumstances will result in the installation/relocation being considered non standard;

- where the water supply pipe is one meter deep or greater;
- where the water supply pipe is 33 mm diameter or greater;
- where street works permits would be required;
- where the work is on a traffic sensitive route, or other road which requires a traffic management drawing to be submitted to the Highway Authority;
- work required on contaminated land;
- where there are other utilities in the area of work;
- where there are access restrictions;
- a non standard reinstatement is required;

- where the non household customer requesting the outside stop valve is supplied via a shared supply; and
- when relocating an outside stop valve on an existing water supply pipe.

### Shared supplies

Where the supply pipe serves more than one premises (shared supply) wherever possible we will install the outside stop valve on the length of the water supply pipe that controls the supply to the non household customer requesting the installation.

## 3.7 Trade effluent

### 3.7.1 Assessing applications for trade effluent consents

ID: SC-WW028: You can request a trade effluent consent on behalf of your non household customer. We will assess applications and may issue consents to discharge trade effluent. There will be no charge for the standard service. An application tariff will be charged and if samples are required we will charge, and you will be liable for, for each sample as detailed below. If sewerage modelling is required we will charge as a price on application and abortive charges apply in line with our provisions.

Service	Application fee	Banding samples fee	Billing samples fee	Sewerage modelling	Standard	Abortive charge
<b>Assessing applications for trade effluent consents</b>	£151.52	£151.52 per sample	£151.52 per sample	POA	No charge	£113.64

Note: a request beyond the standard service may require a Price on Application (POA)

### Service requests and ordering

If the request form is complete, we will review it to decide if we can issue a consent and the conditions to be applied. If the form isn't complete, we will tell you what information we need. If we do not receive the information within 5 business days we will reject the application and you will need to restart the process.

Consents cannot be transferred to a new owner or occupier of the premises. New owners or occupiers of the premises who would like permission to discharge trade effluent must apply for a consent.

Under section 125 of the Water Industry Act 1991, we may decide to change the conditions of a trade effluent consent at any time if we consider it necessary to do so in order to protect properly persons that are likely to be affected by the discharge.

### Abortive charges

Abortive charges apply to this service in line with our general provisions for abortive visits. Tariffs are set out in the table above.

### Investigations

We may need to undertake a site survey to assess the application. We will contact you or your non household customer, where you've given us permission to do so, to arrange the survey as appropriate.

If sewerage modelling or other studies are necessary to complete the assessment, it's likely that we will apply additional charges.

If details of the application need to be referred to the Environment Agency or any other appropriate agency/body we will let you and your non household customer know and keep both of you updated regarding any communication and progress relating to the referral.

## Exclusions

We will not accept trade effluent delivered to our sewerage treatment works using tankers.

### 3.7.2 Assessing variations to trade effluent consents

ID: SC-WW029: You can request a change to a trade effluent consent on behalf of your non household customer, commonly known as a variation request. When you apply for the service you will be charged an application fee as detailed below. There is then no further charge for the standard service unless our abortive charges provisions are not met. All tariffs and provisions are set out below and you will be liable for all such tariffs and charges.

Service	Application fee	Standard	Abortive charge
<b>Assessing variations for trade effluent consents</b>	£151.52	No charge	£113.64

Note: a request beyond the standard service may require a Price on Application (POA)

### Service requests and ordering

If the request form is complete, we will review it, to decide if we can issue a variation and any conditions that need to be applied. If it isn't complete, we will tell you what information we need. If we do not receive the information within 5 business days we will reject the application and you will need to restart the process

Consents cannot be transferred to a new owner or occupier of the premises. New owners or occupiers of the premises who would like permission to discharge trade effluent must apply for a consent.

Under section 125 of the Water Industry Act 1991, we may decide to change the conditions of a trade effluent consent at any time if we consider it necessary to do so in order to protect persons that are likely to be affected by the discharge.

### Abortive charges

Abortive charges apply to this service in line with our general provisions for abortive visits. Tariffs are set out in the table above.

### Investigations

We may need to undertake a site survey to assess the application. We will contact you or your non household customer, where you've given us permission to do so, to arrange the survey as appropriate.

If sewerage modelling or other studies are necessary to complete the assessment, it's likely that we will apply additional tariffs.

If details of the application need to be referred to the Environment Agency or any other appropriate agency/body we will let you and your non household customer know and keep both of you updated regarding any communication and progress relating to the referral.

## Exclusions

We will not accept trade effluent delivered to our sewerage treatment works using tankers.

### 3.7.3 Terminating trade effluent consents

ID: SC-WW031: You can request the termination of a trade effluent consent on behalf of your non household customer. We will then carry out an assessment to determine whether a trade effluent consent can be terminated. You will be charged, and liable for, any samples that may need to be taken as set out in the table below.

Service	Banding samples fee
Reassessing trade effluent charges	£151.52 per sample

Note: a request beyond the standard service may require a Price on Application (POA)

### Service requests and ordering

If the request form is complete, we will review it, to decide if the termination can proceed. If it isn't complete, we will tell you what information we need. If we do not receive the information within 5 business days we will reject the application and you will need to restart the process

### Investigations

We may need to undertake a site survey to assess the application. We will contact you or your non household customer, where you've given us permission to do so, to arrange the survey as appropriate.

### 3.7.4 Sampling & analysis for trade effluent billing

ID: SC-WW005: Following the issue of a trade effluent consent we will assess how trade effluent charges will be calculated. We will take samples and carry out an analysis to enable trade effluent billing. We may take banding samples to allocate discharge to specific charging bands, or billing samples, to determine the variable strength of the discharge for billing purposes.

Service	Banding samples fee	Billing samples fee	Standard
Sampling & analysis for trade effluent billing	£151.52 per sample	£151.52 per sample	£151.52 per sample

Note: a request beyond the standard service may require a Price on Application (POA)

### Investigations

If **fixed strength** is not an appropriate method to use we may need to carry out a sample survey. We will normally collect a minimum of 6 samples from each discharge point. However, we may decide that more samples are needed. The tariff of each sample is set out in the table above.



We will use the sample results to determine whether charges should be calculated using banding or sampling:

- **banded billing:** we will use the averages of the results from the sample survey to identify the strength and also assess how much effluent is likely to be discharged and then allocate an appropriate tariff based on the likely value of the discharge
- **sampled billing:** we will establish the number of samples which need to be taken using a statistical analysis assessment. A minimum of 24 samples need to be collected per sample point per year

### 3.7.5 Sampling & analysis for trade effluent by customers

ID: SC-WW056: If your non household customer wants to make their own arrangements for trade effluent billing samples to be collected and analysed they should contact you. We may need to carry out initial sampling in parallel and will charge in line with the tariff below. You will be liable for all such tariffs and charges.

Service	Billing samples fee
<b>Sampling &amp; analysis of trade effluent by customers</b>	£151.52 per sample

Note: a request beyond the standard service may require a Price on Application (POA)

#### Standard service

To collect and analyse trade effluent samples your non household customer must:

- demonstrate the ability to collect and analyse samples to our satisfaction including flow proportional, refrigeration, storage of samples, bottles used, equipment etc. This may involve us carrying out a site visit;
- ensure sampling procedures are to Environment Agency of England & Wales Monitoring Certification Scheme or equivalent standards;
- have the samples analysed to United Kingdom Accreditation Service accredited laboratory standards for the required operational parameters;
- initially be sampled by us until bipartite samples show the results are comparable to ours over a period of three to six months;
- allow us to undertake an audit upon request;
- provide sample analysis results on demand in the manner specified, within the specified timeframe and frequency; and
- analyse the samples for settled chemical oxygen demand (Ot), settleable solids (St) and if appropriate, ammoniacal nitrogen (At) and other determinands required.

#### Exclusions

We may decide to remove permission for your non household customer to collect samples if we are not confident or satisfied with the sampling method, analysis and storage carried out. We may also decide to remove permission for your non household customer to collect samples if the result is not provided within the specified time.

### 3.7.6 Monitoring trade effluent discharges

ID: SC-WW030: We carry out visits to undertake routine and non-routine monitoring of trade effluent. Where samples taken establish that your customer is in breach of the conditions of their consent we will charge for the sampling and analysis. Tariffs will apply, which you shall be liable for, each sample that it is necessary in order to establish the breach.

Service	Banding samples fee	Billing samples fee	Investigation samples
<b>Monitoring trade effluent discharges</b>	£151.52 per sample	£151.52 per sample	£151.52 per sample

Note: a request beyond the standard service may require a Price on Application (POA)

#### Service requests and ordering

We have the right of entry at all reasonable times (under section 171 of the Water Industry Act 1991) allowing access to inspect such things as the sampling point and the inspection chamber where the trade effluent is discharged.

We may carry out monitoring visits at any time, without warning for example to investigate illegal discharges. Where we carry out sampling and analysis, this will be charged in line with the table above.

## 4. Definitions of terms

This is a list of the definitions that have been included in our Wholesale Tariff Document - Indicative non-primary tariffs (non household).

Definition	Description
Abatement	A reduction to a customer's charges, when for example, there is no rainwater feeding into the sewer system.
Abortive charge	A charge applied to a number of circumstances where we have unnecessarily incurred costs in relation to delivery of wholesale services. See 2.4 for more detailed information.
Allowance	A volumetric adjustment applied to the measured consumption of your customer to reduce the chargeable volume for water and/or wastewater services due to firefighting, leakage, non return to sewer or not having a surface water feeding to sewer.
Customer Side Leakage	The loss of treated water from your customer's underground supply pipe (which usually run from the property boundary up to the entry to the premises) and therefore not owned by Thames Water Wholesale
Disconnection	Disconnecting the premises from supply: <ul style="list-style-type: none"> <li>• Temporary disconnection – shutting off the outside stop valve</li> <li>• Permanent disconnection – permanently disconnecting the supply pipe, which can only be reconnected as a new connection</li> </ul>
Emergency disconnection	A permanent or a temporary disconnection made by us without any previous warning.
Emergency reconnection	Reconnection where your non household customer or any other customer has been disconnected but shouldn't have been.
Environment Agency	The body established by section 1 of the Environment Act 1995 and, as the context requires, any equivalent body with jurisdiction over areas in Wales such as Natural Resources Wales
Guaranteed Standards Scheme	Guaranteed minimum standards of service, as laid down in the The Water Supply and Sewerage Services (Customer Service Standards) Regulations 2008
Household customer	A customer that is not eligible to be provided with water and/or sewerage services by a water and sewerage licensee when the new retail market opens in April 2017.

Definition	Description
Impractical (when related to installing a meter)	All new and existing non household properties shall be metered where technically feasible.  Due to cost and practicality constraints there are a number of circumstances here we do not meter existing properties; these are defined in our metering policy.
Infeasible (when related to installing a meter)	We do not believe that any installation is infeasible. It is possible to install a meter at any property, although it may be impractical to do so.
Logging equipment	Equipment fitted to a meter to record the average flow through the meter at set intervals (usually every 15 minutes)
Meter menu	Table that provides a list of meters which comply with the Measuring Instruments Directive (2004/22/EC) and have equivalent certification to BS EN ISO 4064:2014 class 2
Non household customer	A customer that is eligible to be provided with water and/or sewerage services by a water and sewerage licensee when the new retail market opens in April 2017.
Non-primary service	One off or discrete services performed pursuant to the Operational Terms or as otherwise set out in this document in relation to specific circumstances or events.
Non standard service	Additional services, over and above the "standard" services, which may be requested by a retailer and be subject to the provision of a quotation by the wholesaler.
Non standard working hours	Activity outside of the published working hours, including "out of hours" work, may be undertaken but will be subject to costs being agreed by the retailer.
Out of hours	These are defined as hours outside of our standard working hours, which may differ by service.
Outside stop valve	A valve, external to the premises which is used to control the supply of water to one or multiple premises
Sensitive customer	Any non household customer who fall within the definition of sensitive set out in the TWUL Sensitive Customers Policy (non household)

Definition	Description
Service component	Means, <ul style="list-style-type: none"> <li>i. for water services: metered potable water, metered non potable water, assessed water, unmeasured water and charge adjustments; and</li> <li>ii. for sewerage services: metered foul sewerage, assessed sewerage, unmeasured sewerage, surface water drainage Services, highway drainage services, trade effluent services and charge adjustments;</li> </ul>
Service request	A formal request from a Retailer/Inset Provider/Third Party for a service to be provided. Service requests will be made in writing using specified forms and will be sent through a series of order management channels offered by Thames Water Wholesale business.
Shared supply	A single supply from the main that feeds multiple properties, e.g. a block of flats that is fed by a single communications pipe and supply pipe.
Splitter equipment	Cable or other equipment used to connect additional logging equipment to a meter.
Standard meter installation	A standard meter installation will comply with the Thames Water Wholesale meter installation specification.
Standard service	Standard service as defined on a service by service basis.
Standard working hours	As set out in General Provisions or on a service by service basis
Street works	The act of carrying out work, using equipment and machinery in the street or public highway. The rules that we must adhere to are set out in the New Roads and Street Works Act 1991 (NRSWA) and the Traffic Management Act 2004. Many local authorities also operate permit, notice and lane rental schemes which we must also comply with.
Supply pipe	The section of the water pipe that is the customer's responsibility, this normally runs from the premises boundary (or meter) to the inside stop valve.

Definition	Description
Supply point	Subject always to Section 4.2.2(c) and (d) of the Market Terms, in relation to any premises, the point at which water services or sewerage services are provided and (to avoid doubt): <ul style="list-style-type: none"> <li>i. any premises that receives both water services and sewerage services shall have two (2) supply points; and</li> <li>ii. any premises that receives either water services or sewerage services only shall have one (1) supply point</li> </ul>
Supply proving	Confirming the meter fitted is connected to the correct supply pipe for the premises.
Tariff	The individual tariff in this document by which one service or service component can be charged.
Temporary emergency disconnection	The supply will be disconnected at the outside stop valve, (possibly within the meter pit), but the supply point ID will not be deregistered.
Third party	Organisation that may act on behalf of Retailers or non household customers.
Trade effluent	The meaning given in section 141(1) of the Water Industry Act 1991, being (a) any liquid, either with or without particles of matter in suspension in the liquid, which is wholly or partly produced in the course of any trade or industry carried on at trade premises; and (b) in relation to any trade premises, means any such liquid which is so produced in the course of any trade or industry carried on at those premises, but does not include domestic sewerage;
Traffic management	Collective term for any action taken to ensure compliance with legislation relating to carrying out work in the road or street.
Warrant	A document issued by a Justice of the Peace to enter a defined premises to carry out a specified action.
Wastage	The loss of water from defective pipes and/or fittings, above or below ground, whether visible or not, that occurs after the internal stop valve and is not normal usage. Within the water industry wastage is also known as plumbing losses.
We	Refers to Thames Water Utilities Limited ("TWUL") Wholesale Water & Wastewater.
Website	Refers to <a href="http://www.thameswater.co.uk/wholesale">www.thameswater.co.uk/wholesale</a> .

Definition	Description
Wholesale Customers	Retailers, other Wholesalers and third parties (who might be acting as agents on behalf of non household customers, retailers or other wholesalers).
You	Retailer(s) with valid contract agreement with TWUL Wholesale Water & Wastewater.



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