



South Staffs Water

incorporating



Wholesale non-primary charges 2020/21

South Staffs Water
(incorporating Cambridge Water)

January 2020



Contents

INTRODUCTION	5
Structure	5
GENERAL PROVISIONS	5
Work Requests	6
Cancellations	6
Appointments	6
Accessibility	7
Abortive charges	8
Reinstatement	8
Highways reinstatements	8
Private land reinstatements	9
Circumstances outside our control	9
Value Added Tax	10
Costs	10
Geographic Areas of Supply	10
Gap Site & Vacant Premises Incentive Schemes	10
NON PRIMARY CHARGES FOR RETAILER REQUESTED WORKS – WHOLESALE RETAIL CODE PROCESSES	11
Metering Activity	11
Installation of a meter performed by the Wholesaler	11
Meter accuracy test performed by the Wholesaler	12
Repair or replacement of a faulty meter	14
Retailer requested change to size, model or location of meter	16
Retailer request for Wholesaler to carry out Meter Read for a non-market Meter pending transfer or allocation of a Supply Point	17
Market data	17
Verification of meter details or meter supply arrangements	17
Application in respect of Gap Sites proposed by the Retailer	17

Missing Service Components identified by the Wholesaler or the Retailer.....	18
Application in respect of Deregistration of a Supply Point (including as a result of an incorrect or erroneous Registration or change of circumstance) or removal of Service Component at the request of the Retailer	18
Retailer requested amendment to VOA BA Reference or UPRN at a Supply Point	18
Monitoring, investigations, complaints and enquiries.....	18
Announced planned visits to Eligible Premises, e.g. to monitor compliance with the Water Fittings Regulations	18
Visits by the Wholesaler to Eligible Premises not covered by other Processes	19
Allowances, assessments requests and incentive applications	19
Application for an allowance and/or volumetric adjustment or Wholesaler notice of review and/or change of allowance.....	19
Review of charges at Unmeasured or Assessed Supply Points	19
Retailer application for change in tariff applied to a Service Component	20
Disconnections and reconnections.....	20
Disconnection requested by the Retailer and performed by the Wholesaler in relation to non-Household Customer non-payment	20
Disconnection requested by the Non-household customer and performed by the Wholesaler.....	21
Gaining entry to an Eligible Premises for the purposes of Disconnection using the Wholesaler’s powers of entry at Retailer request	22
Reconnection requested by the Retailer and performed by the Wholesaler	23
Reconnection performed by the Wholesaler following rectification of a breach of Water Fittings Regulations (and/or illegal use).....	23
Reconnection performed by the Wholesaler following a Disconnection requested by the non-household customer.....	24
Additional charges including miscellaneous charges	25
Customer Flow Data Logging – 14 Day Temporary	25
Customer Flow Data Logging – Permanent (minimum period 12 months)	25
Customer Flow Data – Pulse Splitter Installation & 3 rd Party Logging.....	25
Replacement of Lead Services	26
Provision and Maintenance of Fire Hydrants	26

Damage to Apparatus.....	27
Water Fittings Inspections.....	28
Waste & Misuse Inspections	28
Site Inspections.....	28
Provision & Use of Standpipes	29

INTRODUCTION

This document outlines the non-primary charges for use by licensed retailers in connection with services requested from South Staffs Water in support of the competitive retail market.

This document forms part of the overall Wholesale Tariffs Document and should be considered as such together with the following as a minimum:

- Wholesale Retail Code;
- Market Arrangements Code;
- Wholesale Contract for Wholesale Services;
- Primary Charges.

The non-primary charges relate to specific services as requested from South Staffs Water by the retailer in relation to their non-household customers. All non-primary charges incurred as a function of the activities described in this document will be invoiced directly from South Staffs Water to the requesting retailer in accordance with contractual agreements and credit arrangements.

In addition to setting out charges that apply to our appointed services and those covered by the Wholesale Retail Code, we have also included details of charges that apply to additional services that we offer and that may be requested by retailers.

Structure

This document has been structured to set out the information that retailers will need to identify and be aware of when submitting work requests to South Staffs Water that may generate associated non-primary charges. The document is structured on the following basis:

- General Provisions;
- Wholesale Retail Code specified activities and associated charges;
- Additional activities and associated charges;
- Definitions.

GENERAL PROVISIONS

This section sets out key provisions relating to services in general, including appointments, cancellations and accessibility. These provisions apply across all services except where alternative provisions are detailed.

Work Requests

As the retailer please ensure that you are familiar with this document. By requesting any of these services you agree to the provisions of this document and that by submitting a work request form you accept the provisions of service.

When submitting a work request form you are required to provide complete and accurate information, in accordance with the Wholesale Retail Code, for the work request to be accepted.

On submitting a work request form you, as the retailer, accept liability for any direct and/or related charges as described within this document and which will be applied in full.

Subject to any guidance within the Wholesale Retail Code, any quotes for non-standard works will be valid for a period of three months from the date of issue.

By accepting a quote, further to non-standard works or price on application (POA), you accept liability to pay the charges as 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.

Cancellations

Subject to any alternative service related provisions, cancellation of a work request or an appointment by you as the retailer, representing either yourself or your non-household customer, will be accepted in writing no later than 2 business days in advance of the originally planned visit or commencement of works. After this time abortive charges will apply which you shall be liable for.

If you cancel with more than 2 business days notice we will not apply abortive charges however we will charge for any costs reasonably incurred, which you shall be liable for, including but not limited to, costs from obtaining any permits or other traffic management measures in line with the Traffic Management Act 2004.

Appointments

We will 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 will offer appointments subject to availability and with consideration of the specific work request process. We will provide either electronic or verbal notification of the appointment, including the agreed date and the agreed time slot.

Appointments are available upon request. The standard time slots for appointments (excluding bank holidays) are as follows:

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

Out of hours appointments are only available for specific service offerings and are as listed within this document. 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 will apply.

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 property.

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; 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 charges.

Reinstatement

Highways reinstatements

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

- 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 do not 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

Circumstances outside our control

South Staffs Water aims to provide a service to you and your non household customer which meets the stated level of service. 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.

Where circumstances such as the above are encountered South Staffs Water will communicate these to you as the retailer.

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

Value Added Tax

For confirmation all costs as listed within this document for non primary charges are exclusive of Value Added Tax (VAT).

VAT will be added to invoices associated with these works as contained within this document at the prevailing rate.

Costs

All costs stated are in pounds sterling (£).

Geographic Areas of Supply

Activities as described within this document relate to South Staffs Water's two geographically separate areas of supply located within the South East and West Midlands English regions. Respectively this document refers to them as Cambridge Water and South Staffs Water.

Gap Site & Vacant Premises Incentive Schemes

South Staffs Water does not operate Gap Site or Vacant Premises incentive schemes.

NON PRIMARY CHARGES FOR RETAILER REQUESTED WORKS – WHOLESALE RETAIL CODE PROCESSES

These tables list the non primary charges and terms of service for processes as identified within the Wholesale Retail Code, Operational Terms. These are in addition to the general provisions as stated within this document.

Metering Activity

Meter Reading Services

Across both our South Staffs Water and Cambridge Water supply regions household meter reading activity is undertaken on our behalf by Echo Managed Services.

Echo Managed Services also offer non-household meter reading services within these regions to Retailers subject to commercial agreement.

Their website is at www.echo-ms.com or initial contact via ask@echo-ms.com.

Installation of a meter performed by the Wholesaler

Where the services received are currently unmeasured or are assessed you may apply to have a meter installed. Dependant on the specific nature of the work the activity may need to be supported by survey processes.

Additionally the activity may be defined as non standard works and where this is the case the non primary charges will be subject to the production of a quotation.

Cambridge Water

Survey							
Ref	Meter Size	In Hours - Daytime		Out of Hours – Evening		Out of Hours - Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B1 – cw1	<40mm	53.17	53.17	79.00	79.00	104.83	104.83
B1 – cw2	40mm & above	167.32	167.32	266.83	266.83	217.08	217.08

Installation							
Internal Ref	Meter Size	In Hours - Daytime		Out of Hours - Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B1 – cw3	Internal <40mm	150.73	54.68	224.60	80.51	298.46	106.34
B1 – cw4	Screw In – External <40mm	226.04	170.09	281.15	225.19	312.88	256.92
B1 – cw5	In Line – Private 40mm and above	1777.71	287.82	2643.49	456.69	2210.60	372.20
B1 – cw6	In Line – Public 40mm and above	1862.38	287.82	2778.97	456.69	2320.67	372.20

South Staffs Water

Survey							
Internal Ref	Meter Size	In Hours - Daytime		Out of Hours - Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B1 – ss1	<40mm	32.98	32.98	43.38	43.38	49.36	49.36
B1 – ss2	40mm & above	167.32	167.32	266.83	266.83	217.08	217.08

Installation							
Internal Ref	Meter Size	In Hours - Daytime		Out of Hours - Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B1 – ss3	Internal <40mm	116.51	69.77	138.55	91.82	151.24	104.51
B1 – ss4	Screw In – External <40mm	207.35	154.89	257.44	204.98	286.28	233.83
B1 – ss5	In Line – Private 40mm and above	1625.04	287.82	2399.23	456.69	2012.13	372.20
B1 – ss6	In Line – Public 40mm and above	1709.72	287.82	2534.70	456.69	2122.21	372.20

Meter accuracy test performed by the Wholesaler

You may request to test the accuracy of your non household customer’s meter. In order to test the meter we will remove the meter and send it away for analysis as laid out in government regulations where it will be tested against the Measuring Equipment Regulations Act 1988.

Where the meter is found to be inaccurate and the work has been carried out In Hours no charge will be applied. Charges will be applied where the works were requested to be delivered Out of Hours.

Where the meter is found to be accurate charges will be applied in all circumstances.

Additionally the activity may be defined as non standard works and where this is the case the non primary charges will be subject to the production of a quotation.

Cambridge Water

Meter Accuracy Test – Below 40mm – Meter Inaccurate							
Internal Ref	Meter Size	In Hours - Daytime		Out of Hours – Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B3 – cw1	Concentric meter	No Charge	54.68	72.36	72.36	95.48	95.48
B3 – cw2	Internal meter	No Charge	54.68	140.62	140.62	186.50	186.50
B3 – cw3	External meter	No Charge	170.09	225.19	225.19	256.91	256.91

Meter Accuracy Test – Below 40mm – Meter Accurate							
Internal Ref	Meter Size	In Hours – Daytime		Out of Hours – Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B3 – cw4	Concentric meter	91.76	54.68	136.15	72.36	180.53	95.48
B3 – cw5	Internal meter	150.73	54.68	224.60	140.62	298.46	186.49
B3 – cw6	External meter	226.04	170.09	281.15	225.19	312.88	256.91

Meter Accuracy Test – 40mm and above – Meter Inaccurate							
Internal Ref	Meter Size	In Hours – Daytime		Out of Hours – Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B3 – cw7	In Chamber	No Charge	287.82	1521.54	456.93	1237.36	372.56
B3 – cw8	Internal Meter	No Charge	287.82	1521.54	456.93	1237.36	372.56
B3 – cw9	Dig Out – Highway	No Charge	287.82	2450.14	456.93	1991.85	372.56
B3 – cw10	Dig Out – Private	No Charge	287.82	2314.66	456.93	1881.77	372.56

Meter Accuracy Test – 40mm and above – Meter Accurate							
Internal Ref	Meter Size	In Hours - Daytime		Out of Hours - Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B3 – cw11	In Chamber	1282.00	287.82	1850.36	456.93	1566.18	372.56
B3 – cw12	Internal Meter	1282.00	287.82	1850.36	456.93	1566.18	372.56
B3 – cw13	Dig Out – Highway	1862.38	287.82	2778.97	456.93	2320.67	372.56
B3 – cw14	Dig Out – Private	1771.71	287.82	2643.49	456.93	2210.60	372.56

South Staffs Water

Meter Accuracy Test – Below 40mm – Meter Inaccurate							
Internal Ref	Meter Size	In Hours - Daytime		Out of Hours - Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B3 – ss1	Concentric meter	No Charge	34.58	56.22	56.22	63.83	63.83
B3 – ss2	Internal meter	No Charge	34.58	95.27	86.98	108.46	98.98
B3 – ss3	External meter	No Charge	154.89	204.87	204.87	233.71	233.71

Meter Accuracy Test – Below 40mm – Meter Accurate							
Internal Ref	Meter Size	In Hours – Daytime		Out of Hours – Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B3 – ss4	Concentric meter	80.20	34.38	92.91	56.44	100.20	63.57
B3 – ss5	Internal meter	102.38	34.38	122.41	86.48	133.95	98.40
B3 – ss6	External meter	199.68	153.99	264.60	203.78	301.97	232.46

Meter Accuracy Test – 40mm and above – Meter Inaccurate							
Internal Ref	Meter Size	In Hours – Daytime		Out of Hours - Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B3 – ss7	In Chamber	No Charge	287.82	1333.64	456.93	1084.69	372.56
B3 – ss8	Internal Meter	No Charge	287.82	1333.64	456.93	1084.69	372.56
B3 – ss9	Dig Out – Highway	No Charge	287.82	2205.87	456.93	1793.38	372.56
B3 – ss10	Dig Out - Private	No Charge	287.82	2070.40	456.93	1683.31	372.56

Meter Accuracy Test – 40mm and above – Meter Accurate							
Internal Ref	Meter Size	In Hours - Daytime		Out of Hours - Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B3 – ss11	In Chamber	1164.57	287.82	1662.46	456.93	1413.51	372.56
B3 – ss12	Internal Meter	1164.57	287.82	1662.46	456.93	1413.51	372.56
B3 – ss13	Dig Out – Highway	1709.72	287.82	2534.70	456.93	2122.21	372.56
B3 – ss14	Dig Out - Private	1625.04	287.82	2399.23	456.93	2012.13	372.56

Repair or replacement of a faulty meter

You may request replacement of a faulty, damaged or missing meter at your non household customers premises.

Where any fault or damage to the meter is determined as being as a result of any action or neglect by you or your non household customer you charges will apply in all cases. Where the fault is not as a result of your or your non household customer actions charges will only be applied for work requested by you or your non household customer to be delivered Out of Hours.

Cambridge Water

Meter Replacement – Below 40mm							
Internal Ref	Meter Size	In Hours - Daytime		Out of Hours - Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B5 – cw1	Concentric meter	No Charge	54.68	48.87	80.51	94.74	106.34
B5 – cw2	Internal meter	No Charge	54.68	48.87	80.51	94.74	106.34
B5 – cw3	External meter	No Charge	170.09	58.09	225.19	90.06	256.92

Meter Replacement – 40mm and above							
Internal Ref	Meter Size	In Hours – Daytime		Out of Hours - Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B5 – cw4	In Chamber	No Charge	287.82	771.57	456.93	388.74	372.56
B5 – cw5	Internal Meter	No Charge	287.82	771.57	456.93	388.74	372.56
B5 – cw6	Dig Out – Highway	No Charge	287.82	802.71	456.93	563.59	372.56
B5 – cw7	Dig Out - Private	No Charge	287.82	1068.98	456.93	537.45	372.56

South Staffs Water

Meter Replacement – Below 40mm							
Internal Ref	Meter Size	In Hours - Daytime		Out of Hours - Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B5 – ss1	Concentric meter	No Charge	34.58	23.80	44.98	35.78	50.95
B5 – ss2	Internal meter	No Charge	34.58	23.80	44.98	35.78	50.95
B5 – ss3	External meter	No Charge	154.90	70.42	204.98	109.25	233.83

Meter Replacement – 40mm and above							
Internal Ref	Meter Size	In Hours – Daytime		Out of Hours - Evening		Out of Hours – Weekend	
		Standard	Abortive	Standard	Abortive	Standard	Abortive
B5 – ss4	In Chamber	No Charge	287.82	701.10	456.93	353.51	372.56
B5 – ss5	Internal Meter	No Charge	287.82	701.10	456.93	353.51	372.56
B5 – ss6	Dig Out – Highway	No Charge	287.82	1028.19	456.93	517.05	372.56
B5 – ss7	Dig Out - Private	No Charge	287.82	977.38	456.93	491.65	372.56

Retailer requested change to size, model or location of meter

You may request to change the location, size or model of your customers meter and in all cases charges will be applied in accordance with the tables below.

Additionally the activity may be defined as non standard works and where this is the case the non primary charges will be subject to production of a quotation. This will also apply for activities defined as POA (Price on Application).

Cambridge Water

Meter Re-location / Downsize						
	In Hours - Daytime		Out of Hours - Evening		Out of Hours – Weekend	
	Standard	Abortive	Standard	Abortive	Standard	Abortive
Survey	49.21	110.19	62.40	143.50	69.99	162.68
Internal – External (Boundary box required 25mm)	280.43	110.19	363.04	143.50	410.60	162.68
Internal – External (Boundary box required 32mm)	357.04	110.49	439.65	143.50	487.21	162.68
Internal-External (Boundary box not required)	66.96	110.19	86.01	143.50	96.97	162.68
Internal-Internal	109.28	110.19	142.29	143.50	161.30	162.68
External-Internal	109.28	110.19	142.29	143.50	161.30	162.68
Internal-External >40mm (Boundary Box required)	POA	POA	POA	POA	POA	POA

South Staffs Water

Meter Re-location / Downsize						
	In Hours - Daytime		Out of Hours - Evening		Out of Hours – Weekend	
	Standard	Abortive	Standard	Abortive	Standard	Abortive
Survey	45.56	103.74	57.55	134.93	64.65	152.88
Internal – External (Boundary box required 25mm)	257.66	103.74	332.75	134.93	375.99	152.88
Internal – External (Boundary box required 32mm)	334.27	103.74	409.36	134.93	452.60	152.88
Internal-External (Boundary box not required)	61.71	103.74	79.02	134.93	88.99	152.88
Internal-Internal	100.18	103.74	130.20	134.93	147.47	152.88
External-Internal	100.18	103.74	130.20	134.93	147.47	152.88
Internal-External >40mm (Boundary Box required)	POA	POA	POA	POA	POA	POA

Retailer request for Wholesaler to carry out Meter Read for a non-market Meter pending transfer or allocation of a Supply Point

You may request us to provide ad hoc non market meter readers where a customer transfers retailer or an interim relater is appointed and will be charged as below:

Non Market Meter Read (B11 – aa1)	
Standard	Abortive
No Charge	86.59

Market data

Verification of meter details or meter supply arrangements

You may request that we verify meter details and records or meter supply arrangements where you consider that the meter details differ from the details held on your records.

There is no charge for this service except when it is determined that the data is correct and no change is required, in such cases you will be charged in accordance with the Abortive charges as below.

This activity does not include Flow & Pressure tests as previously defined within Miscellaneous Charges where the customer requires confirmation of flow rates or available pressures.

Supply Confirmation (C1 – aa1)	
Standard	Abortive
No Charge	86.59

Application in respect of Gap Sites proposed by the Retailer

There is no charge for this service except when it is determined that the data is correct and no change is required, in such cases you will be charged as below.

Data Review (C3 – aa1)	
Standard	Abortive
No Charge	86.59

Missing Service Components identified by the Wholesaler or the Retailer

There is no charge for this service except when it is determined that the data is correct and no change is required, in such cases you will be charged as below.

Data Review (C4 – aa1)	
Standard	Abortive
No Charge	86.59

Application in respect of Deregistration of a Supply Point (including as a result of an incorrect or erroneous Registration or change of circumstance) or removal of Service Component at the request of the Retailer

There is no charge for this service except when it is determined that the data is correct and no change is required, in such cases you will be charged as below.

Data Review (C6 – aa1)	
Standard	Abortive
No Charge	86.59

Retailer requested amendment to VOA BA Reference or UPRN at a Supply Point

There is no charge for this service except when it is determined that the data is correct and no change is required, in such cases you will be charged as below.

Data Review (C7 – aa1)	
Standard	Abortive
No Charge	86.59

Monitoring, investigations, complaints and enquiries

Announced planned visits to Eligible Premises, e.g. to monitor compliance with the Water Fittings Regulations

There is no charge for this service except that charges may apply for additional visits following a failed inspection.

Visits (F2 – aa1)	
Standard	Abortive
No Charge	86.59

Visits by the Wholesaler to Eligible Premises not covered by other Processes

Charges may apply in circumstances where visits have been requested that are outside of the scope of South Staffs Water’s responsibility, or where additional visits are requested or required.

Visits (F3 – aa1)	
Standard	Abortive
84.89	86.59

Allowances, assessments requests and incentive applications

Application for an allowance and/or volumetric adjustment or Wholesaler notice of review and/or change of allowance

There is no charge for this service except when it is determined that the data is correct and no change is required, in such cases you will be charged as below.

Allowances and Adjustments (H1 –aa1)	
Standard	Abortive
No Charge	86.59

Review of charges at Unmeasured or Assessed Supply Points

There is no charge for this service except when it is determined that the data is correct and no change is required, in such cases you will be charged as below.

Review of Charges (H3 –aa1)	
Standard	Abortive
No Charge	86.59

Retailer application for change in tariff applied to a Service Component

There is no charge for this service except when it is determined that the data is correct and no change is required, in such cases you will be charged as below.

Change in Tariff (H5 – aa1)	
Standard	Abortive
No Charge	86.59

Disconnections and reconnections

You may request a permanent or temporary disconnection to some or all of the connections to an eligible premise. Where these requests are standard they will be charged as detailed below or alternatively if non standard works, or POA, quotations will be provided.

Where any disconnection is requested, whether standard or non-standard you are responsible for ensuring that all consumer protection measures have been taken and provide us with evidence of any notices served on your non household customer.

It is also your responsibility to ensure that a disconnection is not requested for a non household customer or premises where it would be illegal to disconnect. Should it be found that a disconnection has been carried out at your request we will carry out an emergency reconnection for which you as the retailer will be liable for all charges.

Reconnection activity requested by the retailer through wholesale retail codes defined work requests will only be carried out where the supply has been subject to a temporary disconnection. Where a permanent disconnection has been undertaken, reconnection activity will be subject to application via Developer Services new connection processes for which separate charges apply.

Where it has not been possible to carry out a disconnection either due to a faulty asset, or where two or more premises are connected to our network we will advise you appropriately.

Should we be required to use our powers of entry to make a survey or carry out a disconnection, where any additional costs are incurred at any stage these will be passed on to you.

Disconnection requested by the Retailer and performed by the Wholesaler in relation to non-Household Customer non-payment

You may request a disconnection of your non-household customer for non-payment of their water bills and provide with your request a copy of any notice served to your customer. Charges will be applied as per the following tables.

We will visit the premises to determine if the disconnection can be made and to establish if standard or non standard works. Where non-standard charges apply we will supply you with a quotation.

We will attend the premises for a period of no less than 15 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 as appropriate

Cambridge Water

Temp Disconnection (I1 – cw1)	
Standard	Abortive
23.81	23.81

Perm Disconnection (I1 – cw2)	
Standard	Abortive
544.29	544.29

South Staffs Water

Temp Disconnection (I1 – ss1)	
Standard	Abortive
23.81	23.81

Perm Disconnection (I1 – ss2)	
Standard	Abortive
428.82	428.82

Disconnection requested by the Non-household customer and performed by the Wholesaler

Your customer may want to have their service disconnected on a permanent or temporary basis. A standard temporary disconnection will not be subject to any charge but abortive charges will be applied.

Charges for permanent disconnections are as below.

Charges will apply for reconnection activities.

Cambridge Water

Temp Disconnection (I5 – cw1)	
Standard	Abortive
No Charge	23.81

Perm Disconnection (I5 – cw2)	
Standard	Abortive
544.29	544.29

South Staffs Water

Temp Disconnection (I5 – ss1)	
Standard	Abortive
No Charge	23.81

Perm Disconnection (I5 – ss2)	
Standard	Abortive
428.82	428.82

Gaining entry to an Eligible Premises for the purposes of Disconnection using the Wholesaler’s powers of entry at Retailer request

All charges related to gaining entry to an Eligible Premises for the purposes of disconnection will be priced on application.

While recognising that work requests may be cancelled by the Retailer, any costs reasonably incurred and unavoidable will be recharged to the Retailer.

Gaining Entry (I7 – aa1)	
Standard	Abortive
POA	POA

Reconnection requested by the Retailer and performed by the Wholesaler

You may request for a service to be reconnected where a temporary disconnection had been undertaken and standard and abortive charges will apply.

For reconnection activities following permanent disconnection Developer Services processes will apply.

Cambridge Water

Temp Reconnection (I8 – cw1)	
Standard	Abortive
139.11	139.11

Perm Reconnection (I8 – cw2)	
Standard	Abortive
Ref New Connection Charges	Ref New Connection Charges

South Staffs Water

Temp Disconnection (I8 – ss1)	
Standard	Abortive
139.11	139.11

Perm Disconnection (I8 – ss2)	
Standard	Abortive
Ref New Connection Charges	Ref New Connection Charges

Reconnection performed by the Wholesaler following rectification of a breach of Water Fittings Regulations (and/or illegal use)

These charges allow for the reinspection of any corrected breaches of water fittings to confirm that any breach has been satisfactorily resolved.

Cambridge Water

Temp Reconnection (I10 – cw1)	
Standard	Abortive
139.11	139.11

Perm Reconnection (I10 – cw2)	
Standard	Abortive
Ref New Connection Charges	Ref New Connection Charges

South Staffs Water

Temp Disconnection (I10 – ss1)	
Standard	Abortive
139.11	139.11

Perm Disconnection (I10 – ss2)	
Standard	Abortive
Ref New Connection Charges	Ref New Connection Charges

Reconnection performed by the Wholesaler following a Disconnection requested by the non-household customer

Following a temporary disconnection your non household customer may ask you to request for us to reconnect the services. Standard and abortive charges will apply

Cambridge Water

Temp Reconnection (I11 – cw1)	
Standard	Abortive
69.28	69.28

Perm Reconnection (I11 – cw2)	
Standard	Abortive
Ref New Connection Charges	Ref New Connection Charges

South Staffs Water

Temp Disconnection (I11 – ss1)	
Standard	Abortive
69.28	69.28

Perm Disconnection (I11 –ss2)	
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Standard	Abortive
Ref New Connection Charges	Ref New Connection Charges

Additional charges including miscellaneous charges

Where not previously identified within this document there may be instances where retailers may wish to request additional services from South Staffs Water.

There may also be instances where unplanned costs are incurred for which the following tables also identify applicable costs.

Customer Flow Data Logging – 14 Day Temporary

Customer Flow Data Logging – one off charge	
South Staffs Water	81.18
Cambridge Water	81.18

Customer Flow Data Logging – Permanent (minimum period 12 months)

Customer Flow Data Logging Monthly Cost	
South Staffs Water - initial set up cost per new logged meter	53.06*
South Staffs Water – existing wholesaler logged meter	12.73
Cambridge Water - initial set up cost per new logged meter	53.06*
South Staffs Water – existing wholesaler logged meter	12.73
* Logger maintenance service costs are agreed with applicant subject to requirements	

Customer Flow Data – Pulse Splitter Installation & 3rd Party Logging

South Staffs Water

3 rd Party Logging of the wholesalers meter must be arranged in advance with the wholesaler who will arrange where possible the installation of pulse output connectivity for 3 rd party logging.	
Survey – to determine if an existing meter is loggable	81.18
Survey + installation of pulse splitter at same visit (if possible)	290.77
Installation of pulse splitter at separate visit	290.77

Cambridge Water

3 rd Party Logging of the wholesalers meter must be arranged in advance with the wholesaler who will arrange where possible the installation of pulse output connectivity for 3 rd party logging.	
Survey – to determine if an existing meter is loggable	81.18
Survey + installation of pulse splitter at same visit (if possible)	290.77
Installation of pulse splitter at separate visit	290.77

Replacement of Lead Services

Cambridge Water

Replacement of Lead Services	
Footpath only – single Communication Pipe (CP) up to 2m in length	662.56
Footpath and road – single CP up to 4m in length	936.34
Footpath and road – single CP up to 8m in length	1688.45
Footpath and road – single CP up to 12m in length	2645.11
Additional length over 12m (per m)	300.60

South Staffs Water

Replacement of Lead Services	
Footpath only – single Communication Pipe (CP) up to 2m in length	837.98
Footpath and road – single CP up to 4m in length	1065.46
Footpath and road – single CP up to 8m in length	1376.25
Footpath and road – single CP up to 12m in length	1687.04
Additional length over 12m (per m)	139.12

Provision and Maintenance of Fire Hydrants

Cambridge Water

Provision and Maintenance of Fire Hydrants	
Replace lid and cover	215.87
Rebuild chamber and lid	397.81

Renew or install on existing main	701.96
Renew or install as Main Laying (ML) proceeds	463.86

South Staffs Water

Provision and Maintenance of Fire Hydrants	
Replace lid and cover	202.41
Rebuild chamber and lid	470.85
Renew or install on existing main	942.80
Renew or install as Main Laying (ML) proceeds	864.86

Damage to Apparatus

Cambridge Water

Damage to Apparatus	
Contractor hourly rate per gang	-
Labour cost per hour per gang	127.73
Inspectors and other staff hourly rate per individual	-
Normal	58.28
Sundays, Bank Holidays and between midnight and 8am	74.51
Other times outside normal hours	65.81
Call out all labour	-
Call out per individual	37.88
Admin fee	30.00

South Staffs Water

Damage to Apparatus	
Contractor hourly rate per gang	-
Labour cost per hour per gang	132.06
CLO hourly rate per individual	-
Normal	43.30

Time and a half	48.71
Double time	57.37
DLO hourly rate per individual	-
Normal	67.11
Time and a half	73.61
Double time	81.18
Call out all labour	-
Call out per individual	19.48
Admin Fee	30.00

Water Fittings Inspections

Water Fittings Inspections	
South Staffs Water – Failed inspection re-visit	79.02
Cambridge Water – Failed inspection re-visit	79.02

Waste & Misuse Inspections

Waste & Misuse Inspections	
South Staffs Water – Failed inspection re-visit	79.02
Cambridge Water – Failed inspection re-visit	79.02

Site Inspections

Site Inspections	
South Staffs Water	79.02
Cambridge Water	79.02

Provision & Use of Standpipes

Standpipe Hire	
Non-refundable admin fees	59.16
20mm refundable deposit (min rental one week)	302.94
20mm standpipe (weekly rental includes water usage)	59.16
40mm refundable deposit (min rental one week)	558.96
40mm standpipe (weekly rental includes water usage)	363.12
Other standpipe sizes are available on request	