



South Staffs Water

Miscellaneous Water and Developer Services Charges

2016 – 2017



MISCELLANEOUS WATER CHARGES

As part of providing a water supply service, there are other miscellaneous charges that we may have to apply from time to time. They are calculated to recover costs incurred by the Company in carrying out the work together with associated overheads. Some of these charges are subject to Ofwat's approval, some are not. These are detailed below.

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Value added tax (VAT) is payable by some non-household customers. From 1st July 1990, VAT was added to water charges for payers who fall into categories 1 – 5 of the 1980 edition of Standard Industrial Classifications. The following table demonstrates these divisions:

Division	Title
1	Energy and water supply industries
2	Extraction of minerals and ores other than fuels, manufacture of metal, mineral products and chemicals
3	Metal goods, engineering and vehicle industries
4	Other manufacturing industries
5	Construction

Although VAT is generally applied in the manner outlined above it is not straightforward as its application can vary. We will send any new commercial customer a VAT declaration form, asking them to confirm their VAT status. It is the customer's responsibility to declare their correct status. There are HM Revenue and Customs penalties for making false declarations and for fraudulent evasion of VAT.

1. CHARGES SUBJECT TO OFWAT'S APPROVAL

1.1 Water Infrastructure Charges

1.1.1 Scheme

Water infrastructure charges are payable whenever a new or additional supply is required. They contribute towards the expenditure in providing enhancements to the local distribution system, which are necessary to meet the increased demands imposed by new or additional connections to our water supply system. They are payable for both household and non-household properties.

1.1.2 Charges

In accordance with conditions 'C' and 'D' of the Licence, we will make a water infrastructure charge in respect of the connection to the water supply provided by us to premises that require an additional connection or increased size of supply for domestic purposes by a water undertaker or by any other authority or body which at that time provided supplies of water in the course of carrying out functions under any enactment. There is also a liability to pay sewerage infrastructure charges, which we collect on behalf of Severn Trent Water Ltd.

A standard water and sewerage infrastructure charge is due when a connection is provided for household purposes to a standard domestic dwelling.

Water infrastructure charge (standard)	£357.60
Sewerage infrastructure charge (standard)	£357.60

In calculating charges, when a site is redeveloped or a building converted, a credit will be given for the number of premises that used water for domestic purposes during the five years prior to application.

For non-household premises where the connection is larger than 32mm, the infrastructure charge will be a multiple of the standard charge. This multiple is calculated by taking the loading units of the water fittings to be installed within the premises and dividing this by the loading units of a standard household premises. The relevant multiplier will be used to calculate the infrastructure charges where properties are subject to a common billing agreement.

Example: A standard household premises has 24 loading units. Hence, if a premises has 48 loading units then the infrastructure charge is twice the standard charge. The loading unit values of various fittings are given in the table overleaf:

Water Fitting (including reference to plumbing, outlet, dedicated space or planning for such fittings)	Loading Units (L.U.s) (i)	No. of each fitting (ii)	Total (i) x (ii)
WC flushing cistern	2		
Wash basin in house	1.5		
Wash basin elsewhere	3		
Bath (tap nominal size 20mm)	10		
Bath (tap nominal size larger than 20mm)	22		
Shower (does not include power showers)	3		
Sink (tap nominal size 20mm)	3		
Sink (tap nominal size larger than 20mm)	5		
Spray tap (e.g. spring loaded tap, lever operated tap and any similar tap designed for economy of flow)	0.5		
Domestic appliances (e.g. dishwasher, washing machine and waste disposal in house)	3		
Bidet	1.5		
Communal / commercial appliance (e.g. dishwasher, washing machine and waste disposal elsewhere other than in a domestic dwelling)	10		
Any other fitting or outlet (including a tap, excluding a urinal or water softener)	3		

Total Loading Units:- _____ (A)

Relevant Multiplier (RM) _____ (A) / 24 (B)

Water Infrastructure Charge (B) x £357.60

Sewerage Infrastructure Charge _____ (C) x £357.60

No infrastructure charges are applicable to fire supplies.
VAT may be applicable on some or all of the above charges.

Where there is a dispute concerning the application of the relevant multipliers, the customer may approach Ofwat for a determination.

1.1.3 Payment

The water infrastructure charge shall be payable to us at the time of such connection by the person requesting or effecting connection or, at our discretion, by the person for whom the connection is provided or made.

In the case of a connection to such a water supply of a building or part of a building that is occupied as a dwelling house immediately before the connection is made, the person requesting the connection may alternatively pay the water infrastructure charge due in that respect either:

- In full within 28 days of the connection being made; or

- Subject to giving us such undertakings as it may reasonably require, by twelve equal annual instalments on the basis that we will recover on the last day of the fifth calendar month following the end of the month during which the connection was made (“the payment date”)and on the succeeding eleven anniversaries of the payment date, an amount equal to the aggregate payments which we would have to make by way of interest and repayments of capital if the amount of the water infrastructure charge due had been borrowed by us on the day the connection was made on terms:
 - a) Requiring interest to be paid and capital to be repaid in twelve equal annual instalments on the payment date and its eleven succeeding anniversaries; and
 - b) Providing for the amount of the interest to be calculated at such rate, and in accordance with such other provisions as may have been determined either by the Company with the approval of Ofwat or in default of such a determination, by Ofwat.

1.2 Building Water Charges

1.2.1 Household

These charges will be based upon the metered service charges. In addition, a supply connection charge will be levied if new connection is required.

1.2.2 Other Construction Work

In respect of water supplied by us for the purposes of building (other than the building of household premises and other premises where the supply arrangements are the same as for households) or for the purposes of civil engineering works, the Company will make a charge to the person supplied. In the event of there being any doubt or disagreement as to the category of charge to be applied in any particular case as above, our decision shall be final.

Provided that at the option of the Company or of the person requiring the supply, water may be supplied by the Company for any building or civil engineering purposes by meter, subject to the Terms and Conditions for the time being specified by the Company and, in that event, the charges for the supply shall be made in accordance with the provision for metered water charges.

1.3 Flow and Pressure Tests

Repeat flow and pressure test at household premises (the first test is free of charge – subsequent tests are charged at the rate quoted here)	£105	+ VAT
Flow and pressure test at non-household premises	£131	+ VAT

2. CHARGES NOT SUBJECT TO OFWAT'S APPROVAL

This document details the charges NOT subject to Ofwat's approval. Those charges subject to Ofwat's approval are detailed in our Charges Scheme.

2.1 Water Service Installation Charges

We make a charge for providing new water mains and connections to our water distribution system for new buildings. A charge could also apply where existing properties are converted or enlarged.

We welcome early discussion with developers and property owners to help plan the layout of water mains and connections.

Because each development or conversion is different, we must see site plans and details. We can then give a fixed price quotation.

Call 0845 34 51 399 for a copy of 'A Developer's Guide — How to get connected' or visit our website: http://www.south-staffs-water.co.uk/your_business/new_connections.asp

Charges are revised from 1 April each year, but may be reviewed during the year.

2.2 Requisitioning Charges

Requisitioning is when a developer asks us to provide new water mains and supply connections to a site that currently does not have a public water supply. This then allows the developer to connect the development direct to our supply system. Each development and location is different. Requisition charges for individual schemes are based on information given by the developer.

The financial conditions for providing water mains for domestic use are set out in Section 42 of Part II of the 1991 Act. The conditions call for financial commitment from the developer for up to 12 years following the provision of the mains.

Alternatively, we may agree to a payment of a single non-returnable contribution or "commuted-sum".

Another option available to developers is for them to choose their own contractor to carry out the work. This is known as 'self lay'. A Code of Practice for the self-laying of water mains has been developed by the water industry to set out the processes for undertaking self-laying of water mains by developers. Additionally water suppliers are required to produce their own company specific requirements or self lay policy as an addendum to the Code. Developers considering a self lay can contact the Developer Services team for a copy of our current self lay policy and an application pack. Alternatively information can be found by visiting our web site.

<http://www.south.staffs-water.co.uk/yourbusiness/newconnections.asp>. Documents include a statement of charges.

2.3 Connection Charges

The connection charge relates to the cost of bringing the water from the local distribution main to the boundary of the public highway or edge of easement strip where the highway is unadopted.

The charge normally includes the provision of the main stop tap, meter and the connection to the water main. It also covers the cost of making good any public road or footpath.

The Company will meter all new properties, which will be provided through an independent service pipe.

All types of new/replacement service connections and separation of supplies are charged in advance, on the basis of a standard price quotation confirmed in writing and issued by the Company's Developer Services Team. The quotations detailed below are based on the Company's fixed price charging scheme and the provision of a standard 25mm diameter supply up to 12m in length. Premises having a standard connection will pay metered water charges (where applicable) at the standard tariff rate.

Vacant and void properties may not be re-connected to our public water supply network during mains rehabilitation (replacement) if the property has not been in charge in the last three years. Should the customer require a void property to be reconnected then connection charges as detailed below would apply.

For non standard connections and individual quotation will be supplied in writing by the Developer Services team. The quotation takes into account the following:-

- Size and length of connection
- Traffic management and permit requirements
- Connection has to be made outside normal working hours or there are difficult conditions
- Type of ground

Quotations for standard and non-standard connections are valid for the charging period in which the quote was issued. The company's current charging period is April to March.

If you are unhappy with connection charges please contact the Developer services team once work has been completed. We will then review charges and issue a refund in the event of an overpayment, or invoice for additional charges dependant on outcome of review.

Description of Works	Connection Charge	Abortive Visit
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Unmade / Site ground		
Single connection up to 4 metres	£449	£168
Single connection over 4 metres and up to 12 metres (Duct pre installed)**	£588	£280
Twin connection up to 4 metres	£564	£168
Twin connection up to 12 metres (Duct pre installed)	£707	£280

Footpath only		
Single connection up to 4 metres	£737	£393
Twin connection up to 4 metres	£855	£393

Footpath and Road		
Single connection up to 4 metres	£877	£505
Single connection up to 8 metres	£1,228	£786
Single connection up to 12 metres	£1,789	£1,235
Twin connection up to 4 metres	£995	£505
Twin connection up to 8 metres	£1,349	£786
Twin connection up to 12 metres	£1,910	£1,235

Description of Works	Connection Charge	Abortive Visit
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Unmade / Site ground - Contaminated		
Single connection up to 4 metres	£519	£168
Single connection up to 12 metres (Duct pre installed)	£692	£280
Twin connection up to 4 metres	£712	£168
Twin connection up to 12 metres (Duct pre installed)	£900	£280

Footpath only – Contaminated		
Single connection up to 4 metres	£810	£393
Twin connection up to 4 metres	£1,007	£393

Footpath and Road – Contaminated		
Single connection up to 4 metres	£950	£505
Single connection up to 8 metres	£1,303	£786
Single connection up to 12 metres	£1,894	£1,235
Twin connection up to 4 metres	£1,147	£505
Twin connection up to 8 metres	£1,503	£786
Twin connection up to 12 metres	£2,107	£1,235

**Site connections greater than 4 metres in length shall require a 90mm duct crossing any road surface and terminating at the required location of the boundary box. The duct shall be provided and installed at 750mm depth by the developer prior to any works taking place.

Where we have scheduled a team to make a connection but on arrival we are unable to undertake works due to access, health and safety issues or failure to comply with the conditions for connection an abortive visit charge will be administered.

Charging for New Development Quotes		
The below charges relate to the processing of new supply applications which involve the laying of a communication pipe to the boundary but do not involve any mainlaying.		
Applications requesting size-for-size replacement connections or for a single separation of an existing shared supply with a standard 25mm connection.	No fee	
Standard applications (25mm diameter) for up to and including 6 connections household/non-household connections/property conversions.	£70	
Standard application <u>BUT</u> for more than 6 properties.	£137	
Non-standard applications (greater than 25mm diameter) for up to and including 6 connections non-household/fire fighting connections.	£105	+ VAT

Non-standard application BUT for more than 6 properties.	£206	+ VAT
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Charging for Mains Diversions Quotes

The below charges relate to the provision of a design and estimate for a mains diversionary scheme.

A minimum charge is payable in advance for enquiries relating to mains diversions. This fee covers an initial feasibility investigation and the production of a design and estimate of any main diversion requirements.	£292	+ VAT
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Please note that in the instances of complex mains diversionary work a higher charge may be quoted to reflect the additional evaluation work required.

A charge is payable for an amendment to valid quotes.	£70	+ VAT
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Expired quotes will be reworked and charged at the rates detailed above.

Consumption monitoring of major new sites

For developments exceeding 300 properties, the Company reserves the right to charge for the installation of a new meter chamber, a meter and associated logging equipment for the new development site. This equipment is required to monitor the consumption data in the new development area to ensure that adequate provision is made to monitor and identify any subsequent leakage levels in the area. The charge will be at cost, plus the usual overhead allowance.

Stop tap installation charge

When a customer has renewed their supply pipe on a premises and requires a connection to the existing supply pipe, we will make a charge.	£180 + VAT
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2.4 Site Inspections

Site Inspections

Where we are unable to inspect your pipework, fittings and / or meter installation on a pre-arranged date as a direct result of your refusal to give a reasonable appointment or to cancel an appointment without giving us 24 hours notice.	£46
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2.5 Disconnection/Reconnection

Disconnection / reconnection charges		
First visit to site to arrange for disconnection	£22	+ VAT where appropriate
Reconnection fee where the customer has been disconnected for non-payment or charges or where an illegally fitted connected pipe or fitting requires disconnection	£126	+ VAT where appropriate
Reconnection fee (after disconnection at customer's request)	£64	+ VAT where appropriate
In cases where a non-household property is disconnected for non-payment, we reserve the right to ask for a security deposit equivalent to 90 days' consumption upon subsequent reconnection of the property	Equivalent of 90 days consumption upon reconnection of commercial property	

2.6 Hire of Standpipes and Bowers

Hire of standpipes and bowsers		
Standpipes		
Non-refundable administrative fees	£58	+ VAT
20mm refundable deposit (minimum rental one week)	£297	+ VAT
20mm standpipe (weekly rental includes water usage)	£58	+ VAT
40mm refundable deposit (minimum rental one week)	£548	+ VAT
40mm standpipe (weekly rental includes water usage)	£356	+ VAT
Bowers		
Temporary hiring of bowsers for shows, fetes etc		
Refundable deposit	£62	+ VAT
Charge per week	£62	+ VAT

2.7 Fire Hydrant Charges

Fire hydrant charges		
Category 1	Replace lid and cover	£187
Category 2	Rebuild chamber and lid	£435
Category 3	Review or install on existing main	£871
Category 4	Renew or install as ML proceeds	£799

2.8 Water Meter Accuracy Testing

Meters are tested at an accredited testing station in accordance with the Measuring Equipment (Cold Water Meters) Regulations 1988. Where a meter is tested at your request and it proves to be correctly registering usage, we will charge for the meter test. The charge is dependent on the meter size.

Where the test proves a meter to be registering usage incorrectly we will make an adjustment to your water and sewerage charges to reflect past consumption. In these circumstances, there will be no charge for the test or the replacement meter. In the event of a dispute, the matter can be referred to a local Trading Standards Office.

Water meter accuracy testing		
All meters	£71	+ VAT

2.9 Provision of Information

Provision of Information		
Copy of a network plan only	£52	+ VAT
Search of Company records for location of infrastructure assets and provision of a guide to applicable charges for a new connection	£83	+ VAT

2.10 Customer Flow Data Logging

Customer flow data logging		
Data logging at 15 minute intervals for a period of 14 days, data logger installation and retrieval and data download	£75	+ VAT

2.11 Water Regulation Inspection

Failed water regulation inspection		
A charge will be made for an additional visit following a failed inspection	£73 per additional visit	+ VAT

2.12 Out of Hours Visit

Out of hours site visit (1800 - 0800 weekdays and 24-hours Saturdays and Sundays)		
Out of hours visit (1800 - 0800 weekdays and 24-hours Saturdays and Sundays) by an Inspector to premises where it is revealed that the problem is on the customer's side of the property, rather than the Company side, will incur a charge of £67		

2.13 Credit Card Admin Fee

Credit card administration fee
An administrative charge of 0.955% applied for Visa credit cards and 0.985% applied for Mastercard credit cards. .

2.14 Bill Related Charges

Failed Payments

Should a Direct Debit be dishonoured, we will make a £5 charge to cover our administration charges.

Additional copy of a bill

Where a customer requests a copy / duplicate bill, the first will be processed free of charge. However, each additional request in any financial year will incur a charge of £5 per bill to cover administration costs.

Where a customer requests either multiple copies of a particular bill or copies of more than one bill a £5 charge will be levied to cover administration costs. In this instance, the charge will be levied even if it is a first request.

Payment card and book replacement

If a customer loses their payment card or book, the first replacement is free of charge. However, subsequent replacements will be charged at £5 per replacement.

2.15 Damages

If our property / apparatus are damaged by a customer or any third party, the following charges will be recovered:

Damages	
Contractor rates	
Labour cost per hour per gang	£122
Labour (CLO) hourly rates per individual	
Normal	£40
Time and a half	£45
Double time	£53
Labour (DLO) hourly rates per individual	
Normal	£62
Time and a half	£68
Double time	£75
Call out Charges (all labour)	
Call out per individual	£18

VAT is not applicable to the above charges.

CLO = Customer Liaison Officer

DLO = Direct Labour Operatives

In many cases a CLO and either a contractor gang or a DLO gang will be required, thus charges for both would be applied.

Time and a half charges apply if the individual's standard day is complete, if the individual is not on standby or if work is undertaken on a Saturday.

Double time will apply if the incident occurs on a Sunday or bank holiday.

The standard hourly rates charged for damages cover the costs of labour, plant and general overheads. Materials will be charged based on usage. In specific circumstances the Company reserves the right to charge for any additional work required over and above these published hourly rates.