

# South Staffs Water

## Miscellaneous Charges

**Miscellaneous charges for services provided by South Staffs Water**

**Effective date 1<sup>st</sup> April 2017**

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South Staffs Water is a trading name of South Staffordshire Water Plc  
Registered office: Green Lane Walsall, WS2 7PD  
Registration number: 2662742  
VAT number: 834 8467 94

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## Miscellaneous 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 direct overheads. Some of these charges are subject to Ofwat's approval, some are not.

If you are a non-household customer and eligible to choose your water and wastewater retail service provider this charges scheme is not applicable to you. To learn more, speak to us or visit [www.open-water.org.uk](http://www.open-water.org.uk)

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.

## Flow and Pressure Tests

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)	105.00
Flow and pressure test at non-household premises	131.00

## Stop tap installation charge

Stop tap installation charge	
When a customer has renewed their supply pipe on a premises and request a connection to the existing supply pipe, we will make a charge	180.00

## 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	74.46
A charge will be made for an additional visit following a failed inspection	74.46

## Disconnection/Reconnection

A household customer cannot be disconnected for non-payment of water charges but may choose to have the supply disconnected on a temporary or permanent basis. A non-household customer, where the principal use of water is for commercial means, may be disconnected for non-payment. In all cases the following charges will apply.

Disconnection/reconnection charges	
Reconnection fee where the customer has been disconnected for non-payment of charges or where an illegally fitted connected pipe or fitting requires disconnection	131.09
Reconnection fee (after disconnection at customer's request)	65.28

## Hire 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

## Fire Hydrant Charges

Provision and Maintenance of Fire Hydrants	
Replace lid and cover	190.74
Rebuild chamber and lid	443.70
Renew or install on existing main	888.42
Renew or install as ML proceeds	814.98

## 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	
Meters Below 40mm	75.57

## Provision of Information

Provision of Information	
Copy of a network plan only	52.00

## Customer Flow Data Logging

Permanent (minimum period 12 months)

Customer Flow Data Logging Monthly Cost	
Initial set up cost per new logged meter	£50*
Existing wholesaler logged meter	£12
* Logger maintenance service costs are agreed with applicant subject to requirements	

## 3rd Party Logging

3 <sup>rd</sup> Party Logging of the meter must be arranged in advance and we will arrange where possible the installation of pulse output connectivity for 3 <sup>rd</sup> party logging.	
Survey – to determine if an existing meter is loggable	76.50
Survey + installation of pulse splitter at same visit (if possible )	£274
Installation of pulse splitter at separate visit	£274

## Credit Card Admin Fee

Credit Card Admin Fee
An administrative charge of 0.955% applied for Visa credit cards and 0.985% applied for MasterCard credit cards

## Damages

Damage to Apparatus	
Contractor hourly rate per gang	-
Labour cost per hour per gang	124.44
CLO hourly rate per individual	-
Normal	40.80
Time and a half	45.90
Double time	54.06
DLO hourly rate per individual	-
Normal	63.24
Time and a half	69.36
Double time	76.50

Call out all labour	-
<b>Call out per individual</b>	<b>18.36</b>

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.

## **Other work**

Labour charges associated to any works not already specified above in this document will be charged at cost.