



South Staffs Water



Cambridge Water

# Non-Household Wholesale Water Charges Scheme 2024-25

April 2024

## Introduction

### Purpose of this document

As a result of the changes made in the 2014 Water Act, business customers are able to switch their supplier and incumbent water companies have a requirement to publish their wholesale charges.

Wholesale charges are the charges that retailers have to pay wholesalers for the provision of wholesale water services and so the tariffs set out in this document exclude the retail costs of providing water to the end customer.

This charges scheme sets out our wholesale charges to provide water to a retailer. All charges are effective from 1 April 2024 to 31 March 2025, unless otherwise stated.

Retailers should read these charges in conjunction with the terms set out in their wholesale contract for wholesale services.

This document also sets out a list of non-primary charges that would be payable by a water supply or sewerage licensee and wholesale charges for customers on special agreements who are eligible to switch to a retailer. If any interested party wishes to discuss these agreements, then please e-mail [wsd@south-staffs-water.co.uk](mailto:wsd@south-staffs-water.co.uk) and [NHHretailmarket@south-staffs-water.co.uk](mailto:NHHretailmarket@south-staffs-water.co.uk)

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### Contact Details

#### Billing & Settlement Team

Email: [Billing&Settlement@south-staffs-water.co.uk](mailto:Billing&Settlement@south-staffs-water.co.uk)  
Telephone: 01223 403064 or 01223 403066

#### Wholesale Service Desk Team

Email: [wsd@south-staffs-water.co.uk](mailto:wsd@south-staffs-water.co.uk)  
Telephone: 0330 123 0116 (lines open Monday to Friday 9am-5pm)

#### Retail Market Team

Email: [NHHretailmarket@south-staffs-water.co.uk](mailto:NHHretailmarket@south-staffs-water.co.uk)

#### Operations 24-hour Supply Line:

Telephone: 0800 389 10 11

#### Website:

[www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk)  
[www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

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## Section 1 - Primary Charges Summary Tables

### South Staffs Region

#### Measured Potable

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Meter size 12/15 mm	£/annum	£25.85	MP1_MWMFC, MP10_MWMFC	SST Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 20/22 mm	£/annum	£25.85	MP1_MWMFC, MP10_MWMFC	SST Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 30/32/35 mm	£/annum	£25.85	MP1_MWMFC, MP10_MWMFC	SST Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 40/42 mm	£/annum	£25.85	MP1_MWMFC, MP10_MWMFC	SST Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 50 mm	£/annum	£25.85	MP1_MWMFC, MP10_MWMFC	SST Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 54/75/80 mm	£/annum	£141.66	MP1_MWMFC, MP10_MWMFC	SST Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 100 mm	£/annum	£153.59	MP1_MWMFC, MP10_MWMFC	SST Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 150/200 mm	£/annum	£193.14	MP1_MWMFC, MP10_MWMFC	SST Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size >200mm	£/annum	£3,466.55	MP1_MWMFC, MP10_MWMFC	SST Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Standard tariff	£/m3	£1.2883	MP1_MWMFC, MP10_MWMFC	SST Standard Metered Potable Water	D7103	Metered Potable Water
Medium User tariff 50 -100 thousand cubic metres per annum	£/m3	£1.2173	DT001_MWBT		D7103	Metered Potable Water
Medium User tariff Fixed Charge	£/annum	£2,573.72	DT001_MWSPFC	SST Discounted Tariff Supply Point Charge	D7103	Metered Potable Water
SST Reservation Tariff 300 thousand cubic metres per day - Summer	£/per m3/day	£251.70	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 400 thousand cubic metres per day - Summer	£/per m3/day	£56.63	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 500 thousand cubic metres per day - Summer	£/per m3/day	£56.65	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 600 thousand cubic metres per day - Summer	£/per m3/day	£56.59	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 700 thousand cubic metres per day - Summer	£/per m3/day	£56.68	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 800 thousand cubic metres per day - Summer	£/per m3/day	£56.63	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 900 thousand cubic metres per day - Summer	£/per m3/day	£56.61	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 1000 thousand cubic metres per day - Summer	£/per m3/day	£97.19	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff >1000 thousand cubic metres per day - Summer	£/per m3/day	£99.36	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 300 thousand cubic metres per day - Winter	£/per m3/day	£168.72	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 400 thousand cubic metres per day - Winter	£/per m3/day	£38.01	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 500 thousand cubic metres per day - Winter	£/per m3/day	£37.94	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 600 thousand cubic metres per day - Winter	£/per m3/day	£37.98	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 700 thousand cubic metres per day - Winter	£/per m3/day	£37.91	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 800 thousand cubic metres per day - Winter	£/per m3/day	£37.96	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 900 thousand cubic metres per day - Winter	£/per m3/day	£38.01	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff 1000 thousand cubic metres per day - Winter	£/per m3/day	£65.15	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff >1000 thousand cubic metres per day - Winter	£/per m3/day	£66.58	RT001_MWCapChg, RT002_MWCapChg	SST Reservation Tariff	D7104	Metered Potable Water Capacity Charge
SST Reservation Tariff Up to 350ML PA	£/m3	£0.5834	RT001_MWDSUVC	SST Reservation Tariff Up to 350ML PA	D7107	Metered Potable Water Volume Charge
SST Reservation Tariff > 350ML PA	£/m3	£0.5629	RT001_MWDSUVC	SST Reservation Tariff Over 350ML PA	D7107	Metered Potable Water Volume Charge
SST Reservation Tariff Up to 350ML PA - Premium Usage Charge	£/m3	£1.6380	RT002_MWDPUVC	SST Reservation Tariff Up to 350ML PA	D7107	Metered Potable Water Volume Charge
SST Reservation Tariff > 350ML PA - Premium Usage Charge	£/m3	£1.6613	RT002_MWDPUVC	SST Reservation Tariff Over 350ML PA	D7107	Metered Potable Water Volume Charge

Please see section 4 for examples of the large user reservation charges

## Unmeasured Water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Rateable value charge	£/RV	£0.8263	UW1_UWRVPoudage	Unmeasured Water	D7252	Unmeasured Water RV Poudage
Fixed Charge (low consumption)	£/annum	£81.21	UW1_UWRVMinCharge	Unmeasured Water	D7255	Unmeasured Water Fixed Charge
Places of Worship Fixed Charge	£/annum	£81.21	UW5_UWMiscChargeA	Unmeasured Water	D7256	Unmeasured Water Fixed Charge
Swimming Pool Fixed Charge	£/annum	£93.84	UW5_UWMiscChargeB	Unmeasured Water	D7257	Unmeasured Water Fixed Charge
Cattle Trough Fixed Charge	£/annum	£116.00	UW5_UWMiscChargeC	Unmeasured Water	D7258	Unmeasured Water Fixed Charge
Garden tap Fixed Charge	£/annum	£81.21	UW5_UWMiscChargeD	Unmeasured Water	D7259	Unmeasured Water Fixed Charge

## Assessed Water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Assessed - Single Occupier	£/annum	£96.05	UW10_AWFixedCharge	Assessed Water	D7201	Assessed Water Band Charge
Assessed - Terrace/Other	£/annum	£155.93	UW9_AWFixedCharge	Assessed Water	D7201	Assessed Water Band Charge
Assessed - Semi Detached	£/annum	£218.03	UW8_AWFixedCharge	Assessed Water	D7201	Assessed Water Band Charge
Assessed - Detached	£/annum	£275.99	UW7_AWFixedCharge	Assessed Water	D7201	Assessed Water Band Charge

## Cambridge Region

### Measured Potable

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Meter size 12/15 mm	£/annum	£25.85	MP2_MWMFC, MP20_MWMFC	CAM Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 20/22 mm	£/annum	£25.85	MP2_MWMFC, MP20_MWMFC	CAM Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 30/32/35 mm	£/annum	£25.85	MP2_MWMFC, MP20_MWMFC	CAM Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 40/42 mm	£/annum	£25.85	MP2_MWMFC, MP20_MWMFC	CAM Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 50 mm	£/annum	£25.85	MP2_MWMFC, MP20_MWMFC	CAM Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 54/75/80 mm	£/annum	£141.66	MP2_MWMFC, MP20_MWMFC	CAM Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 100 mm	£/annum	£153.59	MP2_MWMFC, MP20_MWMFC	CAM Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Meter size 150 mm +	£/annum	£193.14	MP2_MWMFC, MP20_MWMFC	CAM Standard Metered Potable Water	D7101	Metered Potable Water Meter Fixed Charges
Standard tariff	£/annum	£1,038.00	MP2_MWBT, MP5_MWBT, MP20_MWMFC	CAM Standard Metered Potable Water	D7103	Metered Potable Water
Inferential Meter size 80mm	£/annum	£141.66	MP3_MWMFC	CAM Discounted Water and Inferential Standing	D7101	Metered Potable Water Meter Fixed Charges
Inferential Meter size 100m+	£/annum	£153.59	MP3_MWMFC	CAM Discounted Water and Inferential Standing	D7101	Metered Potable Water Meter Fixed Charges
Large User tariff >150 thousand cubic metres per annum	£/m3	£0.8204	MP3_MWBT		D7103	Metered Potable Water
CAM metered Garden Tap - Meter Size 12/15mm	£/annum	£6.48	MP5_MWMFC	CAM Metered Garden Tap	D7101	Metered Potable Water Meter Fixed Charges
CAM metered Garden Tap - Meter Size 20/22mm	£/annum	£12.82	MP5_MWMFC	CAM Metered Garden Tap	D7101	Metered Potable Water Volume Charge
CAM metered Garden Tap - Meter Size 30mm+	£/annum	£19.36	MP5_MWMFC	CAM Metered Garden Tap	D7101	Metered Potable Water Meter Fixed Charges

## Unmeasured Water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Fixed Charge	£/annum	£27.43	UW2_UWFixedCharge, UW3_UWFixedCharge	Unmeasured Water	D7251	Unmeasured Water Fixed Charge
Rateable value charge	£/RV	£0.0608	UW2_UWRVPoudage, UW3_UWRVPoudage	Unmeasured Water	D7252	Unmeasured Water RV Poudage
Zero RV Fixed Charge	£/annum	£26.03	UW4_UWFixedCharge	Unmeasured Water	D7251	Unmeasured Water Fixed Charge
Student Rooms	£/annum	£111.02	UW6_UWMiscChargeA	Unmeasured Water	D7256	Unmeasured Water Fixed Charge
Mixed Properties	£/annum	£123.54	UW6_UWMiscChargeB	Unmeasured Water	D7257	Unmeasured Water Fixed Charge

## Metered Non-Potable Water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Non-potable Volumetric Charge	£/annum	£0.9342	NP002_MWBT	CAM Non Potable Water 2	D7153	Metered Non-Potable Water

## Charges applied when no supply – South Staffs and Cambridge Region

	A: Fixed and vol charges	B: No charges apply	C: Volume charges only
Vacancy Charging Method Water			X
Temporary Disconnection Charging Method Water	X		

## Section 2 - Primary Charges Supporting Information

### Leakage allowances

The non-household charges outlined in Section 1 do not apply to vacant measured non-household properties. However, if meter readings record consumption at the property, normal charges will apply. Unmeasured vacant properties are also not charged.

### Special Agreements

We set out the wholesale charges for customers on special agreements who are eligible to switch to a retailer overleaf. If any interested party wishes to discuss these agreements, then please e-mail [wsd@south-staffs-water.co.uk](mailto:wsd@south-staffs-water.co.uk) and [NHHretailmarket@south-staffs-water.co.uk](mailto:NHHretailmarket@south-staffs-water.co.uk)

Code (Defined)	Comment	Allowance (m3)	Applicable Wholesale volumetric Rate	Number of Customers
AW001	Fixed Volume Allowance	24	1.2883	1
AW002	Fixed Volume Allowance	40	1.2883	2
AW003	Fixed Volume Allowance	56	1.2883	5
AW004	Fixed Volume Allowance	60	1.2883	8
AW005	Fixed Volume Allowance	64	1.2883	1
AW006	Fixed Volume Allowance	68	1.2883	3
AW007	Fixed Volume Allowance	70	1.2883	1
AW008	Fixed Volume Allowance	72	1.2883	3
AW009	Fixed Volume Allowance	76	1.2883	4
AW010	Fixed Volume Allowance	84	1.2883	1
AW011	Fixed Volume Allowance	88	1.2883	3
AW012	Fixed Volume Allowance	92	1.2883	2
AW013	Fixed Volume Allowance	94	1.2883	1
AW014	Fixed Volume Allowance	96	1.2173	1
AW015	Fixed Volume Allowance	96	1.2883	4
AW016	Fixed Volume Allowance	100	1.2883	2
AW017	Fixed Volume Allowance	101	1.2883	1
AW018	Fixed Volume Allowance	104	1.2883	1
AW019	Fixed Volume Allowance	108	1.2883	2
AW020	Fixed Volume Allowance	112	1.2883	1
AW021	Fixed Volume Allowance	120	1.2883	4
AW022	Fixed Volume Allowance	128	1.2883	2
AW024	Fixed Volume Allowance	140	1.2883	2
AW026	Fixed Volume Allowance	144	1.2883	3
AW027	Fixed Volume Allowance	146	1.2883	1
AW028	Fixed Volume Allowance	148	1.2883	1
AW029	Fixed Volume Allowance	152	1.2883	1
AW030	Fixed Volume Allowance	158	1.2883	1
AW031	Fixed Volume Allowance	160	1.2883	1
AW032	Fixed Volume Allowance	164	1.2883	2
AW033	Fixed Volume Allowance	176	1.2883	2
AW034	Fixed Volume Allowance	180	1.2883	2
AW035	Fixed Volume Allowance	184	1.2883	1
AW036	Fixed Volume Allowance	192	1.2883	1
AW037	Fixed Volume Allowance	196	1.2883	2
AW038	Fixed Volume Allowance	200	1.2883	2
AW039	Fixed Volume Allowance	208	1.2883	1
AW040	Fixed Volume Allowance	216	1.2883	1
AW041	Fixed Volume Allowance	220	1.2883	1
AW043	Fixed Volume Allowance	233	1.2883	1
AW044	Fixed Volume Allowance	236	1.2883	1
AW045	Fixed Volume Allowance	240	1.2883	1
AW046	Fixed Volume Allowance	244	1.2883	1
AW047	Fixed Volume Allowance	248	1.2883	1
AW048	Fixed Volume Allowance	250	1.2883	1
AW049	Fixed Volume Allowance	256	1.2883	2
AW050	Fixed Volume Allowance	264	1.2883	1
AW051	Fixed Volume Allowance	276	1.2883	1
AW052	Fixed Volume Allowance	288	1.2883	1
AW053	Fixed Volume Allowance	296	1.2883	1
AW054	Fixed Volume Allowance	328	1.2883	1
AW056	Fixed Volume Allowance	348	1.2883	1
AW057	Fixed Volume Allowance	350	1.2883	1
AW058	Fixed Volume Allowance	368	1.2883	2
AW059	Fixed Volume Allowance	372	1.2883	1
AW060	Fixed Volume Allowance	376	1.2883	1
AW061	Fixed Volume Allowance	392	1.2883	1
AW062	Fixed Volume Allowance	434	1.2883	1
AW063	Fixed Volume Allowance	436	1.2883	1
AW064	Fixed Volume Allowance	440	1.2883	1
AW065	Fixed Volume Allowance	444	1.2883	1
AW066	Fixed Volume Allowance	452	1.2883	1
AW067	Fixed Volume Allowance	500	1.2883	1
AW068	Fixed Volume Allowance	528	1.2883	2
AW069	Fixed Volume Allowance	544	1.2883	1
AW070	Fixed Volume Allowance	612	1.2883	2
AW071	Fixed Volume Allowance	660	1.2883	1
AW074	Fixed Volume Allowance	905	1.2883	1
AW075	Fixed Volume Allowance	956	1.2883	1
AW077	Fixed Volume Allowance	1164	1.2883	1
AW078	Fixed Volume Allowance	1364	1.2883	1
AW080	Fixed Volume Allowance	1816	1.2883	2
AW081	Fixed Volume Allowance	5508	1.2883	3
AW082	Fixed Volume Allowance	232	1.2883	1
AW083	Fixed Volume Allowance	344	1.2883	1
AW084	Fixed Volume Allowance	792	1.2883	1
AW085	Fixed Volume Allowance	836	1.2883	1
AW086	Fixed Volume Allowance	1088	1.2883	1
AW087	Fixed Volume Allowance	1536	1.2883	1
AW088	Percentage Volume Allowance	2%	1.2883	1

## Section 3 – Non-Primary Charges

### 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](http://www.echo-ms.com) or initial contact via [ask@echo-ms.com](mailto: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 nonstandard 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	54.77	54.77	81.37	81.37	108.00	108.00
B1 – cw2	40mm & above	175.69	175.69	280.73	280.73	227.93	227.93

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	155.25	56.32	231.34	82.93	307.42	109.53
B1 – cw4	Screw In – External <40mm	233.99	176.07	291.03	233.10	323.87	265.95
B1 – cw5	In Line – Private 40mm and above	1840.20	297.94	2736.41	472.74	2288.30	385.28
B1 – cw6	In Line – Public 40mm and above	1927.84	297.94	2876.65	472.74	2402.25	385.28



## 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	34.96	34.96	45.98	45.98	52.32	52.32
B1 – ss2	40mm & above	175.69	175.69	280.17	280.17	227.93	227.93

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	125.36	75.07	149.07	98.78	162.72	112.45
B1 – ss4	Screw In – External <40mm	219.79	164.18	272.89	217.28	303.46	247.86
B1 – ss5	In Line – Private 40mm and above	1722.50	305.09	2543.18	484.09	2132.86	394.53
B1 – ss6	In Line – Public 40mm and above	1812.30	305.09	2686.78	484.09	2249.65	394.53

### 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	60.04	79.60	79.60	105.03	105.03
B3 – cw2	Internal meter	No Charge	60.04	154.68	154.68	205.15	205.15
B3 – cw3	External meter	No Charge	188.03	248.94	248.94	284.02	284.02

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	100.94	60.15	149.77	79.60	198.58	105.03
B3 – cw5	Internal meter	165.80	60.15	247.06	154.68	328.31	205.14
B3 – cw6	External meter	249.89	188.03	310.81	248.94	345.88	284.02

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	316.60	1673.69	502.62	1361.10	409.82
B3 – cw8	Internal Meter	No Charge	316.60	1673.69	502.62	1361.10	409.82
B3 – cw9	Dig Out – Highway	No Charge	318.19	2708.63	505.14	2201.99	411.87
B3 – cw10	Dig Out – Private	No Charge	318.19	2708.63	505.14	2080.30	411.87

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	1346.10	302.21	1942.88	479.78	1644.49	391.19
B3 – cw12	Internal Meter	1346.10	302.21	1942.88	479.78	1644.49	391.19
B3 – cw13	Dig Out – Highway	1965.28	303.72	2932.50	482.18	2448.89	393.15
B3 – cw14	Dig Out – Private	1875.93	303.72	2789.55	482.18	2332.73	393.15

## 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	38.04	61.84	61.84	70.21	70.21
B3 – ss2	Internal meter	No Charge	38.04	104.80	95.68	119.31	108.88
B3 – ss3	External meter	No Charge	170.38	225.36	225.36	257.08	257.08

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	89.54	38.39	103.73	63.02	111.87	70.97
B3 – ss5	Internal meter	114.31	38.39	136.68	96.55	149.55	109.87
B3 – ss6	External meter	222.95	171.93	295.43	227.52	337.15	259.55

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	316.60	1467.00	502.62	1193.16	409.82
B3 – ss8	Internal Meter	No Charge	316.60	1467.00	502.62	1193.16	409.82
B3 – ss9	Dig Out – Highway	No Charge	316.60	2426.46	502.62	1972.72	409.82
B3 – ss10	Dig Out - Private	No Charge	316.60	2277.44	502.62	1851.64	409.82

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	1281.03	302.21	1745.58	502.62	1554.86	409.82
B3 – ss12	Internal Meter	1281.03	302.21	1745.58	502.62	1554.86	409.82
B3 – ss13	Dig Out – Highway	1880.69	302.21	2788.17	502.62	2334.43	409.82
B3 – ss14	Dig Out - Private	1787.54	302.21	2639.15	502.62	2213.34	409.82

## 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, charges will apply in all cases. Where the fault is not as a result of you 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	56.32	50.34	82.93	97.58	109.53
B5 – cw2	Internal meter	No Charge	56.32	50.34	82.93	97.58	109.53
B5 – cw3	External meter	No Charge	175.19	59.83	231.95	92.76	264.63

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	302.21	810.15	479.78	408.18	391.19
B5 – cw5	Internal Meter	No Charge	302.21	810.15	479.78	408.18	391.19
B5 – cw6	Dig Out – Highway	No Charge	303.72	847.06	481.18	594.73	393.15
B5 – cw7	Dig Out - Private	No Charge	303.72	1128.05	481.18	567.15	393.15

## 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	36.66	25.23	47.68	37.93	54.01
B5 – ss2	Internal meter	No Charge	36.66	25.23	47.68	37.93	54.01
B5 – ss3	External meter	No Charge	164.19	74.65	217.28	115.81	247.86

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	302.21	736.16	479.78	371.19	391.19
B5 – ss5	Internal Meter	No Charge	301.21	736.16	479.78	371.19	391.19
B5 – ss6	Dig Out – Highway	No Charge	301.21	1079.60	479.78	542.90	391.19
B5 – ss7	Dig Out - Private	No Charge	301.21	1026.25	479.78	516.23	391.19

## 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	51.67	115.70	65.52	150.68	73.49	170.81
Internal – External (Boundary box required 25mm)	294.45	115.70	381.19	150.68	431.13	170.81
Internal – External (Boundary box required 32mm)	374.89	115.70	461.63	150.68	511.57	170.81
Internal-External (Boundary box not required)	70.31	115.70	90.31	150.68	101.82	170.81
Internal-Internal	114.74	115.70	149.40	150.68	169.37	170.81
External-Internal	114.78	115.70	149.40	150.68	169.37	170.81
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	47.84	108.93	60.43	141.68	67.88	160.52
Internal – External (Boundary box required 25mm)	270.54	108.93	349.39	141.68	394.79	160.52
Internal – External (Boundary box required 32mm)	350.98	108.93	429.83	141.68	475.25	160.52
Internal-External (Boundary box not required)	64.80	108.93	82.97	141.68	93.44	160.52
Internal-Internal	105.19	108.93	136.71	141.68	154.84	160.52
External-Internal	105.19	108.93	136.71	141.68	154.84	160.52
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	91.47

### 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	91.47
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### **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	91.47

### **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	91.47

### **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	91.47

### **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	91.47

### ***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	91.47

#### **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	91.47

### ***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 will be considered and applied for a maximum of 6 years. In certain circumstances it may be deemed appropriate to apply back to market opening (1<sup>st</sup> April 2017). In no circumstances will allowances be applied prior to this date.



Allowances and Adjustments (H1 –aa1)	
Standard	Abortive
No Charge	91.47

### **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	91.47

### **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	91.47

### ***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)		
Non-Standard	Standard	Abortive
Quotation supplied	25.16	25.16

Perm Disconnection (I1 – cw2)		
Non-Standard	Standard	Abortive
Quotation supplied	574.93	574.93

### **South Staffs Water**

Temp Disconnection (I1 – ss1)		
Non-Standard	Standard	Abortive
Quotation supplied	25.16	25.16

Perm Disconnection (I1 – ss2)		
Non-Standard	Standard	Abortive
Quotation supplied	452.96	452.96

## 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)		
Non-Standard	Standard	Abortive
Quotation supplied	No Charge	25.16

Perm Disconnection (I5 – cw2)		
Non-Standard	Standard	Abortive
Quotation supplied	574.93	574.93

## South Staffs Water

Temp Disconnection (I5 – ss1)		
Non-Standard	Standard	Abortive
Quotation supplied	No Charge	25.16

Perm Disconnection (I5 – ss2)		
Non-Standard	Standard	Abortive
Quotation supplied	452.96	452.96

## 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
146.95	146.95

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

### South Staffs Water

Temp Disconnection (I8 – ss1)	
Standard	Abortive
146.95	146.95

Perm Disconnection (I8 – ss2)	
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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
146.95	146.95

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

**South Staffs Water**

Temp Disconnection (I10 – ss1)	
Standard	Abortive
146.95	146.95

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
73.19	73.19

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

## South Staffs Water

Temp Disconnection (I11 – ss1)	
Standard	Abortive
73.19	73.19

Perm Disconnection (I11 –ss2)	
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	85.75
Cambridge Water	85.75

## 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	56.61*
South Staffs Water – existing wholesaler logged meter	13.59
Cambridge Water - initial set up cost per new logged meter	56.61*
South Staffs Water – existing wholesaler logged meter	13.59
* Logger maintenance service costs are agreed with applicant subject to requirements	

## Customer Flow Data – Pulse Splitter Installation & 3<sup>rd</sup> Party Logging

### South Staffs Water

3 <sup>rd</sup> 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 <sup>rd</sup> party logging.	
Survey – to determine if an existing meter is loggable	86.61
Survey + installation of pulse splitter at same visit (if possible )	310.22
Installation of pulse splitter at separate visit	310.22

### Cambridge Water

3 <sup>rd</sup> 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 <sup>rd</sup> party logging.	
Survey – to determine if an existing meter is loggable	86.61
Survey + installation of pulse splitter at same visit (if possible )	310.22
Installation of pulse splitter at separate visit	310.22

## Replacement of Lead Services

### Cambridge Water

Replacement of Lead Services	
Footpath only – single Communication Pipe (CP) up to 2m in length	POA
Footpath and road – single CP up to 4m in length	POA
Footpath and road – single CP up to 8m in length	POA

Footpath and road – single CP up to 12m in length	POA
Additional length over 12m (per m)	POA

## South Staffs Water

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

## Provision and Maintenance of Fire Hydrants

### Cambridge Water

Provision and Maintenance of Fire Hydrants	
Replace lid and cover	238.00
Rebuild chamber and lid	438.59
Renew or install on existing main	773.92
Renew or install as Main Laying (ML) proceeds	511.39
*where we incur additional third party costs these will be passed on at cost	

### South Staffs Water

Provision and Maintenance of Fire Hydrants	
Replace lid and cover	223.16
Rebuild chamber and lid	519.12
Renew or install on existing main	1039.44
Renew or install as Main Laying (ML) proceeds	953.52
* where we incur additional charges from a third party these will be passed on at cost	



## Damage to Apparatus

### Cambridge Water

Damage to Apparatus	
Contractor hourly rate per gang	-
<b>Labour cost per hour per gang</b>	<b>134.93</b>
Inspectors and other staff hourly rate per individual	-
<b>Normal</b>	<b>61.56</b>
<b>Sundays, Bank Holidays and between midnight and 8am</b>	<b>78.71</b>
<b>Other times outside normal hours</b>	<b>69.51</b>
Call out all labour	-
<b>Call out per individual</b>	<b>40.02</b>
<b>Admin fee</b>	<b>31.69</b>

## South Staffs Water

Damage to Apparatus	
Contractor hourly rate per gang	-
<b>Labour cost per hour per gang</b>	<b>139.45</b>
CLO hourly rate per individual	-
<b>Normal</b>	<b>46.15</b>
<b>Time and a half</b>	<b>51.91</b>
<b>Double time</b>	<b>61.14</b>
DLO hourly rate per individual	-
<b>Normal</b>	<b>71.53</b>
<b>Time and a half</b>	<b>78.45</b>
<b>Double time</b>	<b>86.52</b>
Call out all labour	-
<b>Call out per individual</b>	<b>20.76</b>
<b>Admin Fee</b>	<b>31.97</b>

## Water Fittings Inspections

Water Fittings Inspections	
South Staffs Water – Failed inspection re-visit	83.47
Cambridge Water – Failed inspection re-visit	83.47

## Waste & Misuse Inspections

Waste & Misuse Inspections	
South Staffs Water – Failed inspection re-visit	83.47
Cambridge Water – Failed inspection re-visit	83.47

## Site Inspections

Site Inspections	
South Staffs Water	83.47
Cambridge Water	83.47

## 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
32mm refundable deposit (min rental one week)	302.94
32mm standpipe (weekly rental includes water usage)	250.94
40mm refundable deposit (min rental one week)	558.96
40mm standpipe (weekly rental includes water usage)	363.12

## Section 4 – Non-Primary Charges Supporting Information

Non-primary charges are used by licensed retailers in connection with services requested from South Staffs Water in support of the competitive retail market.

This section 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.

## 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 practical 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.



## Section 5 – Large User Reservation Charges – South Staffs Region

The large user reservation charge is for customers who use more than 100MI per annum. It comprises a fixed element charge, to reserve a particular level of consumption split between summer and winter, and a volumetric rate. If consumption is above the level reserved, a premium charge is applied.

Below is a table of reservation levels and the fixed charge that applies split between the summer (April to September) and winter (October to March)

Other applicable fixed charges (reservation tariff) – reservation fee	Apr-Sep	Oct-Mar
0.3MI peak monthly demand	37859.86	25238.78
0.4MI peak monthly demand	40699.44	27134.09
0.5MI peak monthly demand	43540.15	29026.00
0.6MI peak monthly demand	46377.45	30920.20
0.7MI peak monthly demand	49219.30	32810.97
0.8MI peak monthly demand	52058.88	34704.03
0.9MI peak monthly demand	54897.31	36599.34
1.0MI peak monthly demand	59770.50	39848.14
Each additional 0.1MI peak monthly demand	4982.01	3320.20

The applicable volumetric rate and premium charges are as follows:

Volumetric charges per m <sup>3</sup> (reservation tariff)	Within reservation volume	In excess of reservation volume
Up to 350MI pa	0.5834	1.6380
Over 350MI pa	0.5629	1.6613

## Section 6 – Map of supply areas



South Staffs region



Cambridge region