



South Staffs Water



Cambridge Water

Miscellaneous charges

2025-2026



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Miscellaneous charges

This charges scheme sets out our miscellaneous charges for services provided by South Staffs Water and Cambridge Water. All charges are effective from 1 April 2025 to 31 March 2026, unless otherwise stated.

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. Please refer to our non-primary charges found [here](#):

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 if free of charge – subsequent test are charged at the rate quoted here)	131.00
Flow and pressure test at non-household premises	163.45

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 exiting supply pipe, we will make a charge	224.57

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	83.47
A charge will be made for an additional visit following a failed inspection	83.47

Disconnection/Reconnection

A household customer cannot be disconnected for non-payment but a non-household or mixed use customer where the principal use of water is commercial may be. In addition any customer may choose to have the supply disconnected on a temporary or permanent basis. 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	154.30
Reconnection fee (after disconnection at customer's request)	76.85
Temporary isolation of supply at customer's request	76.85

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
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

Fire Hydrant Charges

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Provision and Maintenance of Fire Hydrants	
Replace lid and cover	234.32
Rebuild chamber and lid	545.08
Renew or install on existing main	1091.41
Renew or install as mainlaying proceeds	1001.20

Cambridge Water

Provision and Maintenance of Fire Hydrants	
Replace lid and cover	249.90
Rebuild chamber and lid	460.52
Renew or install on existing main	812.62
Renew or install as mainlaying proceeds	536.96

Where appropriate, in accordance with sections 57 and 58 of the Water Industry Act, non-standard charges will be payable for the installation, removal or maintenance of a fire hydrant.

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	105.99

Provision of Information

Provision of Information	
Copy of a network plan only	47.63 +VAT

Customer Flow Data Logging

Permanent (minimum period 12 months)

Customer Flow Data Logging Monthly Cost	
Initial set up cost per new logged meter	59.44*
Existing wholesaler logged meter	14.27
* Logger maintenance service costs are agreed with applicant subject to requirements	

3rd Party Logging

3 rd Party Logging of the meter must be arranged in advance and we will arrange where possible the installation of pulse output connectivity for 3 rd party logging.	
Survey – to determine if an existing meter is loggable	90.94
Survey + installation of pulse splitter at same visit (if possible)	325.73
Installation of pulse splitter at separate visit	325.73

Damages

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Damage to Apparatus	
Contractor hourly rate per gang	
Labour cost per hour per gang	144.38
CLO hourly rate per individual	
Normal	47.78
Time and a half	53.75
Double time	63.30
DLO hourly rate per individual	
Normal	74.06
Time and a half	81.23
Double time	89.58
Call out all labour	
Call out per individual	21.49
Admin Fee	33.10

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Damage to Apparatus	
Contractor hourly rate per gang	
Labour cost per hour per gang	139.70
Inspectors and other staff hourly rate per individual	
Normal	63.74
Sundays, Bank Holidays and between midnight and 8am	81.50
Other times outside normal hours	71.97
Call out all labour	
Call out per individual	41.44
Admin Fee	32.81

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.