



Wholesale Charges Scheme for 2017-18

January 2017

Contact us

Our customer services team is available:

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If you have a query about your wastewater service contact:

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Southern Water 0330 303 0277

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Section 1: General information

1.1 Introduction

This document outlines the charges that will apply for Wholesale Services from 1 April 2017.

Charges for Wholesale Services are paid by Retailers to the Company for the abstraction, treatment and transportation of water from its source to the customer tap. The charges outlined in this document are therefore relevant only to Retailers.

If you are a business or household customer please see our website, www.seswater.co.uk, for information about your bill and the charges you will pay which include a charge for Retail Services.

1.2 Definitions used in this document

For the purposes of this charges scheme the following definitions apply:

Term	Definition
Billing Year	1st April to 31st March.
Company	Sutton and East Surrey Water plc.
Discretionary Purposes	Non-essential use, e.g. filling or topping-up swimming pools, ornamental ponds, fish ponds, or garden watering with a sprinkler or unattended device.
Measured Water Supply	A supply through a water meter.
Premises	A property, or parts of a property, which are intended to be separately occupied.
Rateable Value	The valuation for a property as shown in The Inland Revenue Valuation List as at 31 st March 1990.
Retailer	A company holding a water supply licence and providing Retail Services to customers within the Company's operational area.
Retail Services	Customer services, which include billing, payment handling and customer enquiries; debt management and doubtful debts; meter reading; and providing information and administration for new connections.
Unmeasured Water Supply	A supply that is not metered.
Wholesaler	A company appointed under section 6 of the Water Industry Act 1991.
Wholesale Contract	The standard contract detailing the terms of trade between Wholesalers and Retailers under retail market reform.
Wholesale Services	All regulated activities that are not Retail Services. This covers the abstraction, treatment and transportation of water.
Wholesale Tariff Document	As defined in the Wholesale-Retail Code.

1.3 Purpose of the charges scheme

This charges scheme is made by the Company pursuant to section 66D of The Water Industry Act 1991 and in accordance with the rules laid down by the Water Services Regulation Authority (Ofwat). It comes into effect on 1 April 2017. The Wholesale Charges Scheme for 2016-17 is hereby revoked with the coming into effect of this charges scheme.

This charges scheme shall apply in those areas and to those Premises for which the Company is, or is deemed to be, the appointed water undertaker.

From April 2017 businesses, charities and public sector organisations that are eligible to switch will be able to change Retailer. The rules around the interaction between Retailers and Wholesalers are outlined in the Wholesale-Retail Code (WRC). This document also represents the Company's Wholesale Tariff Document as required under the WRC.

Section 5 of this document shows the charge for Wholesale Services included in charges to households. This is included to comply with the requirements outlined in Ofwat's Information Notice 16/12. The charges that households pay include a charge for Retail Services. Information about these charges is available on our [website](#).

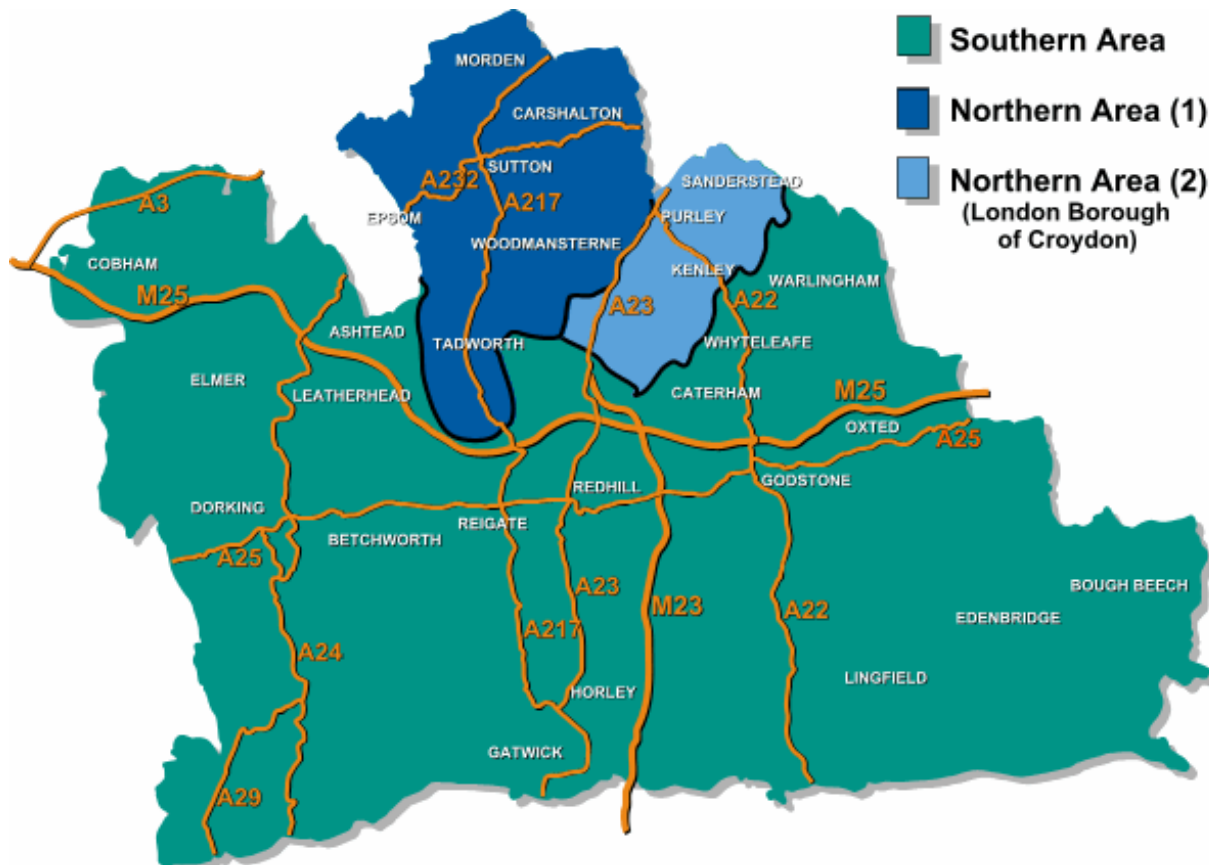
1.4 Other charges

The Company has other fixed charges for various works, e.g. installation of meters and the provision of information. Information about these charges (known as 'non-primary' charges) is in Section 4.

Section 2: Wholesale charges to businesses

The charges for Wholesale Services apply for the Billing Year beginning 1 April 2017. The applicable charge varies by region and the type of supply at the property. The Company has three charging areas – Southern, Northern (1) and Northern (2). The areas are indicated on the map below. The charges that apply in each area are shown on the following pages.

Area Map



PLEASE NOTE

This map is very small scale and is for general guidance only. Please contact our customer services team if you are not sure which area the property is located in.

Business Wholesale Charges – Southern Area

Southern Area - Unmeasured Charges	
Annual Standing Charge	£25.96
Variable Charge (per £ of Rateable Value) <i>(Based on Rateable Value as at 31st March 1990)</i>	82.12p
Miscellaneous Charges – Levied for the period 1st April to 31st March and unable to be apportioned on change of occupation of the premises during the year.	
Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe	£34.67
Field supply, Cleansing supply	£85.19
Assessed Volume Charge – Levied where a non-household customer has a Rateable Value of less than £2,000, and water use is limited to the domestic (tea and toilet) requirements of the persons engaged on the premises.	
Annual Standing Charge	£8.26
Volume Charge – per m ³ <i>(Based on 15 cubic metres per person per year, minimum charge 30 cubic metres/year)</i>	129.30p
Southern Area - Measured Charges	
Standard	0
Mid User (10 - 49 MI at one site per charging year)	£1301.26
High User (> 50 MI at one site per charging year)	£3851.44
Volume Charges (per m³) – The volume charge takes effect on 1st April 2017. Where the consumption spans this date, the consumption will be apportioned on the basis of the number of days either side of 1st April, and charged at the appropriate rate.	
Standard	128.98p
Mid User	110.73p
High User	105.80p
Non-Potable (Untreated)	88.51p

Business Wholesale Charges – Northern (1) Area

Northern Area (1) - Unmeasured Charges	
Licence Fee	
Commercial	£81.59
Mixed	£271.50
Miscellaneous Charges – <i>Levied for the period 1st April to 31st March and unable to be apportioned on change of occupation of the premises during the year.</i>	
Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe	£34.67
Field supply, Cleansing supply	£85.19
Assessed Volume Charge – <i>Levied where a non-household customer has a Rateable Value of less than £2,000, and water use is limited to the domestic (tea and toilet) requirements of the persons engaged on the premises.</i>	
Annual Standing Charge	£8.26
Volume Charge – per m ³ (Based on 15 cubic metres per person per year, minimum charge 30 cubic metres/year)	100.63p
Northern Area (1) - Measured Charges	
Standard	0
Mid User (10 - 49 Ml at one site per charging year)	£893.98
High User (> 50 Ml at one site per charging year)	£2949.52
Volume Charges (per m³) – <i>The volume charge takes effect on 1st April 2017. Where the consumption spans this date, the consumption will be apportioned on the basis of the number of days either side of 1st April, and charged at the appropriate rate.</i>	
Standard	100.73p
Mid User	86.62p
High User	82.54p
Non-Potable (Untreated)	88.51p

Business Wholesale Charges – Northern (2) Area

Northern Area (2) - Unmeasured Charges	
Annual Standing Charge	£25.96
Variable Charge (per £ of Rateable Value) <i>(Based on Rateable Value as at 31st March 1990)</i>	49.59p
Miscellaneous Charges – <i>Levied for the period 1st April to 31st March and unable to be apportioned on change of occupation of the premises during the year.</i>	
Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe	£34.67
Field supply, Cleansing supply	£85.19
Assessed Volume Charge – <i>Levied where a non-household customer has a Rateable Value of less than £2,000, and water use is limited to the domestic (tea and toilet) requirements of the persons engaged on the premises.</i>	
Annual Standing Charge	£8.26
Volume Charge – per m ³ <i>(Based on 15 cubic metres per person per year, minimum charge 30 cubic metres/year)</i>	100.63p
Northern Area (2) - Measured Charges	
Standard	0
Mid User (<i>10 - 49 MI at one site per charging year</i>)	£893.98
High User (<i>> 50 MI at one site per charging year</i>)	£2949.52
Volume Charges (per m³) – <i>The volume charge takes effect on 1st April 2017. Where the consumption spans this date, the consumption will be apportioned on the basis of the number of days either side of 1st April, and charged at the appropriate rate.</i>	
Standard	100.73p
Mid User	86.62p
High User	82.54p
Non-Potable (Untreated)	88.51p

Business Wholesale Charges for Customers on Special Agreements

Section 142 of the Water Industry Act 1991 provides for charges to be set for individuals in accordance with agreements with the persons to be charged ('special agreements'). The Company holds two special agreements and the Water services Regulatory Authority (Ofwat) contains a register of these agreements using the customer reference codes in the table below.

SESPOT1	
Annual Standing Charge	-
Volume Charges (pence per m³)	71.14p
SESPOT2	
Annual Standing Charge	-
Volume Charges (pence per m³)	100.73p

Section 3: About wholesale charges to businesses

3.1 Unmeasured wholesale water charges

Charges for an Unmeasured Water Supply are based on either the Rateable Value of the Premises or a licence fee depending on the location of the Premises.

3.1.1 Rate-based tariff – Southern and Northern (2) area

The Retailer for the occupier of any Premises in the Southern or Northern (2) area with access to a supply of water other than through a meter shall pay:

- an annual standing charge; and
- a charge calculated on the full Rateable Value of the Premises to which the water supply is made available.

3.1.2 Licence fee – Northern (1) area

The Retailer for the occupier of any Premises in Northern (1) area with access to a supply of water other than through a meter shall pay a licence fee which represents the average charge made by the Company for unmeasured supplies in the area. Different charges apply depending upon whether the premise concerned is commercial or mixed commercial and domestic in its principal use.

3.1.3 Miscellaneous charges

The Company has fixed other sundry water supply charges in relation to water used for Discretionary Purposes.

3.1.4 Access to an Unmeasured Water Supply

Where a rated premise has right of access to an Unmeasured Water Supply, the full unmeasured charge will apply to that premise, irrespective of whether or not the supply is within the boundary of the property concerned.

3.2 Measured wholesale water charges

Charges for a Measured Water Supply are based on the metered consumption at the Premises.

3.2.1 Basis of tariff

The Retailer for the occupier of any Premises receiving a supply of water through a meter shall pay:

- a standing charge; and
- a volume charge which shall be based on the consumption of water recorded by the meter.

3.2.2 Tariffs for larger users

Alternative tariffs are available, subject to eligibility, for Retailers of larger use customers. The tariffs combine a discounted volumetric rate with a higher standing charge. Two tariffs are available:

- Mid user – for Retailers of customers using between 10 and 49 MI in a Billing Year at one site; and
- High user – for Retailers of customers using 50 or more MI in a Billing Year at one site.

The following eligibility conditions apply:

1. Eligible Premises shall be those who have used 10 MI or more in the Billing Year immediately preceding the Billing Year for which they wish to opt for the tariff;
2. If the annual consumption at a Premises in the Billing Year is less than is prescribed in the tariff, the charge to the Retailer will be reverted to the standard tariff for the whole of the following Billing Year;
3. A Retailer of a Premises that has been reverted to the standard tariff may re-apply for a tariff for larger users as described in clause 1 above; and
4. Application of a tariff for larger users will be at the Company's sole discretion.

For the avoidance of doubt, annual consumption will be that which is recorded by the Company's meter.

3.3 Assessed volume charge

3.3.1 Availability of tariff

This tariff is an alternative to the rate-based tariff specifically for Premises where the Rateable Value is less than £2,000 and water use is limited to the requirements of the persons engaged on the Premises, e.g. for teas and toilets.

The tariff is not available where:

- there is a domestic element within the Premises;
- there is any use of water in the course of the business; and
- the premise has a Rateable Value over £2,000.

3.3.2 Basis of tariff

The tariff comprises a standing charge plus an assessed volume charge based on the number of persons at the Premises. The volume charge will be calculated based on 15 cubic metres per Billing Year per person. A minimum of 30 cubic metres (2 persons) shall apply.

Section 4: Charges for other services

4.1 Charges for services provided to Retailers

The Company offers a range of services to Retailers of eligible business properties in the competitive market. The tables in this section include the standard charge for the service that will be payable on each occasion that the Company is formally requested to undertake the service by a Retailer. All services set out in these 'Non-Primary Charges' relate to processes incorporated within the Wholesale Contract (the standard contract detailing the terms of trade between Wholesalers and Retailers under retail market reform).

Requests for services described in this document can be made by contacting the Wholesale Services Desk (wholesaleservicedesk@seswater.co.uk). Charges for the services will be invoiced monthly to each Retailer and will be due for payment in accordance with the terms set out in the Wholesale Contract.

4.1.1 Description of services and charges

All 'on site' charges include a rate for the first half hour which includes the travel time to the property where the work will be carried out. Each additional hour (or part of an hour) after that time is charged at the same rate. The charge includes the services of one of the Company's employees and all the tools and equipment necessary to undertake the task. Office based charges are half hourly.

Abortive visits will be charged when we are unable to obtain access to a site that we have been asked to attend or where the customer or Retailer's representative has not arrived within 15 minutes of the scheduled meeting time. Visits that have been aborted will have to be rescheduled by contacting the Wholesale Services Desk.

In addition to the above, charges will also be applied if the Company is requested to undertake works in accordance with its obligations under the Water Industry Act 1991, and the issue being investigated is subsequently determined to be on a private customer asset.

Normal working hours are Monday to Friday 8.30am to 5.00pm.

1. Verification of service	The Company will confirm that it supplies water to the particular premise, and will give details of the point of supply. If further requested an Inspector can visit the property to highlight the point of supply and undertake a supply test. Charges will only apply where the outcome of the assessment is consistent with the information already provided by the market data.
2. Provision of information	An Inspector will attend a property and meet with a representative of the Retailer to describe how the property is supplied, including details of the pressure at the point of supply.
3. Water Regulations	The Company offers specific services to assist a customer of a Retailer achieve compliance with the Water Supply (Water Fittings) Regulations 2000. The table sets out the charges that will apply if we need to undertake additional works as part of scheduled inspections associated with these Regulations.

4. Temporary disconnections	Charges cover the time of an Inspector attending a temporary disconnection and turning off the Company's principal stopcock at a property. Additional charges apply for undertaking a survey of the property to confirm that disconnection is possible. Please note, meter based fixed charges will continue to apply where relevant during periods in which a property has been temporarily disconnected from the network.
5. Permanent disconnection	Charges for separating the supply to a property from the mains network will be priced individually and will reflect the reasonable costs of undertaking the work including all reinstatement of the surface and compliance with the requirements of the local Highways Authority.
6. Reconnection	Standard reconnections include operating the Company's principal stopcock only. All other reconnection works will be priced individually and will reflect the reasonable costs of undertaking the work including all reinstatement of the surface and compliance with the requirements of the local Highways Authority.
7. Meter changes	A schedule of meters is provided in Section 4.4. It includes the price for replacement of the meter where no excavation is required. Meter replacements which include an excavation will be priced individually and will reflect the reasonable costs of undertaking the work including all reinstatement of the surface and compliance with the requirements of the local Highways Authority.
8. Meter accuracy test	A meter will be sent to an independent organisation to determine whether it continues to operate within its designated performance envelope. If its performance remains inside the operating envelope then charges will apply as shown.
9. AMR Data	<p>The Company has a policy of installing data loggers to record flow at some of its sites where there is the highest consumption. Where this is the case, the Company is willing to provide full access to the data on a cost sharing basis. For more details contact the Wholesale Services Desk.</p> <p>Full details of our policy for allowing third party data recording equipment to be attached to Company assets can be provided on request.</p>
10. Leak Detection	The Company has a wealth of experience in leak detection and is willing to offer this to the advantage of Retailers and their customers. This can include either office based advice, or on site services of a fully equipped leak detection technician.
11. Assisting a Retailer's Accredited Entity	The Company anticipates that it will allow an accredited entity to undertake some meter replacement works and temporary disconnections. Where requested, the Company will provide on site support to the Accredited Entity.

4.1.2 Schedule of Non-Primary Charges

1	Verification of Service	Charge	Abortive Visit	Comments
1.1	Office based investigation only	£22.75	n/a	Fixed fee including use of corporate GIS, CRM and any other database as appropriate
1.2	Site visit (normal working hours)	£45.50	£45.50	Charge includes first half hour on site. Each additional hour charged at same rate
1.3	Site visit (outside normal working hours)	£68.25	£68.25	Charge includes first half hour on site. Each additional hour charged at same rate
The Company reserves the right to make additional charges if the information provided about the premise is inaccurate. These shall not exceed one additional hour of charge time at the relevant rate.				

2	Provision of information	Charge	Abortive Visit	Comments
2.1	Office based investigation only	£22.75	n/a	Fixed fee including use of corporate GIS, CRM and any other database as appropriate
2.2	Site visit (normal working hours)	£45.50	£45.50	Charge includes first half hour on site. Each additional hour charged at same rate
2.3	Site visit (outside normal working hours)	£68.25	£68.25	Charge includes first half hour on site. Each additional hour charged at same rate

3	Water regulations	Charge	Abortive Visit	Comments
3.1	Design review		n/a	First review free of charge
3.2	Inspection visit at request of customer	£45.50	£45.50	Charge includes first half hour on site. Each additional hour charged at same rate
3.3	Repeat inspection following contravention (normal working hours)	£45.50	£45.50	Charge includes first half hour on site. Each additional hour charged at same rate
3.4	Repeat inspection following contravention (outside normal working hours)	£68.25	£68.25	Charge includes first half hour on site. Each additional hour charged at same rate
3.5	Additional time charges	£45.50	£45.50	Per half hour as a result of additional time incurred off site as a result of contraventions not being rectified

4	Temporary disconnections	Charge	Abortive Visit	Comments
4.1	Site survey (normal working hours)	£45.50	£45.50	
4.2	Site survey (outside normal working hours)	£68.25	£68.25	
4.3	Standard disconnection (normal working hours)	£45.50	£45.50	Includes operation of stopcock only
4.4	Standard disconnection (outside normal working hours)	£68.25	£68.25	Includes operation of stopcock only
4.5	Non-standard disconnection	£POA	-	Prevent access to stopcock

4	Temporary disconnections	Charge	Abortive Visit	Comments
Any costs incurred in obtaining access to the stopcock will be charged in addition to the above. A handling charge of 10% will be applied to any third party costs incurred.				

5	Permanent disconnection	Charge	Abortive Visit	Comments
5.1	Site visit (normal working hours)	£45.50	£45.50	Charge includes first half hour on site. Each additional hour charged at same rate
5.2	Site visit (outside normal working hours)	£68.25	£68.25	Charge includes first half hour on site. Each additional hour charged at same rate
5.3	Disconnection works	£POA	-	To include physical separation from mains supply at stopcock and reinstatement

6	Reconnection	Charge	Abortive Visit	Comments
6.1	Standard reconnection (normal working hours)	£45.50	£45.50	Includes operation of stopcock only
6.2	Standard reconnection (outside normal working hours)	£68.25	£68.25	Includes operation of stopcock only
6.3	Non-standard reconnection	£POA	-	To include excavation, connection and reinstatement as appropriate.

7	Meter changes at request of Customer	Charge	Abortive Visit	Comments
7.1	Site survey (normal working hours)	£45.50	£45.50	Charge includes first half hour on site. Each additional hour charged at same rate
7.2	Site survey (outside normal working hours)	£68.25	£68.25	Charge includes first half hour on site. Each additional hour charged at same rate
7.3	Additional time charges	As per 7.1 and 7.2	-	Where multiple meters on same site
7.4	Exchange meter	See Section 4.4	-	Includes cost of meter replacement only. Any excavation or upsizing works will be charged as a non-standard exchange
7.5	Exchange meter - non-standard	£POA	-	

8	Meter accuracy testing	Charge	Abortive Visit	Comments
8.1	Site based test (normal working hours)	£20	£45.50	
8.2	Site based test (outside normal working hours)	-	-	
8.3	Independent meter test (off site)	£70	-	If meter found to be in accuracy range then 'exchange meter' charge will be applied

9	AMR data	Charge	Abortive Visit	Comments
9.1	Daily meter read data	£POA	-	Includes provision of data logger attached to existing water meter, transmitting data to web portal accessible by applicant
9.2	Hourly meter read data	£POA	-	Includes provision of data logger attached to existing water meter, transmitting data to web portal accessible by applicant
9.3	15 minute meter read data	£POA	-	Includes provision of data logger attached to existing water meter, transmitting data to web portal accessible by applicant
AMR data will be available for fixed contract periods and charges will be based on sharing costs wherever appropriate.				

10	Leak detection	Charge	Abortive Visit	Comments
10.1	On site advice and guidance	£45.50	£45.50	Charge includes first half hour on site. Each additional hour charged at same rate. Includes use of all relevant equipment
10.2	Office based advice	£22.75	-	Hourly rate includes analysis of data associated with account and supply of brief report on outcome. Additional time to be specified in advance.

11	Assisting Licensee's Accredited Entity	Charge	Abortive Visit	Comments
11.1	On site advice and guidance (normal working hours)	£45.50	£45.50	Charge includes first half hour on site. Each additional hour charged at same rate
11.2	On site advice and guidance (outside normal working hours)	£68.25	£68.25	Charge includes first half hour on site. Each additional hour charged at same rate
11.3	Additional resources	£45.50	£45.50	Charge includes first half hour on site. Each additional hour charged at same rate

4.1.3 Meter schedule

The following meters are available from the Company to be used at properties connected to its supply network.

Meter Type (Manufacturer: Elster)	Read type	Nominal size	Purchase Cost	Install cost	Replace cost	Comments
Concentric Qn1	Direct	15 mm	£15.90	£397.24	£106.29	
Concentric Qn1	AMR - Wavenis	15 mm	£48.30	£431.24	£140.28	
In line Qn1	Direct	15 mm	£16.70	£838.75	£320.28	
In line Qn1	AMR - Wavenis	15 mm	£50.00	£873.72	£355.25	
In line - Class C	Direct	20 mm	£27.60	£850.15	£331.68	
In line - Class C	Direct	25 mm	£57.50	£881.68	£363.21	
In line - Class C	Direct	30 mm	£108.60	£993.67	£432.17	
In line - Class C	Direct	40 mm	£128.80	£1,015.13	£453.63	

Meter Type (Manufacturer: Elster)	Read type	Nominal size	Purchase Cost	Install cost	Replace cost	Comments
Turbine	Direct	40 mm	£171.30	£1,059.76	£498.25	
Strainer	Direct	40 mm	£162.50	-	-	Installed with meter
Turbine	Direct	50 mm	£171.30	POA	POA	
Strainer	Direct	50 mm	£162.50	-	-	Installed with meter
Turbine	Direct	80 mm	£200.00	POA	POA	
Strainer	Direct	80 mm	£175.00	-	-	Installed with meter
Turbine	Direct	100 mm	£222.50	POA	POA	
Strainer	Direct	100 mm	£193.80	-	-	Installed with meter
Turbine	Direct	150 mm	£437.50	POA	POA	
Strainer	Direct	150 mm	£437.50	-	-	Installed with meter

Notes:

1. Installation costs include provision of relevant meter chamber and cover, all excavation and permanent reinstatement in a hard surface.
2. Replacement costs exclude any excavation costs and assume new meter can be installed in existing chamber.
3. All prices are exclusive of VAT which will be charged at the rate prevailing at the time the work is carried out.
4. Prices are available on request for larger meter sizes and installations or replacements different to those specified here.

4.2 Additional services that can be provided

The Company provides and charges for a range of additional services. To discuss the services that we offer get in touch with our network services team on:

Telephone: 01737 772000 (option 4)

Email: network_services@seswater.co.uk

4.2.1 Damage to apparatus

Where a third party damages the Company's assets it will be charged for the repair. The charge will include the direct and indirect costs incurred by the Company in fixing the damage. This will include the cost of investigating the damage; administration; materials and labour related to the repair and reinstatement; and any charges by the local Highways Authority.

4.2.2 Replacement of a lead service pipe

We operate a scheme to replace lead service pipes free of charge, subject to works meeting our policy criteria. Not all properties are suitable for this scheme, for example if the replacement is linked to upsizing of the supply or redevelopment of the property. If your application is accepted we will replace the lead pipes that we are responsible for and connect the new supply pipe to our water main.

4.2.3 Provision and use of standpipes

The provision of standpipes will be handled by an appointed, specialist, outsourced provider, Supply UK Water Services. They can be contacted on 0844 984 0156 or at www.aquamcorp.co.uk/water-services. Conditions apply to the extraction of water from the Company's mains. See our factsheet, [Extracting Water from Company Mains](#), available on our

website

4.2.4 Provision and maintenance of fire hydrants

We recover the costs reasonably incurred in installing, maintaining and repairing fire hydrants on our network directly with fire authorities. Standard charges, detailed in the schedule below, will be payable for the installation, removal or maintenance of a fire hydrant. Lane rental charges imposed by the local Highways Authority would be charged in addition to the schedule of charges.

Work	Location		
	Verge	Footway	Carriageway
Installation of fire hydrant on new main up to 150mm diameter	£897.41	£1,012.90	£1,071.95
Installation of fire hydrant on new main up to 150-300mm diameter	£1,060.17	£1,175.65	£1,234.70
Installation of fire hydrant on existing main up to 150mm diameter	£1,466.55	£1,567.55	£1,703.07
Installation of fire hydrant on existing main up to 150-300mm diameter	£1,682.09	£1,783.09	£1,918.61
Replace faulty fire hydrant inc. rebuild chamber and installing Frame and Cover	£1,125.85	£1,226.85	£1,362.38
Replace faulty fire hydrant inc. rebuild chamber and replacing existing Frame and Cover	£1,083.55	£1,184.55	£1,320.08
Raise or lower existing fire hydrant in pit	£1,083.55	£1,184.55	£1,320.08
Remove hydrant and blank off tee	£1,134.79	£1,235.79	£1,371.31
Remove hydrant indicator post and plate	£89.78	£190.78	-
Replace stem or spindle cap	£398.21	£398.21	£398.21
Remedy tight or seized spindle	£398.21	£398.21	£398.21
Repack fire hydrant gland (involving excavation)	£418.34	£519.34	£654.87
Repair/renew/raise or lower fire hydrant chamber, frame and cover	£225.15	£326.15	£461.68
Replace fire hydrant cover only	£187.61	£187.61	£187.61
Fix indicator post and plate	£135.89	£135.89	£135.89

Section 5: Wholesale charges to households

Households cannot currently choose a water supplier. The charges that households pay cover Wholesale and Retail Services. These charges are outlined and explained in our Household Charges Scheme available on our [website](#).

In accordance with Ofwat's requirements stated in [Information Notice 16/12](#), the following tables show the wholesale element of the charge to be paid by households.

Household Wholesale Charges – Southern Area

Southern Area - Unmeasured Charges		Household
Annual Standing Charge		£24.02
Variable Charge (per £ of Rateable Value) <i>(Based on Rateable Value as at 31st March 1990)</i>		83.27p
Miscellaneous Charges – Levied for the period 1st April to 31st March and unable to be apportioned on change of occupation of the premises during the year.		
Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe		£34.67
Field supply, Cleansing supply		£85.19
Swimming Pool (unmetered)		
9m ³ to 45m ³ capacity (filtered)		£12.70
46m ³ to 90m ³ capacity (filtered)		£25.40
9m ³ to 45m ³ capacity (unfiltered)		£47.70
46m ³ to 90m ³ capacity (unfiltered)		£93.16
Assessed Household Charge (Fixed Charge) – Levied where a domestic customer requests a meter and it is either impracticable or too expensive to install, or there is no rateable value and we cannot meter the supply.		
Single-occupancy		£79.75
Multi-occupancy		£103.35
Southern Area - Measured Charges		
Annual Standing Charge		
Standard		£1.00
Volume Charges (per m³) - The volume charge takes effect on 1st April 2017. Where the consumption spans this date, the consumption will be apportioned on the basis of the number of days either side of 1st April, and charged at the appropriate rate.		130.88p

Household Wholesale Charges – Northern (1) Area

Northern Area (1) - Unmeasured Charges	Household
Licence Fee	£174.19
Miscellaneous Charges – Levied for the period 1st April to 31st March and unable to be apportioned on change of occupation of the premises during the year.	
Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe	£34.67
Field supply, Cleansing supply	£85.19
Swimming Pool (unmetered)	
9m ³ to 45m ³ capacity (filtered)	£12.70
46m ³ to 90m ³ capacity (filtered)	£25.40
9m ³ to 45m ³ capacity (unfiltered)	£47.70
46m ³ to 90m ³ capacity (unfiltered)	£93.16
Assessed Household Charge (Fixed Charge) – Levied where a domestic customer requests a meter and it is either impracticable or too expensive to install, or there is no rateable value and we cannot meter the supply.	
Single-occupancy	£79.75
Multi-occupancy	£103.35
Southern Area - Measured Charges	
Annual Standing Charge	
Standard	£1.00
Volume Charges (per m³) - The volume charge takes effect on 1st April 2017. Where the consumption spans this date, the consumption will be apportioned on the basis of the number of days either side of 1st April, and charged at the appropriate rate.	102.06p

Household Wholesale Charges – Northern (2) Area

Northern Area (2) - Unmeasured Charges	Household
Annual Standing Charge	£24.02
Variable Charge (per £ of Rateable Value) <i>(Based on Rateable Value as at 31st March 1990)</i>	50.31p
Miscellaneous Charges – Levied for the period 1st April to 31st March and unable to be apportioned on change of occupation of the premises during the year.	
Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe	£34.67
Field supply, Cleansing supply	£85.19
Swimming Pool (unmetered)	
9m ³ to 45m ³ capacity (filtered)	£12.70
46m ³ to 90m ³ capacity (filtered)	£25.40
9m ³ to 45m ³ capacity (unfiltered)	£47.70
46m ³ to 90m ³ capacity (unfiltered)	£93.16
Assessed Household Charge (Fixed Charge) – Levied where a domestic customer requests a meter and it is either impracticable or too expensive to install, or there is no rateable value and we cannot meter the supply.	
Single-occupancy	£79.75
Multi-occupancy	£103.35
Southern Area - Measured Charges	
Annual Standing Charge	
Standard	£1.00
Volume Charges (per m³) - The volume charge takes effect on 1st April 2017. Where the consumption spans this date, the consumption will be apportioned on the basis of the number of days either side of 1st April, and charged at the appropriate rate.	102.06p

Section 6: Complaints procedure

6.1 Making a complaint

If you have a complaint you should, in the first instance, refer the matter to the Head of Retail Services. If you are not satisfied with the response, then you can write to the Managing Director and ask for a review.

Please visit our [website](#) for further information or contact our customer services team.

6.2 Water Services Regulatory Authority (Ofwat)

Your interests as a Retailer are overseen by Ofwat. You should refer the matter to them if you remain dissatisfied after having exhausted the Company's complaints procedure. Their contact details can be found at www.ofwat.gov.uk.