

Chargeable Work

1 April 2017 to 31 March 2018

This fact sheet provides details on the charges we make for visiting premises and carrying out work.

We will always let you know if you will be charged at the time you request a visit. For customers, we do not apply charges for visits during normal working hours. However, visits outside normal working hours may be chargeable.

Terms

You will be charged for the time we are in attendance on site only. You will not be charged for travelling time.

The charges listed are per man. Our Customer Field Inspectors usually work individually (unless complex situations arise such as where large diameter water mains are involved) whereas the repair and maintenance of apparatus is usually carried out by a two-man team.

Premium rates apply outside of normal working hours and at weekends.

You will be required to sign a Work Order Form before we start our investigation or work. By signing the Work Order Form, you are agreeing for the required work to be carried out at the charges set out in this factsheet.

All charges are exclusive of VAT. Currently VAT is charged at 20%.

Normal Hours

Monday to Thursday	0800 to 1630
Friday	0800 to 1600

Charge for the first half-hour	£45.50
Charge for each additional half-hour, or part thereof	£22.75

For example, if one man is on site from 0900 to 1000 on a weekday, the charge will be £68.25 plus VAT.

Outside Normal Hours (before midnight and Saturdays)

Monday to Thursday	1630 to 0000
Friday	1600 to 0000
Saturday	0800 to 0000

Charge for the first half-hour	£68.25
Charge for each additional half-hour, or part thereof	£34.13

For example, if two men are on site from 1800 to 1900 on a Saturday, the charge will be £204.76 plus VAT

Outside of Normal Hours (all other times)

Monday to Saturday	0000 to 0800
Sunday	All day
Bank Holidays	All day

Charge for the first half-hour	£91.00
Charge for each additional half-hour, or part thereof	£45.50

For example, if two men are on site from 0100 to 0230 on any day, the charge will be £364 plus VAT.

Office Opening Hours:
Monday – Friday : 8am to 6pm

For further information contact the Customer Services team at
SES Water, London Road, Redhill RH1 1LJ
Tel 01737 772000 or Fax 01737 766807 www.seswater.co.uk