

NWG Business Limited
Price Conditions for Transferred Customers for the Supply of Water and Sewerage Services
Essex & Suffolk area

These Price Conditions are an annex to the Scheme of Terms and Conditions for Transferred Customers and should be read alongside that document.

These Price Conditions set out the charges that apply to Transferred Premises in the Essex & Suffolk area of Northumbrian Water Limited. Water charges only are shown. For sewerage charges please refer to the relevant Scheme for the retailer to whom sewerage services have been transferred.

Each Transferred Premises will be charged for the combination of services provided to that premises.

- Primary charges will be applied for each day each Transferred Premises is occupied.
 - The charges show the amount charged for premises in the Essex & Suffolk area for the supply of water and sewerage services (wholesale) and the amount charged for customer accounts, contact, billing and meter reading (retail). The total amount charged is shown in the "Customer" column.
- Non-Primary Charges are ad-hoc services and will be charged when that service is provided.

These Price Conditions come into effect on 1 April 2017.

1. PRIMARY CHARGES

Table 1 – Charges relating to payment methods

	Wholesale	Retail	Customer
Discount for payments made by Direct Debit		-£3.50	-£3.50

Table 2 – Measured charges for water

	Wholesale	Retail	Customer
Fixed meter charges			
Fixed charge per potable meter per year, by meter size			
0-24mm	£20.10	£23.85	£43.95
25-34mm	£33.50	£23.85	£57.35
35-39mm	£51.10	£23.85	£74.95
40-49mm	£65.70	£23.85	£89.55
50-64mm	£167.90	£23.85	£191.75
65mm and larger	£503.70	£23.85	£527.55

PLUS: One of the following combinations of site and volume charges

	Wholesale	Retail	Customer
Standard Tariff			
Volume charge per cubic metre	£1.4809	£0.0740	£1.5549
Focus20 Tariff			
Site charge per year	£2,963.80	£496.40	£3,460.20
Volume charge per cubic metre	£1.3328	£0.0349	£1.3677
Focusextra Tariff			
Site charge per year	£11,847.90	£1,204.50	£13,052.40
Volume charge per cubic metre	£1.1551	£0.0289	£1.1840
Focusplus Tariff			
Site charge per year	£32,587.20	£2,503.90	£35,091.10
Volume charge per cubic metre	£1.0366	£0.0227	£1.0593

Table 3 – Unmeasured charges

	Wholesale	Retail	Customer	
Unmeasured water				
Fixed charge per year based on one of the Assessed Tariff bands				
Band 1	where volume is assessed to be less than 150 cubic metres per year	£83.95	£23.90	£107.85
Band 2	where volume is assessed to be between 150 and 300 cubic metres per year	£248.20	£31.40	£279.60
Band 3	where volume is assessed to be 300 cubic metres or more per year	£740.95	£53.60	£794.55

2. NON-PRIMARY CHARGES

2.1 CONDITIONS APPLYING TO NON-PRIMARY CHARGES

- (1) Some of these non-primary activities may be carried out by the wholesaler provider of water services. Any reference to "Essex & Suffolk Water" in this section means that Essex & Suffolk Water will carry out the activity as the wholesaler.
- (2) The standard charges quoted apply for works carried out during normal working hours on normal working days under standard conditions. For works carried out outside normal working hours, charges may be made on the basis of actual costs, provided the applicant is notified accordingly prior to commencement of the work or on the basis of any published specific out of hours charges.
- (3) Payments for charges in this section may be required in advance.
- (4) All charges published in this section exclude VAT unless specified otherwise. VAT will be added to the published charge at the appropriate rate where required.
- (5) Additional charges may be made for traffic management expenses as required under the Traffic Management Act 2004.

2.2 CHARGES FOR ADDITIONAL SERVICES

- (6) In respect of any service performed, facility provided or right made available for which a charge is not applicable elsewhere in this scheme, including CCTV surveys, provision of information and advice, drain cleaning and drainage enquiries, appropriate charges may be made, having regard to the cost of performing the service, providing the facility or making the right available. Payment of such charges may be required in advance, unless specified to the contrary.
- (7) Were it has not been possible to carry out a visit to site due to action or inaction by ypu, the customer, charges made be made to cover the costs of the failed visit.
- (8) Additional costs will be recovered for any visit requiring additional resource or materials.
- (9) Any service request not included in these non-primary charges may be quoted for separately.

2.3 ATTENDANCE ON SITE BY ESSEX & SUFFOLK WATER TECHNICIANS AT CUSTOMER REQUEST

2.3.1 TECHNICIAN CALL OUT CHARGE

- (10) When a customer requests attendance on site by an Essex & Suffolk Water technician for whatever purpose, a charge will be made.
- (11) There will be a charge for any activity requested that is not related to a fault on Essex & Suffolk Water apparatus.
- (12) Charges per visit are as follows:
 - a. During Normal Working Hours (07:30-16:00 Mon-Fri only):
 - i. Minimum of one hour (inclusive of travelling time to the incident): £62.08
 - b. Outside Normal Working Hours and Public Holidays:

- i. Monday to Saturday 06:00-07:30 & 16:00-22:00, a 50% uplift to Normal Working Hours Rate will apply. Minimum of one hour (inclusive of travelling time to the incident): £93.12
 - ii. Monday to Saturday 22:00-06:00 & Sundays and Bank Holidays, a 100% uplift to Normal Working Hours Rate will apply. Minimum of 2 hours (inclusive of travelling time to the incident): £124.16
- c. Additional hourly charge for each subsequent hour or part hour will be charged at the applicable rate:
- (13) If a repair team are subsequently required, all work carried out by them will be in addition to the Technician fixed charge above. This will be at actual cost inclusive of overheads, excepting where it is covered by the fixed cost work elsewhere in these charges (additional costs could include plant, equipment, hire charges, contractor charges, reinstatement of surfaces and fittings etc.). At cost

2.4 SUPPLY PIPE CONNECTION & OTHER ATTENDANCE

2.4.1 CONNECTION OF CUSTOMERS RE-LAID SUPPLY PIPE

- (14) Where a supply pipe has been re-laid and a request is made to connect this pipe to the existing communication pipe at the highway boundary box a charge will be made as follows (the charge will not apply where a lead communication pipe is replaced at the same time as the customer's lead supply pipe).
 - a. No excavation: £149.06
 - b. No reinstatement: £232.86
 - c. With reinstatement: £375.93

2.4.2 OTHER ACTIVITIES

- (15) Attendance for commercial activities during normal working hours (tank filling, flow and pressure tests on the network, leakage advice etc.) will be charged at the rates shown in section 2.3.1.
- (16) In addition, any water used will be charged at the appropriate standard volume rate, on a pounds per cubic metre basis.

2.5 DAMAGE TO ESSEX & SUFFOLK WATER APPARATUS

- (17) Where damage to Essex & Suffolk Water apparatus has occurred, charges will be made to repair the equipment.
- (18) Repairs to Essex & Suffolk Water apparatus will be carried out by Essex & Suffolk Water staff or approved contractors
- (19) All charges will be based on actual costs inclusive of overheads except where it is covered by the fixed cost work covered elsewhere in these charges (additional costs could include plant, equipment, hire charges, contractor charges, reinstatement of surfaces and fittings, etc.) At cost

2.6 CHARGES FOR METER RELATED ACTIVITIES

2.6.1 METER TESTING

- (20) A standard charge will be made, as set out below, where a meter test is carried out in accordance with the Water (Meters) Regulations 1988 (SI1988/1048 or subsequent amendments thereof), at the request of the customer and the meter on being tested falls within the prescribed limits of error.
- (21) Such testing will normally require the removal of the meter from the customer's premises.
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| a. Meters up to 25mm | £127.74 |
| b. Meters from 26mm to 65mm | £153.29 |
| c. Meters from 66mm to 100mm | £194.16 |
| d. Meters from 101mm to 300mm | £306.57 |
| e. All other meters | At cost |
- (22) In addition to the meter accuracy test the following charges will also be applied:
- A survey fee if an additional visit is required to exchange the meter
 - The meter exchange fee is published within the schedule of rates at set out in the Essex & Suffolk Water Wholesale Charges Scheme published on the wholesaler's website www.eswater.co.uk

2.6.2 METER READINGS

- (23) For any non-routine non-market meter readings carried out at the request of the customer:
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| a. Privately owned meters: | £26.05 |
| b. Essex & Suffolk Water owned meters: | £26.05 |

2.6.3 METER INSTALLATIONS

- (24) Works relating to meters, which are owned by Essex & Suffolk Water, will be carried out by Essex & Suffolk Water and charged as set out in this section.
- (25) Installation of a new meter in alternative locations to that defined by Essex & Suffolk's meter policy: Quote
- (26) Installation of a meter on an existing supply:
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| a. Refer to the schedule of rates at set out in the Essex & Suffolk Water Wholesale Charges Scheme published on the wholesaler's website www.eswater.co.uk | |
| b. Other meter sizes not covered in the schedule of rates: | At cost |

The schedule is only for the installation of new meters or an exchange on a like-for-like basis. Meter relocations or exchanges for different meter models or sizes will be on a quotation basis due to the bespoke nature of the works.

Any works undertaken to this schedule of rates will attract a survey fee to enable the works to be planned unless the installation can be undertaken at the time of the survey.

2.6.4 ALL OTHER SITUATIONS

(27) All other situations for installation or modification of meters on existing supplies will be charged at cost/on a fixed price quotation basis that has previously been notified to the customer unless specified otherwise. At cost

2.6.5 CHANGE TO METER SIZES

(28) Reduction in meter size at customer's request: Price on request

2.6.6 METER SURVEY CHARGE

(29) Charge for the survey of a meter installation: £136.47

2.6.7 INSPECTION OF A PRIVATE TRADE EFFLUENT METER

(30) Inspection of new private trade effluent or trade effluent & foul sewerage meter (per meter): £87.40

2.6.8 DATA LOGGER SERVICES

(31) Standard installation of a data-logger lead to a suitable meter (per lead): £133.64

(32) Disconnection of a data-logger (per lead): £87.40

(33) Investigative visit to check cable installation where no fault has been found: £87.40

(34) Supply & fit a meter pulse splitter cable: Quote

2.7 BILLING

(35) Payment by credit card

a. For all payments made by credit card a cost-reflective charge will be made.

(36) Consequence of Non-Payment of Account

a. Where payments fail and this requires intervention by us to resolve the payment, a charge will be made for this activity in the following cases:

i. Cheque payments that have to be referred back to the account holder: £17.05

ii. Unpaid Direct Debit / Credit Card transactions: £4.95

b. In certain cases where payments have not been made and access is required to a property to ensure that any disconnection allowed does not disconnect properties that cannot be disconnected, a charge for the required warrant will be in accordance with the disconnection and reconnections fees set out below.

c. Requests for non-standard bills

Where customers or their representatives request copies of bills and/or a statement of charges covering a number of previous charging periods, for example, for the purpose of completing returns to HMRC or providing information to accountants, charges may be made as follows:

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| i. Requests for copies of previously issued bills (up to 10 bills per charge): | £16.45 |
| ii. Statement of charges (per statement): | £31.75 |
| iii. Request for separate bills for water and sewerage services (per bill): | At cost |

2.8 VERIFICATION & INFORMATION SERVICES

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| (37) Verification of Supply Point Details or Information, not requiring a site visit: | Free |
| (38) Verification of Supply Point Details or Information, requiring a site visit: | £87.40 |

2.9 DISCONNECTIONS & RECONNECTIONS

(39) With respect to disconnections and reconnections the following definitions apply:

- Temporary disconnection – Isolation of the supply from the network by the operation of an existing stop-valve.
- Permanent disconnection – Disconnection of the supply pipe from the network by the physical removal of a section of pipe and capping the live supply as close as practicable to the distribution main or the appropriate branch to another premise's supply pipe. Once a premise is permanently disconnected an application for a new supply will be required for reconnection.
- Standard disconnection or reconnection – The operation of a stop-valve requiring only a single resource, no street-works or traffic management and where access is possible and/or has not been refused.
- Non-standard disconnection – Any connection that is not standard

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| a. Survey charge – applicable where a pre-visit is required to provide a quotation for a non-standard disconnection: | £136.47 |
| b. Standard temporary disconnection (operation of stop-valve): | £96.50 |
| c. Non-standard temporary disconnection: | Quote |
| d. Standard reconnection (operation of stop-valve): | £96.50 |

e. Non-standard reconnection: Quote

f. Permanent disconnection: Quote

Court charge will be payable where a magistrates forced entry warrant is required. An additional charge will be applied if you require us or Essex & Suffolk Water to attend court to acquire the warrant. Where a disconnection is carried out under a warrant, all costs incurred will be recovered including associated services (e.g. locksmith etc).

g. Court charge in respect of obtaining magistrates forced entry warrant: £22.89

h. Arranging acquisition of magistrates forced entry warrant: £99.55

i. Disconnection undertaken with magistrates forced entry warrant: At cost

j. Charges will also be made to recover costs for any associated legal activity with respect to disconnection works.

2.10 LEAD SERVICE PIPES

(40) Replacement of Essex & Suffolk Water's lead communication pipe in association with a customer replacement of their lead supply pipe: No charge

(41) Replacement of a customer's lead supply pipe: Quote

2.11 OTHER SERVICES

(42) Other services as listed below are available from Essex & Suffolk Water. Charges for these services:

- will be made according to the wholesaler charges;
- are available on request;
- can be found on the Essex & Suffolk website in a document entitled: "Charges relating to Other Services".

(43) The available other services are:

- a. Meter standpipes
- b. Supply of water from Essex & Suffolk Water Depots
- c. Water Regulation Inspections
- d. Fire Hydrants