



Scheme of Charges 2021-22 Affinity Water Customers

1. Introduction

This Scheme of Charges sets out the Default Charges applicable to Non-Household water customers in the Affinity Water area for 2021-22 for water services (waste services are set out in the applicable Scheme of Charges). This Scheme of Charges is published by Castle Water Limited and Castle Water (Southern) Limited (together "Castle Water") and has effect from 1 April 2021. Castle Water Limited and Castle Water (Southern) Limited are licensed by Ofwat as a retailer of water and sewerage services in England.

All charges are shown excluding VAT.

2. Central Region

2.1. Measured

The following charges apply from 1 April and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April. This will be shown on the bill as two separate calculations.

Half Yearly

Fixed charge (charge per year)

Meter Size (mm)	Charge (£/year)
12-15mm	£67.77
19-21mm	£78.27
25mm	£30.59
30-32mm	£33.96
38-40mm	£35.90
50mm	£43.80
65mm	£78.67

75-80mm	£112.75
100mm	£112.75
150mm	£112.75
200mm	£112.75

Metered Field Supply	£17.50
Large User Fixed Charge (Over 50ML)	£16,857.46

Volumetric (charge per m³)

Meter Size below 25mm	Meter Size of 25mm and above
£0.9893	£1.0379

Monthly

Fixed charges (charge per year)

Meter Size (mm)	Charge (£/year)
12-15mm	£67.77
19-21mm	£78.27
25mm	£30.59
30-32mm	£33.96
38-40mm	£35.90
50mm	£43.80
65mm	£78.67
75-80mm	£112.75
100mm	£112.75
150mm	£112.75
200mm	£112.75

Metered Field Supply	£17.50
Large User Fixed Charge (Over 50ML)	£16,857.46

Volumetric (charge per m³)

Charge (£/m ³)	
Standard 0-0.5ML	£0.9893
Standard 0.5-3ML	£1.0379
Mid User 3-50ML	£0.9671
Large User Over 50ML	£0.6479

2.2 Unmeasured

Charge (£/year)		
RV Standing Charge (All Areas)		£80.74
Metered Field Supply		£17.50
		Charge (£/m ³)
RV Charge	Colne	£0.5406
RV Charge	Lee	£0.6755
RV Charge	Rickmansworth	£0.5260
RV Charge	North Surrey	£0.5567

2.3 Assessed

Standing charge (charge per year)

Meter Size (mm)	Charge (£/year)
12-15mm	£67.77
19-21mm	£78.27
25mm	£30.59
30-32mm	£33.96
38-40mm	£35.90
50mm	£43.80

Volumetric (charge per m³)

Meter Size below 25mm	Meter Size of 25mm and above
£ 0.9893	£ 1.0379

3. East Region

3.1. Measured

The following charges apply from 1 April and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April. This will be shown on the bill as two separate calculations.

Half Yearly

Fixed charges (charge per year)

Meter Size (mm)	Charge (£/year)
12-15mm	£67.77
20mm	£78.27
25mm	£30.59
40mm	£35.90
50mm	£43.80
80mm	£112.75
100mm	£112.75
150mm	£112.75
Mid User Fixed Charge (25-50ML)	£9,007.20
Large User Fixed Charge (50-100ML)	£17,776.04
Large User Fixed Charge (Over 100ML)	£31,978.80

Volumetric (charge per m³)

Meter Size below 25mm	Meter Size of 25mm and above
£ 1.6780	£ 1.7605

Monthly

Meter Size (mm)	Charge (£/year)
12-15mm	£67.77
20mm	£78.27
25mm	£30.59
40mm	£35.90
50mm	£43.80
80mm	£112.75
100mm	£112.75
150mm	£112.75

Mid User Fixed Charge (25-50ML)	£9,007.20
Large User Fixed Charge (50-100ML)	£17,776.04
Large User Fixed Charge (Over 100ML)	£31,978.80

Volumetric (charge per m³)

	Charge (£/m ³)
Standard 0-0.5ML	£1.6780
Standard 0.5-5ML	£1.7605
Mid User 5-25ML	£1.5669
Mid User 25-50ML	£1.2066
Large User 5-100ML	£1.0569
Large User Over 100ML	£0.9089

3.2 Unmeasured

	Charge
RV Standing Charge (£/year)	£80.74
RV Charge (£/m ³)	£1.0974

3.3 Assessed

Standing charge (charge per year)

Meter Size below 25mm	Meter Size of 25mm and above
£ 67.77	£ 17.50

Volumetric (charge per m³)

Meter Size below 25mm	Meter Size of 25mm and above
£ 1.6780	£ 1.7605

4. South East Region

4.1. Measured

The following charges apply from 1 April and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April. This will be shown on the bill as two separate calculations.

Half Yearly

Fixed charges (charge per year)

Meter Size (mm)	Charge (£/year)
12-15mm	£67.77
20mm	£78.27
25mm	£30.59
30mm	£33.96
40mm	£35.90
50mm	£43.80
80mm	£112.75
100mm	£112.75
150mm	£112.75
Metered Field Supply	£17.50

Volumetric (charge per m³)

Meter Size below 25mm	Meter Size of 25mm and
£ 1.7847	£ 1.8724

Monthly

Fixed charges (charge per year)

Meter Size (mm)	Charge (£/year)
12-15mm	£67.77
20mm	£78.27
25mm	£30.59
30mm	£33.96
40mm	£35.90
50mm	£43.80
80mm	£112.75
100mm	£112.75
150mm	£112.75
Metered Field Supply	£17.50

Volumetric (charge per m³)

	Charge (£/m ³)
Standard 0-0.5ML	£1.7847
Standard 0.5-3ML	£1.8724
Mid User 3-50ML	£1.7539
Large User Over 50ML	£1.3135

4.2 Unmeasured

	Charge
RV Standing Charge (£/year)	£80.74
RV Charge (£/m ³)	£1.6908

4.3 Assessed

Standing charge (charge per year)

Meter Size below 25mm		Meter Size of 25mm and	
£	67.77	£	17.50

Volumetric (charge per m³)

Meter Size below 25mm		Meter Size of 25mm and	
£	1.7847	£	1.8724



5. Schedule of Non-Primary Charges (Wholesale)

5.1 Understanding our schedule of non-primary charges

1. Our schedule of non-primary charges is set out by activity type. All charges are per activity unless otherwise stated. We have included reference numbers for each activity.
2. Each section sets out tables of charges and explains how these charges will be applied.
3. If you ask for an activity to be carried out outside of our working hours you will be charged an out of hours surcharge in addition to the usual charge.
4. If you cancel an activity with less than 24 hours' notice or the activity is aborted due to the acts or omissions of either you or your customer the applicable abortive visit charge will apply. If the cancellation or abortive visit relates to an activity for which an out of hours surcharge applies then the relevant abortive visit charge will be multiplied by a factor of two.

5.2 Metering

Where Affinity Water have carried out the following metering activity, you will be charged the wholesale charge for this activity plus an administration charge of £39.

1. We will carry out metering activity in accordance with our policy in respect of metering.
2. We will always need to make an initial visit in order to carry out a site survey before undertaking any metering activity in order to establish the work that will be involved. As such, a one-hour site survey charge will apply in all instances in which we carry out a metering activity (internal reference 7.01) in addition to the cost for the metering activity.
3. Wherever possible, we will carry out the site survey and the metering activity itself during our initial visit and where we are able to do this then we will waive the site survey charge.
4. If you, your non-household customer, or your customer's representative has logging equipment fitted then you may need to disconnect this equipment prior to us carrying out our works. Please visit our website for our Terms and Conditions upon which we will allow Retailer Equipment to be installed on our meters and our policy on how we treat Retailer Equipment.
5. If a metering activity requires us to work at height or in a confined space we will make an additional charge as follows:

Internal Ref	Activity	Charge (£) Excl. VAT
1.01	Working at height (charged in addition to the meter install prices below)	182
1.02	Working in a confined space (charged in addition to the meter install prices below)	430

5.2.1 Meter Installation

1. You can request to have a meter installed at eligible premises where there isn't one currently.
2. Our charges for meter installations are set out below:

Process Number	Internal Ref (Meter Menu Ref)	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
B1	Installation of a meter performed by the Wholesaler (total cost including cost of meter):				
	2.01 (60.20.503)	AQUADIS+ 15mm MANIFOLD FITTED WITH EVERBLU – screw into existing manifold or internally	104	43	127
	2.02 (60.20.205)	AQUADIS+ 15mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	107	43	127
	2.03 (60.20.503)	AQUADIS+ 15mm MANIFOLD FITTED WITH EVERBLU – external install including pit	685	217	254
	2.04 (60.20.205)	AQUADIS+ 15mm INLINE FITTED WITH EVERBLU – external install including boundary box	685	217	254
	2.05 (60.20.220)	AQUADIS+ 20mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	134	43	127

	2.06 (60.20.220)	AQUADIS+ 20mm INLINE FITTED WITH EVERBLU - external install including boundary box	709	217	254
	2.07 (60.20.225)	AQUADIS+ 25mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	220	54	127
	2.08 (60.20.225)	AQUADIS+ 25mm INLINE FITTED WITH EVERBLU - external install including boundary box	919	217	254
	2.09 (60.20.240)	AQUADIS+ 40mm INLINE FITTED WITH EVERBLU – external install including pit	1,025	217	254
	2.10 (60.10.010)	WOLTEX 50mm FITTED WITH EVERBLU – external install including pit	1,023	246	254
	2.11 (60.10.020)	WOLTEX 80mm FITTED WITH EVERBLU – external install including pit	1,066	275	254
	2.12 (60.10.030)	WOLTEX 100mm FITTED WITH EVERBLU – external install including pit	1,515	281	254
	2.13 (60.10.040)	WOLTEX 150mm FITTED WITH EVERBLU - external install including pit	1,788	305	254

Example for a B1 meter installation request during working hours: 1 hr survey (7.01) £127 + 15mm inline meter (2.02) £104 = £231 (excluding VAT)

- Where the installation of a meter has been deemed to be impractical, we will make a Contribution Offer under process H2. We will determine when these contributions are applicable, and we expect you to pass the savings on to your customers. Further details are provided in the below table but please contact our WOSD team if you would like to discuss further.

Process Number	Internal Ref	Activity	Offer (£) Excl. VAT
H2	4.01	Contribution Offer in relation to meter installs previously deemed to be impractical. 15mm - 25mm	55

	4.02	Contribution Offer in relation to meter installs previously deemed to be impractical. 40mm – 150mm	110
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5.2.2 Meter Accuracy Testing

1. You can request an accuracy test of your non-household customer's installed meter. In order to test the meter we will need to remove the meter and send it for analysis. We will install a replacement meter whilst we establish the accuracy of the original meter.
2. Our charges will depend on the outcome of the meter accuracy test and whether or not the meter is found to reading accurately and when you have requested the exchange to be carried out:
 - a. if the meter accuracy test exchange is carried out during working hours and the meter is shown to be faulty then there will be no charge.
 - b. if the meter accuracy test exchange is carried out at your request outside of working hours and the meter is shown to be faulty then you will only be charged the out of hours surcharge.
 - c. if the meter is shown to be accurate then charges will apply as set out in the table below:

Process Number	Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
B3	Meter accuracy test performed by the Wholesaler. Charges apply according to the size of meter:				
	2.14	15mm Class C/D R315 R400 - Manifold and Inline	502	43	127
	2.15	20mm	568	43	127
	2.16	25mm	647	65	127
	2.17	30 – 40mm	874	130	127
	2.18	50 – 80mm	1,201	130	127

	2.19	100 – 150mm	1,495	195	127
	2.20	4-100mm EM Meters	1,588	195	127
	2.21	Additional Engineer Report other than the Calibration Certificate	220	N/A	N/A

Example for a B3 meter accuracy test during working hours: 1 hr survey (7.01) £127 + 25mm meter (2.16) £647 = £774 (excluding VAT)

5.2.3 Meter Upgrades (No Relocation)

- The charges in the table below are applicable where you would like us to change the size or model of your non-household customer's meter and that activity can be carried out without any modifications to the existing boundary box or pit. They will also apply in some circumstances to replacement of faulty, damaged or missing meters (see section 5.2.5 below).

Process Number	Internal Ref (Meter Menu Ref)	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
B5/B7		Water Retailer requested change to size, model or location of meter performed by the Wholesaler (other than a replacement following a fault) which can be wholly carried out within the existing boundary box or pit (includes the price of the new meter).			
	2.22 (60.20.503)	AQUADIS+ 15mm MANIFOLD FITTED WITH EVERBLU - fitted into existing boundary box or internally	189	121	127
	2.23 (60.20.205)	AQUADIS+ 15mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	191	121	127
	2.24 (60.20.220)	AQUADIS+ 20mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	216	121	127
	2.25 (60.20.225)	AQUADIS+ 25mm INLINE FITTED WITH EVERBLU - fitted into existing boundary box or internally	335	130	127

2.26 (60.20.240)	AQUADIS+ 40mm INLINE FITTED WITH EVERBLU - fitted into existing pit	530	130	254
2.27 (60.10.010)	WOLTEX 50mm FITTED WITH EVERBLU - fitted into existing pit	600	130	254
2.28 (60.10.020)	WOLTEX 80mm FITTED WITH EVERBLU - fitted into existing pit	905	144	254
2.29 (60.10.030)	WOLTEX 100mm FITTED WITH EVERBLU - fitted into existing pit	1,160	169	254
2.30 (60.10.040)	WOLTEX 150mm FITTED WITH EVERBLU - fitted into existing pit	1,430	183	254

Example for a B7 meter upgrade into an existing pit/manifold completed out of hours: 1 hr survey (7.01) £127 + 15mm meter (2.22) £189 + out of hours surcharge £121 = £437 (excluding VAT)

5.2.4 Meter Upgrades and Relocations / Modifications

1. The charges in the table below apply where you would like us to change the size or model of your non-household customer's meter and that activity can only be carried out by making modifications to the existing boundary box or pit. They also apply where you request relocation of your non-household customer's meter.
2. These charges will also apply in some circumstances to replacement of faulty, damaged or missing meters (see section 8.2.5 below).

Process Number	Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
B7		Water Retailer requested change to size, model or location of meter performed by the Wholesaler (other than a replacement following a fault) which requires the relocation or modification of the boundary box or pit (includes the price of the new meter).			
	2.31 (60.20.503)	AQUADIS+ 15mm MANIFOLD FITTED WITH EVERBLU - relocate or modify boundary box	685	217	254
	2.32 (60.20.205)	AQUADIS+ 15mm INLINE FITTED WITH EVERBLU -	685	217	254

		relocate or modify boundary box			
2.33 (60.20.220)		AQUADIS+ 20mm INLINE FITTED WITH EVERBLU - relocate or modify boundary box	709	217	254
2.34 (60.20.225)		AQUADIS+ 25mm INLINE FITTED WITH EVERBLU - relocate or modify boundary box	919	217	254
2.35 (60.20.240)		AQUADIS+ 40mm INLINE FITTED WITH EVERBLU - relocate or modify pit	1,025	217	254
2.36 (60.10.010)		WOLTEX 50mm FITTED WITH EVERBLU - relocate or modify pit	1,023	246	254
2.37 (60.10.020)		WOLTEX 80mm FITTED WITH EVERBLU - relocate or modify pit	1,066	275	254
2.38 (60.10.030)		WOLTEX 100mm FITTED WITH EVERBLU - relocate or modify pit	1,515	281	254
2.39 (60.10.040)		WOLTEX 150mm FITTED WITH EVERBLU - relocate or modify pit	1,788	305	254

Example for a B7 meter relocation carried out during working hours 2 hr survey (7.02) £177 + 20mm meter (2.33) £709 = £886 (excluding VAT)

5.2.5 Faulty, Damaged or Missing Meters

1. You can ask us to investigate a faulty, damaged or missing meter at your non-household customer's premises. We will arrange a site survey to determine whether or not the meter is faulty and to determine whether the fault was caused by you or your customer.
2. Our charges will depend on the outcome of our investigation, when you have requested the investigation to be carried out and whether any problem with the meter has been caused by your customer:
 - a. if our investigation finds that the meter is present and working correctly then you will be charged the relevant one-hour site survey charge (internal reference 7.01) only.

- b. If our investigation finds that the meter is faulty, damaged or missing and there is no evidence that you or your customer caused this and the investigation was carried out during working hours there will be no charge.
- c. If our investigation finds that the meter is faulty, damaged or missing and there is no evidence that you or your customer caused this and you requested our investigation be carried out outside of our working hours then you will be charged only the out of hours surcharge element of the one-hour site survey charge (internal reference 7.01).
- d. If our investigation finds that the meter is faulty, damaged or missing and there is evidence that this was due to the acts or omissions of you or your customer you will be charged as if you had requested a meter in accordance with sections 5.2.3 and 5.2.4 above.

5.3 Confirmation and Verification of Supply Arrangements

Where Affinity Water have carried out the following confirmation and/or verification of supply arrangements activity, you will be charged the wholesale charge for this activity plus an administration charge of £39.

1. We can verify meter asset details including location and meter supply arrangements upon request from you or your non-household customer.
2. A desktop analysis and/or a site visit can be carried out by us to investigate whether the data relating to location and meter supply arrangements we have supplied to the market is accurately registered, charges for these activities can be found in the table below.
3. If we conclude from our investigations that the data was inaccurately registered, then no charge will apply unless you have requested that we carry out the activity outside of our working hours. In that scenario you will only be charged the relevant out of hours surcharge for the activity.

Process Number	Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
C1	3.01	Desk-top verification of meter details or meter supply arrangements	44	N/A	N/A
	3.02	Simple verification* on the basis of a site visit during working hours.	127	108	127

	3.03	Complex verification* on the basis of a site visit during working hours.	232	202	127
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Example for a C1 simple verification: 1 hr survey completed out of hours (3.02) £127 + out of hours surcharge £108 = £235 (excluding VAT)

*We will advise you when you contact us whether an on-site verification is simple or complex based on whether we anticipate it will take not more than one man-hour on site (simple) or more than one hour on site (complex).

5.4 Disconnections and Reconnections

1. Please be advised that we recognise the Water Industry Accredited Entity Scheme (WIRSAE) and will allow accredited entities under this scheme to carry out the temporary disconnection and reconnection of supplies for non-payment. This is our preferred method for this type of activity.
2. We offer temporary and permanent disconnections of service pipes as well as reconnection of temporary disconnections. There are standard and non-standard services for both a disconnection and a reconnection.
3. We will always need to make an initial visit in order to carry out a site survey before undertaking any work to understand the complexity of the work you are asking us to undertake. As such, a one-hour site survey charge will apply in all instances in which we carry out a disconnection or reconnection (internal reference 7.01) in addition to the cost for the disconnection or reconnection activity. If we determine that the work requested is of a non-standard nature we will provide you with a quotation.
4. Wherever possible, we will carry out the site survey and any disconnection during our initial visit and where we are able to do this then we will waive the site survey charge. This will not be possible for us to do in all cases.
5. Please note that it is not legally permissible to carry out disconnections for certain classes of non-household customers who provide services to customers who may be regarded as vulnerable or sites that lead to a health and safety risk.
6. Sometimes it may not be possible to disconnect your customer as two or more premises may be connected via a single service pipe. If this is the case, we will establish and advise what non-standard options may be available to you.
7. If we cannot disconnect your customer due to a faulty asset on our water network, then we will fix the problem as soon as reasonably practicable and carry out the disconnection at a later date.
8. The charges in the below table do not cover reconnection of permanent disconnections, or disconnections carried out during development of a site. Should your non-household customer require these, they or their provider should apply to us direct through our Developer Services team.

Process Number	Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
I1 / I3 / I4		Disconnections and reconnections of a service pipe:			
		Disconnection requested by the Water Retailer and performed by the Wholesaler in relation to Non-Household Customer non-payment			
		Disconnection performed by the Wholesaler for illegal use			
		Disconnection performed by the Wholesaler for breach of water fittings regulations			
		Disconnection requested by the Non-Household Customer and performed by the Wholesaler			
		<u>All</u> disconnections require a site survey, which will be charged in <u>addition</u> to the rates below.			
	5.01	Temporary disconnection during working hours*	179.50	160.50	179.50
	5.02	Permanent disconnection during working hours*	360.50	216.50	179.50
I7	5.03	Gaining entry to an eligible premises for the purposes of Disconnection using the Wholesaler's powers of entry at the Water Retailer's request	Non-Standard	Non-Standard	Non-Standard
I1 /		Advanced Commitment Reduced Charge: Applies in relation to Process I1. Where both the survey and disconnection can be carried out during the same visit the cost of the survey will not be charged.			
	5.04	These savings reflect the reduced cost incurred by us. Applicable survey charge.			
	5.05	Applicable survey charge.			
I8 / I10 / I11		Reconnections: Reconnection requested by the Water Retailer and performed by the Wholesaler: Reconnection performed by the Wholesaler following rectification of a breach of water fittings regulations: Reconnection performed by the Wholesaler following a Disconnection requested by the Non-Household Customer:			
	5.06	Reconnection during working hours.	179.50	160.50	179.50

	5.07	Water quality assurance check* – flushing and water testing on reconnection (charged in addition to reconnection fee where required).	120 (per sample)	N/A	N/A
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Example for a permanent disconnection of a single supply: 1 hour survey (7.01) £179.50 + permanent disconnection (5.02) £60.50 = £540 (excluding VAT)

* We will advise you when you contact us whether a water quality assurance check is required. More than one may be required if the first test is unsatisfactory.

Please note, the taking of water samples is to meet our statutory obligations and therefore this activity is mandatory.

5.5 Ad hoc meter reading

Where Affinity Water have carried out the following ad-hoc meter reading, you will be charged the wholesale charge for this activity plus an administration charge of £39.

1. We offer ad hoc meter reading of your non-household customer's meter. Please note that we only offer these services during our working hours.
2. Affinity Water Limited offers meter reading services to all retailers. This activity falls outside of the Wholesale Retail Code; please contact us for further information.

Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
6.01	Ad hoc meter reading requested by the Water Retailer	89	89

5.6 Survey charge / Site inspections

Where Affinity Water have carried out the following survey and/or site inspection, you will be charged the wholesale charge for this activity plus an administration charge of £39.

1. If a site survey is required in respect of any activity listed in this wholesale charges schedule, a survey charge, as set out in the table below, will apply in addition to the relevant charge for that activity.
2. We will advise you when you contact us as to the length of survey needed for your particular requirements.

- The survey charges in the table are based on one technician, however, if we anticipate that due to your particular requirements more than one technician is required then we will charge you for each technician accordingly.

Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
7.01	1 Hour survey by one technician during working hours	127	108	127
7.02	2 Hour survey by one technician during working hours	177	156	127
7.03	3 Hour survey by one technician during working hours	232	202	127
7.04	4 Hour survey by one technician during working hours	284	250	127
7.05	5 Hour survey by one technician during working hours	349	295	127
7.06	6 Hour survey by one technician during working hours	400	341	127
7.07	7 Hour survey by one technician during working hours	443	386	127
7.08	8 Hour survey by one technician during working hours	487	431	127
7.09	Bespoke survey anticipated to take longer than 8 hours	Non-Standard	Non-Standard	Non-Standard

Example: 2 hr survey by two technicians during working hours (7.02) £177 x 2 = £354 (excluding VAT). If aborted this would cost £127 x 2 = £254

5.7 Replacement of lead communication pipes

Where Affinity Water have carried out the following replacement of lead communication pipe, you will be charged the wholesale charge for this activity plus an administration charge of £39.

- We will always need to make an initial visit in order to carry out a site survey before undertaking any replacement of a lead communication pipe in order to establish the work that will be involved. As such, a survey charge will apply in all instances in which we carry out replacement of a lead communication pipe in addition to the charge shown in the table below. We will advise you when you contact us as to the length of survey needed.

2. Please note that we do not routinely offer these activities outside of working hours.
3. We will not undertake any visit or work until the customer side pipework has been replaced.
 - a. If the customer's excavation is no longer open for us to inspect the work we require photographic evidence before attendance which demonstrates:
 - i. a photo of the original supply pipe; and
 - ii. a photo of the open excavation showing the depth of the supply pipe. This must be a clear picture with a tape measure or measuring stick in the hole
 - iii. clearly showing the depth (min 750mm - max 1350mm); and
 - iv. a photo of the supply pipe at the point of entry to the property; and
 - v. a photo of the supply pipe exposed at the boundary.
4. If we attend and the customer side work has not been completed, we will levy an abortive visit charge. If we undertake excavations and discover work has not been completed as advised, we will charge for all costs incurred.

Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
8.01	No longer used.	N/A	N/A
8.02	Replacement of lead communication pipes (all methods) (up to 3m)	824	254
8.03	Replacement of lead communication pipes (open cut) (>3 up to 6m)	1,108	254
8.04	Replacement of lead communication pipes (open cut) (>6 up to 10m)	1,467	254
8.05	Replacement of lead communication pipes (open cut) (>10 up to 14m)	1,816	254
8.06	Replacement of lead communication pipes (open cut) (>14 up to 20m)	2,154	254
8.07	Replacement of lead communication pipes (open cut) (longer than 20m)	Non-Standard	Non-Standard

5.8 Provision and maintenance of fire hydrants

1. The charges within the following table relating to fire hydrant activities do not include the cost of a site survey, which will be charged in addition to the below. Charges relating to site surveys can be found within the relevant section of this document. We will advise you when you contact us as to the length of survey needed for your particular requirements.
2. It is a criminal offence under Section 174(3)(a)(c) of the Water Industry Act 1991 and Section 42(6)(a) of the Fire and Rescue Services Act 2004 to attach any apparatus to the Company's network without obtaining its consent, and/or to use fire fighting apparatus for purposes other than for fire fighting.
3. Therefore, the Water Retailer must obtain a hydrant licence before drawing water from Affinity Water's network. The Set up and Instruction Charge will apply for each licence but in the event that there is no requirement for an Affinity Water technician to inspect then only the Administration Charge will apply.
4. We do not routinely offer these services outside of working hours.

Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
9.01	Set up and Instruction Charge based on 1hr of 1 office staff and 1.5hrs of 1 technician site work	171	44

Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
9.02	Administration Charge	45	N/A
9.03	Install new hydrant to existing main excluding post and plate Including: notifying consumers, shut down main, excavation, cut out section of main, insert tee and assemble associated fittings, fix hydrant, charge main, flush and sample, construct chamber and reinstate surrounding surfaces. All work is carried in compliance with NRSWA.	960	254

9.04	<p>Install new hydrant to run off new main excluding post and plate</p> <p>Including: excavation, cut section of main, insert tee and assembly of associated fittings, fix hydrant, construct chamber and backfill surrounding area to base course level. Work is carried out, in conjunction with the laying of a new main on new un-adopted sites.</p>	960	254
9.05	<p>Re-site hydrant position from carriageway to footpath</p> <p>Including: excavation, cut section of main, insert associated fittings, remove and re-fix hydrant, construct chamber and backfill surrounding area to base course level, re-instate abandoned location of hydrant. All work is carried in compliance with NRSWA.</p>	1,605	254
9.06	<p>Install new hydrant in terminal wash out position on run off new main, excluding post and plating</p> <p>Including: excavation, assembling of associated fittings, fix hydrant, construct chamber and backfill surrounding area to base course level. Work is carried out, in conjunction with the laying of a new main on new un-adopted development sites.</p>	960	254
9.07	<p>Raise hydrant and replace with new</p> <p>Including: notifying consumers, shut down main, excavation, unbolting and remove hydrant, insert distance piece and fixing new hydrant, charge main, flush and sample, rebuild section of chamber and reinstate. All work is carried out in compliance with NRSWA.</p>	960	254

Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
9.08	<p>Replace defective hydrant (hydrant only, excluding post and plating)</p> <p>Including: notifying consumers, shut down main, excavation, unbolting and remove old hydrant and replace with new hydrant, charge main, flush and sample, rebuild chamber and reinstate. All work is carried out in compliance with NRSWA.</p>	552	127
9.09	<p>Replace defective hydrant and fittings (old LCC type, excluding post and plating)</p> <p>Including: Excavation, remove old pipework, install taper and/or distance pieces, duck-foot and hydrant, rebuild chamber and reinstate surface area. All work is carried out in compliance with NRSWA.</p>	967	254
9.10	<p>Repack hydrant including ease spindle</p> <p>Including; unbolt and remove packing nut/gland, remove old packing and replace with new packing. This work may require excavating to gain access to seized nuts, partial rebuild of chamber and reinstate surface area. All work is carried out in compliance with NRSWA.</p>	523	127
9.11	<p>Rewasher hydrant</p> <p>Including: notifying consumers, excavating, unbolt and remove top half of hydrant, replace defected washer, refit hydrant, charge main, flush and sample, rebuild dismantled sections and reinstate surface area. This work may on occasions be carried out without the need to excavate. All work is carried out in compliance with NRSWA.</p>	512	127

9.12	Reconstruct hydrant/pit chamber Including: the excavation and removal of broken or collapsed chamber, rebuild chamber with new sections, frame and cover, and reinstate surface area. All work is carried out in compliance with NRSWA.	313	127
Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
9.13	Replace with new hydrant frame and cover Including: breaking out surrounding surface, remove existing frame and cover, reset new frame & cover, reinstate surrounding surface area. All work is carried out in compliance with NRSWA.	353	127
9.14	Sign relation charges For relocation of signage such as Sluice Valve, washout etc..	322	127
9.15	Raise or lower existing hydrant frame and cover	506	127
9.16	Re-align existing hydrant frame and cover	307	127
9.17	Supply and fit hydrant post and plate	312	127
9.18	Abandon hydrant	909	254
9.19	Terminal hydrant maintenance (% of the appropriate hydrant maintenance charge)	50% of the relevant charge above	N/A

5.9 Provision and use of standpipes

Where Affinity Water have carried out the following provision and use of standpipe activity, you will be charged the wholesale charge for this activity plus an administration charge of £39.

1. Charges below relating to standpipe hire and/or purchase do not include delivery to you. Please note that we do not offer a delivery service. Items are available for collection from our depots within working hours only and are always subject to local depot opening hours, please check with our team for more information.
2. It is a criminal offence under Section 174(3)(a)(c) of the Water Industry Act 1991 and Section 42(6)(a) of the Fire and Rescue Services Act 2004 to attach any apparatus to the Company's network without obtaining its consent, and/or to use fire fighting apparatus for purposes other than for fire fighting. Therefore, you must obtain a hydrant licence before drawing water from Affinity Water's network. In the event that you or your customers are found to have taken water without a licence in place we will look to recover all relevant charges on the basis of our reasonable estimate of the volume of water used.
3. The set up and instruction charge will apply for each licence but in the event that there is no requirement for an Affinity Water technician to inspect then only the administration charge will apply.

Internal Ref	Activity	Charge (£) Excl. VAT
13.01	19mm standpipe refundable deposit	171
13.02	63mm standpipe refundable deposit	359
13.03	19mm standpipe rent per week	34
13.05	63mm standpipe rent per week	41
13.07	19mm standpipe purchase (without valve key)	78
13.08	63mm standpipe purchase (without valve key)	265
13.09	Valve Key and bar only purchase	94
13.10	Set up and Instruction Charge based on 1hr of 1 office staff and 1hr of 1 technician site work (includes travel to/from site)	98
13.11	Administration Charge	30

5.10 Stop Taps

Where Affinity Water have carried out the following, you will be charged the wholesale charge for this activity plus an administration charge of £39.

1. You can ask us to change the location of your non-household customer's existing outside stop tap.
2. In order for us to determine the complexity of the work you are asking us to undertake we will need to carry out a site survey.
3. Following the survey we will provide you with confirmation of the relevant charge for the relocation activity from those listed in the table below, however, if we determine that the complexity of the work requires us to treat it as non-standard we will provide you with a quotation on that basis.
4. The charges as set out in the table below do not include the cost of a site survey (which is to be charged in all instances). Charges relating to site surveys can be found within the relevant section of this document.

Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
10.01	Relocate (re-site) existing Stop Tap during working hours (supply pipe < 33mm diameter)	451	224	127

Example for a stop tap relocation (re-site): 1 hr survey (7.01) £127 + stop tap relocation (10.01) £451 = £578 (excluding VAT)

5.11 Pressure and Flow Check

Where Affinity Water have carried out the following pressure and flow check, you will be charged the wholesale charge for this activity plus an administration charge of £39.

1. You can also ask us to check the pressure and flow of your non-household customer's supply. This will involve us visiting your site to carry out our investigations and gather measurements. We will advise you when you contact us as to the length of survey needed for your particular requirements.
2. Our charges will depend on the outcome of our investigation and when you have requested the investigation to be carried out:
 - a. if our investigation is carried out during our working hours and concludes that the pressure and flow do not meet our obligations no charge will be made.

- b. if our investigation is carried out outside of our working hours and concludes that the pressure and flow do not meet our obligations then only the out of hours surcharge element set out in the table below will be charged.
- c. if our investigation concludes that the pressure and flow meets our obligations then charges will apply as set out in the table below. More information regarding our obligations can be found on our website: <https://www.affinitywater.co.uk/mywater/water-pressure>

Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
11.01	1 Hour survey by one technician during working hours	127	108	127
11.02	2 Hour survey by one technician during working hours	177	156	127
11.03	3 Hour survey by one technician during working hours	232	202	127
11.04	4 Hour survey by one technician during working hours	284	250	127
11.05	5 Hour survey by one technician during working hours	349	295	127
11.06	6 Hour survey by one technician during working hours	400	341	127
11.07	7 Hour survey by one technician during working hours	443	386	127
11.08	8 Hour survey by one technician during working hours	487	431	127
11.09	Bespoke survey anticipated to take longer than 8 hours or requiring more than one technician.	Non-Standard	Non-Standard	Non-Standard

(Example for a 1 hr pressure and flow check out of hours (11.01) £127 + out of hours surcharge £108 = £235 excluding VAT)

3. The survey charges in the above table are based on one technician, however, if we anticipate that due to your particular requirements more than one technician is required then we will charge you for each technician accordingly.

5.12 Damage to apparatus

Where Affinity Water have carried out the following, you will be charged the wholesale charge for this activity plus an administration charge of £39.

1. If an act or omission of you or your customer, your/their respective agents, contractors or subcontractors damages our network or a meter, we will look to recover from you the total cost of the actual work involved in repairing or replacing the damaged network or damaged meter on the basis of the charges set out in this wholesale tariff document subject to the limits on your liability provided for in sections 14.1 and 14.2 of the Business Terms.

Internal Ref	Activity	Charge (£) Excl. VAT	Out of Hours Surcharge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
12.01	Repair of damage to apparatus	Non-Standard	Non-Standard	Non-Standard

5.13 Data Logging Devices

Where Affinity Water have carried out the following, you will be charged the wholesale charge for this activity plus an administration charge of £39.

1. We will not charge you for installing Retailer Equipment on our meters unless we have carried out any part of the work to install the meter logger. We will charge for installation of a splitter cable which is required for the purposes of enabling the logger to be installed. We will also charge for installation of a temporary data logger and provision of data from this logger.
2. In these circumstances, we will charge you in accordance with the table below. Charges are based on one technician and are per visit per logger. If we anticipate that due to your particular requirements more than one technician is required then we will charge you for each additional technician accordingly (see 15.03 in the table below).
3. Please visit our website for our Terms and Conditions upon which we will allow Retailer Equipment to be installed on our meters and our policy on how we treat Retailer Equipment.

Internal Ref	Activity	Charge (£) Excl. VAT	Abortive Visit Charge (£) Excl. VAT
15.01	One-off site visit and installation of splitter lead for a 3rd party data logger. Includes splitter lead and one technician (travel + time on site)	383	127

15.01a	Additional logger at same site (per logger) installed on same visit as first logger (15.01). Installation of splitter lead for 3rd party data logger. Includes splitter lead and one technician (time on site).	292	N/A
15.02	One-off site visit and temporary data logging of meter. Provision of data to 3rd party. Includes installation and collection.	252	132
15.02a	Additional logger (per logger) installed on same site on same visit as first logger (15.02). Temporary data logging of meter. Provision of data to 3rd party. Includes installation and collection.	133	N/A
15.03	Additional technician (per visit)	127	127

5.14 Meter Usage Data

Where Affinity Water have carried out the following, you will be charged the wholesale charge for this activity plus an administration charge of £39.

1. Where we have installed loggers to Non-Household meters to enable us to understand night use as part of our leakage calculation for a zone, we can make this information available to you.
2. There is no obligation for us to maintain the provision of such data if, for any reason, the logger or data transmission facility malfunctions or we decide to remove the logger from service. If the latter, then the information on CMOS will be updated to reflect the change in equipment and the retailer will be notified.
3. The data can be provided in two ways:
 - a. a monthly download by our technician.
 - b. an account to access the on-line data portal, which can include an advanced viewing and reporting package. As the logger owner, we can provide the necessary permissions to gain access and make the necessary arrangements.
4. We will need 10 business days' notice for either of the requests above.

Internal Ref	Activity	Charge (£) Excl. VAT
16.01	On-line portal registration fee to view data online (basic package) from one of our data loggers. Rate is per logger and includes the first year of data for that logger.	168
16.05	Advanced viewing and reporting package. Annual fee for online platform (in addition to 16.01).	65
16.06	On-line flow data provision per year per logger (once registered).	65
16.07	Provide historical data package from one of our loggers – price depends on data format requested.	Non-Standard

6. Other charges

Other charges may apply in line with Affinity Water wholesale charges.

Castle Water may charge a reasonable administration cost in connection with services provided by Affinity Water or procured for customers by Affinity Water, where there is no specified Retail charge. Charges will be made at the higher rate of 3.5% or an hourly rate of £78.75.

Castle Water may charge a failed direct debit charge of £45.94 if there is any failure in any direct debit payment (other than as a result of the act or omission of Castle Water).

Castle Water may charge:

- A debt collection charge of £26.25 in respect of any invoice where Castle Water passes the account to an external debt collection agency for collection activity (other than activity involving visits to the relevant premises);
- A visit charge of £157.50 in respect of any invoice where Castle Water arrange a visit to the relevant premises for collection and/or disconnection activity through either Castle Water staff or any sub-contractor of Castle Water; and
- a recoveries charge of £130.00 in respect of any overdue invoice where Castle Water has undertaken legal action to recover such sums.

These charges are in addition to:

1. charges in connection with disconnection as set out in the Affinity Wholesale Tariff document; and
2. third party costs incurred by Castle Water in connection with debt recovery action including without limitation court fees and the costs of instructing solicitors to pursue outstanding invoices.

Castle Water may charge a meter reading charge of £28.33 for any meter reads requested by a customer in addition to the minimum number of meter reads required to be undertaken by Castle Water under the market codes. Where the Customer requests a specific appointment for the reading of meters, there will be an additional charge for such appointment of an amount to be notified to the customer by Castle Water.

Castle Water may charge an additional invoice charge of £2.63 for each copy invoice issued to a customer by post.

Castle Water may charge a replacement invoice charge of £26.25 where:

1. a customer has switched to another retailer and Castle Water has issued a final invoice based on estimated readings due to the failure of the incoming retailer to provide a meter read for the transfer date within 7 days of the date on which the customer has transferred to a new retailer;
- and
2. the customer subsequently requests a replacement invoice based on an actual meter read on the transfer date rather than the previous estimated read.

7. Emergency Tariff

Where charges cannot be calculated in line with the Wholesale tariff determined by the Wholesaler for the customer, (for example due to a dispute over Wholesale parameters in the Market Data Set, a broken meter), the Retailer may, at its discretion, charge for water and sewerage services on the Emergency Tariff. This charges customers in line with typical Business Assessed prices. Where this tariff is used, a reconciliation can be undertaken when it is subsequently replaced by another tariff, with any refund paid to the customer, or further charges payable by the customer.

Where previous annual charges are lower than the Emergency Tariff, charges shall be calculated on the relevant fixed charges for that supply, and not on the Emergency Tariff.

Infrastructure charges	Charge
Water	£ 262.50