

# **CHARGES SCHEME 2016/17**

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Other services

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## 1 SCOPE OF THIS CHARGES SCHEME

<i>Charges scheme</i>	(1) This Charges Scheme is made by Northumbrian Water Limited (NWL) under the provisions of the Water Industry Act 1991.
<i>Scope of services covered</i>	(2) This Charges Scheme sets out NWL's charges for other services for the charging year 2016/17. <ul style="list-style-type: none"> <li>• Other wholesale services are services provided by NWL which do not directly relate the ongoing provision of water and sewerage services to a specific premises.</li> </ul>
<i>NWL operating regions</i>	(3) This Scheme shall come into effect on 1 April 2016 and shall remain in force until revoked, amended or modified by NWL.
	(4) Northumbrian Water Limited (NWL) acts as a water and sewerage undertaker in two separate regions of England: <p>(a) The "NWL" (NW) region in North East England</p> <p>(i) Water and sewerage services are provided across the region, except for an area around Hartlepool where water services are provided by Hartlepool Water.</p> <p>(ii) For water charges for customers served by Hartlepool Water, reference should be made to their charges scheme.</p> <p>(b) The "Essex &amp; Suffolk Water" (ESW) region in South East England</p> <p>(i) ESW provides water services only in areas of Essex, Suffolk, Norfolk and Greater London.</p> <p>(ii) Sewerage services in these areas are provided by either Anglian Water Services Limited or Thames Water Utilities Limited. For charges related to these sewerage services reference should be made to their respective charges schemes.</p> <p>(iii) ESW collects sewerage service charges on behalf of and as agents for Thames Water Utilities Limited within parts of ESW, and these charges will be shown on the same bill as the ESW water charges.</p>
<i>Applicability of this document to NWL operating regions</i>	(5) The provisions of this document apply to the both the NW and ESW operating regions.
	(6) Any references to NWL should be taken to apply to both operating regions. Where a clause only applies to a single operating region, NW or ESW will be used.
<i>Publication of documents and information</i>	(7) This Charges Scheme as well as other leaflets and information are published on our website, at the address given below, or on request by contacting NWL. <ul style="list-style-type: none"> <li>• Northumbrian Water (NW) <a href="http://www.nwl.co.uk">www.nwl.co.uk</a></li> <li>• Essex &amp; Suffolk Water (ESW) <a href="http://www.eswater.co.uk">www.eswater.co.uk</a></li> </ul>
<i>Other information and contact details</i>	(8) Information about NWL can be obtained by: <p>(a) writing to:</p> <p style="margin-left: 40px;">NWL Customer Centre PO Box 300 Durham DH1 9WQ</p> <p>(b) By Telephone : 0345 717 1100</p>

- Water quality information*
- (9) Water quality information is available free of charge on our website.
  - (10) Water quality sampling results may be inspected and a print out given. This service is free to residents for samples taken within their supply zone.

## 2 CONDITIONS APPLYING TO OTHER WHOLESALE SERVICES

- Charges for normal working hours*
- (11) The standard charges quoted apply for works carried out during normal working hours on normal working days under standard conditions. In other instances NWL reserves the right to charge on a basis of actual costs, provided the applicant is notified accordingly prior to commencement of the work.
- Payment*
- (12) Payments for charges in this section may be required in advance unless specified to the contrary.
- Credit cards*
- (13) For all payments made by credit card an additional charge will be made, of 1% of the payment amount.
  - (14) NWL reserves the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, standing orders, credit cards or direct debits.
- Payment charges*
- (15) When payment is made in foreign currency, the exchange rate applicable will be that on the day of receipt of payment. Any shortfall or benefit will be debited or credited to the customer's account accordingly. Commission charges will be deducted from the amount paid.
- Interest on Late Payment*
- (16) NWL reserves the right to claim interest pursuant to the "Late Payment of Commercial Debts Act 1998" in respect of its non-household customers.
- VAT*
- (17) All charges published in this document **exclude** VAT unless specified otherwise. VAT will be added to the published charge at the appropriate rate where required.
- Traffic Management Act*
- (18) Additional charges may be made for traffic management expenses.
- Disputes*
- (19) In accordance with Section 45(6A) Water Industry Act 1991 any dispute between NWL and any other person as to the charge in this document may be referred to the Water Services Regulation Authority for determination.
- Bonds and Deposits*
- (20) In accordance with normal business practice, NWL can require, under certain circumstances normally associated with new development, the provision of cash bonds or deposits to secure the provision of services.
- Charges for additional services*
- (21) In respect of any service performed, facility provided or right made available by NWL for which a charge is not applicable elsewhere in this scheme, including CCTV surveys, provision of information and advice, drain cleaning and drainage enquiries, NWL may make such charges as it determines appropriate, 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.

	NW	ESW
<b>3 CHARGES FOR OTHER WHOLESALE SERVICES</b>		
<b>3.1 WATER REGULATIONS INSPECTIONS</b>		
<b>3.1.1 Inspections</b>		
(22) Where properties being connected require Water Regulations inspections Cat 4 & 5 etc, there will be an additional charge per development. The charge relates to the amount of inspection time required for developments that fall within these risk categories.	Price on application	Price on application
(23) Where developers choose to use a contractor that holds Water Industry Approved Plumbing Scheme (WIAPS) accreditation to certify that the internal plumbing on their development complies with the Regulations, the charge above will not apply. However, NWL has the right to audit developments certified by a WIAPS contractor.		
(24) If the audit identifies non compliance with the regulations, which requires a revisit to inspect remedial work, then a re-inspection fee will be charged for each revisit:		
(a) Audit reinspection, charge per visit:	£125.00	£125.00
<b>3.1.2 Inspections</b>		
(25) Initial Inspection:	No Charge	No Charge
(26) Successful inspection:	No Charge	No Charge
(27) Interim Inspections:		
• Charge per technician hour or any part of an hour:	£48.00	£48.00
<b>3.1.3 Failed Appointments</b>		
(28) Fee for a customer cancellation giving less than 1 week's notice:	£106.65	£96.00

	NW	ESW
<b>3.2 METERED STANDPIPES</b>		
(29) The period of hire will be defined as part of the licence for use. A minimum 1 month rental period applies and standpipes must be returned at agreed intervals for the meter to be read.		
(30) Charges apply as follows:		
(a) Deposit: The deposit for each 25mm standpipe is refundable when the standpipe is returned. Loss or damage to the standpipe will be deducted from this sum. Repairs during the hire period will be charged in full.	£150.00	£150.00
(b) Monthly Charge: including an allowance of 10 cubic metres of water per month:	£56.00	£59.00
(c) 6 Month Hire: including an allowance of 50 cubic metres of water:	£224.00	£239.00
(d) 12 Month Hire: including an allowance of 75 cubic metres of water:	£399.00	£422.00
(31) Consumption in excess of the allowance will be charged at the following rate:		
<b>3.3 SUPPLY OF WATER FROM NWL DEPOTS</b>		
(32) Fixed charge per load:	£53.50	£53.50
(33) Plus Volumetric Charge per cubic metre:	£1.4329	£1.8253

**3.4 TREATMENT OF TANKERED INDUSTRIAL EFFLUENTS**

(34) By arrangement, NWL will accept for biological treatment industrial liquid effluents discharged from road tankers into appropriately licensed facilities. The charges made will reflect the specific costs associated with the reception of such effluents plus a charge for biological treatment calculated on the same basis as NWL’s trade effluent tariffs, as described in Section 3.5 below.

**3.5 DISPOSAL OF SEPTIC TANK AND CESSPOOL CONTENTS**

(35) The charges made by NWL for the reception, treatment and disposal of septic tank and cesspool contents, and for waste sewage discharged from other recovery operations, are related to the average strength of these wastes compared to the regional average strength of all sewage received by NWL at its works. A fixed charge per tanker load will be applicable. The charges will be subject to VAT where this is necessary.

(36) The majority of waste received by NWL from these sources originates from septic tanks and the standard charge reflects this. However, waste from cesspools is typically of lower strength than that from septic tanks and to that extent some of the associated costs of treatment and disposal are lower. Where waste delivered to a sewage treatment works is certified by the party making delivery as having originated solely from cesspools, a lower charge than the standard charge will apply. Sewage discharged from other recovery operations will be charged on the basis of analysis and as if it were trade effluent.

(37) NWL will take samples of any waste received at its sewage treatment works, in order to verify where appropriate that it is consistent with waste originating solely from cesspools and in any case that it will not jeopardize the operation of the works or its compliance with any relevant discharge consents. The results of such samples may require that NWL refuse to accept the waste or make additional charges for its treatment. For cesspool and septic tank discharges the analysis costs are incorporated in the fixed charge per tanker.

(a) Charge per tanker (includes sampling charges):	£10.50
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(38) PLUS:

(a) Charge per cubic metre:	
(i) Cesspool waste only:	£3.43
(ii) Chemical toilet waste:	£12.02
(iii) Other waste (septic tank or combined waste):	£16.70

	NW	ESW
<b>3.6 FIRE HYDRANTS</b>		
<b>3.6.1 Permit fees for hydrant charges</b>		
(39) Where permit fees are applicable a permit charge will be applied per job:	£50.50	£50.50
<b>3.6.2 New Hydrants Installations</b>		
(40) 80mm 100mm main:	£379.20	£452.30
(41) 150mm main:	£534.70	£503.80
(42) 200mm main:	£706.70	£490.30
(43) Post & Plate:	£36.10	
(44) Shared Washout Rate :		50% of applicable charge
<b>3.6.3 Hydrant Repairs</b>		
(45) Replacement		
(a) Replace lid in existing frame	£148.40	£70.70
(b) Replace Lid & Frame (inc excavation in carriageway):	£284.30	£278.80
(c) Replace Lid & Frame (inc excavation in footway):	£284.30	£278.80
(d) Replace Lid & Frame (inc excavation in verge):	£266.60	£278.80
(46) Resetting		
(a) Reset existing lid & frame (inc. Excavation in carriageway):	£242.10	
(b) Reset existing lid & frame (inc. Excavation in footway):	£242.10	
(c) Reset existing lid & frame (inc. Excavation in verge):	£190.60	
(47) Post & Plating		£73.70
(48) Clear out chamber		£70.40
(49) Post & Plating (install):	£183.40	
(50) Post & Plating (remove):	£92.70	
(51) Renew Hydrant		
(a) Including excavation in carriageway:	£1,096.20	£1,137.80
(b) Including excavation in footway:	£942.60	£999.90
(c) Including excavation in verge:	£757.20	£892.80
(52) Rebuild Chamber		
(a) Including excavation in carriageway:	£341.00	£395.50
(b) Including excavation in footway:	£300.80	£395.50
(c) Including excavation in verge:	£245.20	£311.60
(53) Repair & Repack Hydrant		

	<b>NW</b>	<b>ESW</b>
(a) Including excavation in carriageway:	£551.20	£395.90
(b) Including excavation in footway:	£518.20	£395.50
(c) Including excavation in verge:	£469.80	£325.30
(d) without excavation:	£401.80	£181.80
(54) All Other Situations		
(a) All other situations for hydrant installations/repairs will be charged on a fixed price quotation basis that has previously been notified to the customer unless specified otherwise.		Price on application
<b>3.6.4 Use Of Hydrants By Local Authorities / Other Authorised Users</b>		
(55) A consumption charge on an assessed volume.		
(a) Charge per cubic metre:	£1.4329	£1.8253

