

Charging for Non-Contractual Repairs Policy

August 2018

Important - This document refers to work that falls outside of our contractual remit - anything within our contractual obligations will be carried out without any holding deposits or invoice

Introduction: What work will I be charged for?

Under your Energy Supply Agreement (ESA) Veolia are required to perform repairs and maintenance on certain parts of the heating and hot water system within your property. This is likely to be up to and including the Heating Interface Unit (HIU)*. **These repairs are included within your annual standing charge meaning no additional cost is accrued from engineer's attendance.**

Our engineers may also be able to assist in any repairs required in your property relating to heating and hot water which fall out of our contractual agreement. These might include things such as*:

- Faulty thermostatic mixing valves (TMVs) found under baths
- Repair radiators
- Replacing thermostats and programmers
- Fixing faulty underfloor heating zone valves

**please check your ESA for full details of the service included in your annual standing charge.*

If you wish for our engineers to perform any repairs out of our contractual agreement, please let us know and we may be able to do so at a **chargeable rate**. This may save you time and effort trying to arrange another electrician or plumber.

Payment: How will I be charged?

When speaking to a Veolia customer adviser they will be able to tell you whether the work is billable or not. If the repair is outside of our contractual agreement and billable: we will give you a rough idea of price - this will be composed of the price of parts and labour. We will need to take a holding deposit from yourself over the phone, and will then send you an invoice when the job is complete.

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Holding Deposit: What is it and how much?

Before any work is carried out we will need to take a £50.00 holding deposit over the phone. This is to cover the initial labour costs for a visit. Please note as follows:

- If works are completed and no further costs accrued over £50.00, this will be used as full payment and an invoice sent with no further payment required.
- If works are complete with additional costs accrued, an invoice with the holding deposit (used as partial payment) and additional charges will be issued.
- If the works are found to be within remit, this £50.00 deposit will be returned to you and no invoice issued.
- **If no access is provided to the property within the agreed appointment time, the £50.00 holding deposit will be taken as payment.**

Invoice: When do I pay?

When our engineer has completed the works you will be asked for your signature confirming job completion. An invoice will then be sent to you through the post, to be paid within 14 days on receipt of bill. The holding deposit will have been used as full or partial payment for the works completed.