

Veolia Water Projects Ltd (VWPL) Statement of Wholesale Non-primary Charges

Below is a list of charges payable by water supply or sewerage licensees from 1st April 2022 to 31st March 2023. All requests should be sent by e-mail to tidworth.billing@veolia.com.

Other miscellaneous charges may also apply to Retailers where a non-primary service is requested by a water supply or sewerage licensee and VWPL has not published a rate for the service.

The rates are published in line with the requirements of the “Wholesale charging rules issued by the Water Services Regulation Authority under sections 66E and 117I of the Water Industry Act 1991” that are effective from April 2022.

For the principles of VWPL wholesale charges please refer to the “Wholesale Charges Scheme” on the website.

Description of Standard activities	Rate or Method of Calculating Charges
Replacement of lead service pipes;	No charge
Provision of fire hydrants;	VWPL would provide a quotation
Maintenance of fire hydrants - Renew or rebuild hydrant chamber – new frame and cover	£434
Maintenance of fire hydrants - New surface box (frame cover)	£390
Maintenance of fire hydrants - Replace fire hydrant with excavation	£939
Maintenance of fire hydrants - Replace/install post and/or plate without excavation	£130
Maintenance of fire hydrants - Replace/install post and/or plate with excavation	£315
Maintenance of fire hydrants - Unable to locate reported fire hydrant	£123
Damage to VWPL apparatus;	VWP would charge at cost

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Carrying out of inspections to ascertain whether any provision contained in or made or having effect under the Water Industry Act 1991 with respect to any water fittings or with respect to the waste or misuse of water is being or has been contravened;	during Standard Hours - £80 per hour out of Standard Hours - £120 per hour Abortive visit - at relevant rate depending on whether the visit is requested during or out of Standard Hours
Site inspections;	during Standard Hours - £80 per hour out of Standard Hours - £120 per hour Abortive visit - at relevant rate depending on whether the visit is requested during or out of Standard Hours
Provision and use of standpipes;	Refer to VWPL Application for a Metered Standpipe - available on request.
Testing of meters;	VWPL would provide a quotation
The disconnection of a service pipe (or for otherwise cutting off a supply of water) to any premises	VWPL would provide a quotation
Reconnection to a water main.	VWPL would provide a quotation

Definitions

“Non-Primary Charges” means any Wholesale Charges which are not Primary Charges and to avoid doubt this includes all charges that relate to the provision of one off or discrete services performed pursuant to the Operational Terms or as otherwise set out in the Wholesale Tariff Document in relation to specific circumstances or events.

“Non-standard activities” A quote will be provided for all requests classified as non-standard. Requests that include one or more of the following will be classified as non-standard:

- where the meter size is 30mm or greater
- requiring a road closure
- requiring notifications to third parties in advance of commencement of works
- requiring warrants for access
- for flow data that require a site visit to obtain
- where an additional charge is required for infrastructure (extra network demand)
- any activity not listed which requires disproportionate effort on the part of the wholesaler

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“Primary Charges” and “Non-Primary Charges” mean those charges defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

“Standard” All of the charges listed as standard are for requests that will not require infrastructure modifications and are a fixed charge.

“Standard Hours” - 08:30 - 16:30 on weekdays (excl. Public Holidays).

Abortive visits

The Retailer is responsible for ensuring the company has the required access to the Non-Household Premises in order to carry out the works. The abortive visit charge will apply in this case.