

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 2024 to 31st March 2025. All requests should be sent by e-mail to uki.wholesaleservicedesk@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.

Metering services

Description of Standard activities	Rate or method of calculating charges
New meter installation - 25mm diameter or less meter in an existing boundary box that needs modification	VWPL would provide a quotation
New meter installation - 25mm or less diameter meter in an existing boundary box that needs no modification	£153
New meter installation - 25mm or more diameter meter	VWPL would provide a quotation
Survey to install a new meter	£84
Testing of meters	VWPL would provide a quotation
Read a meter	£57

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Verification and Deregistration of services

Description of Standard activities	Rate or method of calculating charges
Verification of service provision and site inspections Where the Retailer requests the Company to visit a Non-Household Premises to ascertain the correctness of market data, the charge will be payable by the Retailer where the market data is found to be correct. Where the market data is found to be incorrect no charge will be payable.	"during Standard Hours - £84 per hour out of Standard Hours - £126 per hour Abortive visit - at relevant rate depending on whether the visit is requested during or out of Standard Hours"

Disconnection and Reconnection services

Description of Standard activities	Rate or method of calculating charges
Reconnection to a water main	VWPL would provide a quotation
Survey for temporary or permanent disconnection of a service pipe (or for otherwise cutting off a supply of water) to any premises	"during Standard Hours - £84 per hour out of Standard Hours - £126 per hour Abortive visit - at relevant rate depending on whether the visit is requested during or out of Standard Hours"
The permanent disconnection of a service pipe (or for otherwise cutting off a supply of water) to any premises	VWPL would provide a quotation
The temporary disconnection of a service pipe with no infrastructure modifications required (or for otherwise cutting off a supply of water) to any premises	"during Standard Hours - £84 per hour out of Standard Hours - £126 per hour Abortive visit - at relevant rate depending on whether the visit is requested during or out of Standard Hours"
The temporary or permanent disconnection of a service pipe with infrastructure modifications required	VWPL would provide a quotation

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Water services

Description of Standard activities	Rate or method of calculating charges
Maintenance of fire hydrants - New surface box (frame cover)	£430
Maintenance of fire hydrants - Renew or rebuild hydrant chamber – new frame and cover	£479
Maintenance of fire hydrants - Replace fire hydrant with excavation	£1,035
Maintenance of fire hydrants - Replace/install post and/or plate with excavation	£348
Maintenance of fire hydrants - Replace/install post and/or plate without excavation	£143
Maintenance of fire hydrants - Unable to locate reported fire hydrant	£135
Provision and use of standpipes;	Refer to VWPL Application for a Metered Standpipe - available on request.
Provision of fire hydrants	VWPL would provide a quotation

Other

Description of Standard activities	Rate or method of calculating charges
Damage to VWPL apparatus;	VWP would charge at cost
Inspections to ascertain misuse under WIA 1991 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 - £84 per hour out of Standard Hours - £126 per hour Abortive visit - at relevant rate depending on whether the visit is requested during or out of Standard Hours

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Replacement of lead service pipes	No charge
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Trade Effluent

Description of Standard activities	Rate or method of calculating charges
Trade Effluent Consent Where the Company issues a full Consent for a Trade Effluent discharge. The following charge applies for activities involving risk assessment and administration.	£263

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

“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.

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“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.