

south east water

Miscellaneous services

Charges Scheme 2024/2025

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1. Useful information

Standpipe hire

For any standpipe hire please contact Aquam Water Services Ltd on 02392 639616 or 02392 695515 or email southeastwater@waterservicesltd.com

or southeastwater@aquamcorp.co.uk

Fire hydrants

South East Water Developer Services offer advice and guidance on water requirements relating to new or converted premises, whether planning an extension to an existing house or a large new housing or commercial development.

It is important for potentially large users of water or even moderate users of water in rural areas to contact us at an early stage as major works with long lead-in times may be required to provide a supply of water.

Developer Services Team

Our Developer Services Team can be contacted between 8am and 4pm from Monday to Friday.

Telephone: 0333 000 0060

Email: developer.services@southeastwater.co.uk

Write

Developer Services
South East Water
Rocfort Road
Snodland
Kent
ME6 5AH

Website: <https://www.developers.southeastwater.co.uk/>

2. Introduction

This is the charges scheme of South East Water Ltd for the year commencing on 1 April 2024 and ending on 31 March 2025 for miscellaneous services.

It is made in line with section 143 and 143A of the Water Industry Act 1991 (the “Act”) and in accordance with charges schemes rules issued by Ofwat in line with section 143B of the Act and with the requirements of our Licence.

It sets out charges relating to miscellaneous services that we apply in the period covered by this charges scheme.

It supersedes any prior charges scheme made by us for miscellaneous services, but previous years’ charges schemes continue to apply in respect of the charging year they relate to.

It also explains how our charges are applied and calculated and how and when they must be paid. The relevant charges are set out in the appendices.

In this charges scheme the words “we”, “us” and “our” refer to South East Water Ltd.

In fixing our charges we ensure that no undue preference is shown to, and that there is no undue discrimination against, any class of customers or potential customers.

This document must be interpreted in a manner that is consistent with relevant provisions in legislation, our Licence and the charges scheme rules, and to the extent that this document is inconsistent with them, these provisions prevail.

3. Standpipe hire

The hire of a metered standpipes of 25mm and 40mm diameters (external) in our area is provided by an authorised third party.

Any standpipe hire is provided under an agreement between you and the authorised third party and you should contact them directly for any standpipe hire.

An average volumetric charge is applied in respect of water drawn using a standpipe and the charges are collected on our behalf by our authorised third party. The amount of the average volumetric charge is set out in Appendix 1.

For any standpipe hire please contact Aquam Water Services Ltd on 02392 639616 or 02392 695515 or email southeastwater@waterservicesltd.com

or southeastwater@aquamcorp.co.uk Opening hours 7.30 am – 4.00pm Mon-Fri.

4. Fire hydrants

Fire hydrants may be provided when requested by the owner or occupier of any factory or place of business or the fire and rescue services.

The cost of providing fire hydrants is provided on application. Works are carried out when instructions are received and billed on completion. No charges are made for water drawn through a hydrant for firefighting purposes.

Where a connection to internal fire mains or a fire sprinkler system is required, a separate connection is normally required for which quotations will be provided on request. A meter will be installed, at no extra charge to the customer, and no standing or volume charge will be made for water used solely for firefighting or system testing purposes. Water measured through the meter for any other purposes will be charged at the relevant volumetric rate.

Where a by-pass is provided to a meter on a fire main supply, the closed valve will be provided with a breakable seal, to be opened only by the fire brigade. A seal tampered with or broken by any other person will make the customer liable to a charge, on each discovery, for the estimated use of water drawn from the fire supply.

Fire hydrant installation charges are set out in Appendix 1.

For any request relating to fire hydrants please contact our Developer Services Team on **0333 000 0060** or email developer.services@southeastwater.co.uk

5. Other miscellaneous charges

Other miscellaneous charges are set out in Appendix 1.

6. Value Added Tax (VAT)

Supplies

Standard rate Value Added Tax is payable on supplies of water to non-household premises where the primary activity of the business falls into sections 1, 2, 3, 4 and 5 of the UK standard industrial classification of economic activity. Supplies to other classes of businesses are zero-rated.

The standard industrial classification (SIC) codes are:

1. Energy and water supply industries
2. Extraction of minerals and ores other than fuels, manufacture of metals, mineral products and chemicals
3. Metal goods, engineering and vehicles' industries
4. Other manufacturing industries
5. Construction

When applying for a supply to non-household premises occupied by a business, a SIC code should be provided. Failure to supply a code could result in VAT being charged.

Other services

VAT is also payable on charges for other services included in the Appendices and are generally standard rated.

Appendix 1

Miscellaneous charges - 2024/2025

All charges below are set out exclusive of VAT

Turning supply on (after it was turned off)

During working hours	£114.09
Outside normal working hours	Costs reasonably incurred

NOTE: Properties are disconnected either at a customer's request, a commercial property disconnected for non-payment or an empty property

Water quality testing

Water quality testing for empty properties	Price on Application
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Fire hydrant installation (fixed costs)

Description of works	No Excavation	Verge	Footpath Unmetalled	Footway/Type 3/4 carriageway (DBM or Composite)	Footway/Type 3/4 carriageway (HRA or rigid)	Rigid or Type 1/2 carriageway (DBM or Composite)	Rigid or Type 1/2 carriageway (HRA or rigid)
Replacement Hydrant or existing water main	-	£1194	£1519	£1519	£1519	£2471	£2471
Existing hydrant - replace Post & Plate	-	£86	£86	£86	£86	£86	£86
New Hydrant - installed during Mains Laying	£457	£517	£614	£614	£614	£739	£739
New Hydrant on existing main	-	£1559	£1906	£1906	£1906	£2485	£2485
Change Hydrant Cover	-	£103	£508	£508	£508	£697	£697
Pit Repairs	-	£433	£705	£705	£705	£954	£954
Repack Hydrant	£375	£610	£876	£876	£876	£1467	£1479
Existing Hydrant - replace false spindle top	£65	-	-	-	-	-	-

Hire of standpipes (fixed costs)

	22mm Standpipe (tap outlet)	40mm Standpipe (fire hose)
Deposit	£218	£218
Weekly Hire Charge	£33.50	£61.75
Six Month Pre-Paid Rate	£520.00	£760.00
Annual Pre-Paid Rate	£950.00	£1,350.00
Water Usage Charge (per cubic metre)	£1.33	£1.33

Contact Us

South East Water
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ME6 5AH

southeastwater.co.uk

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