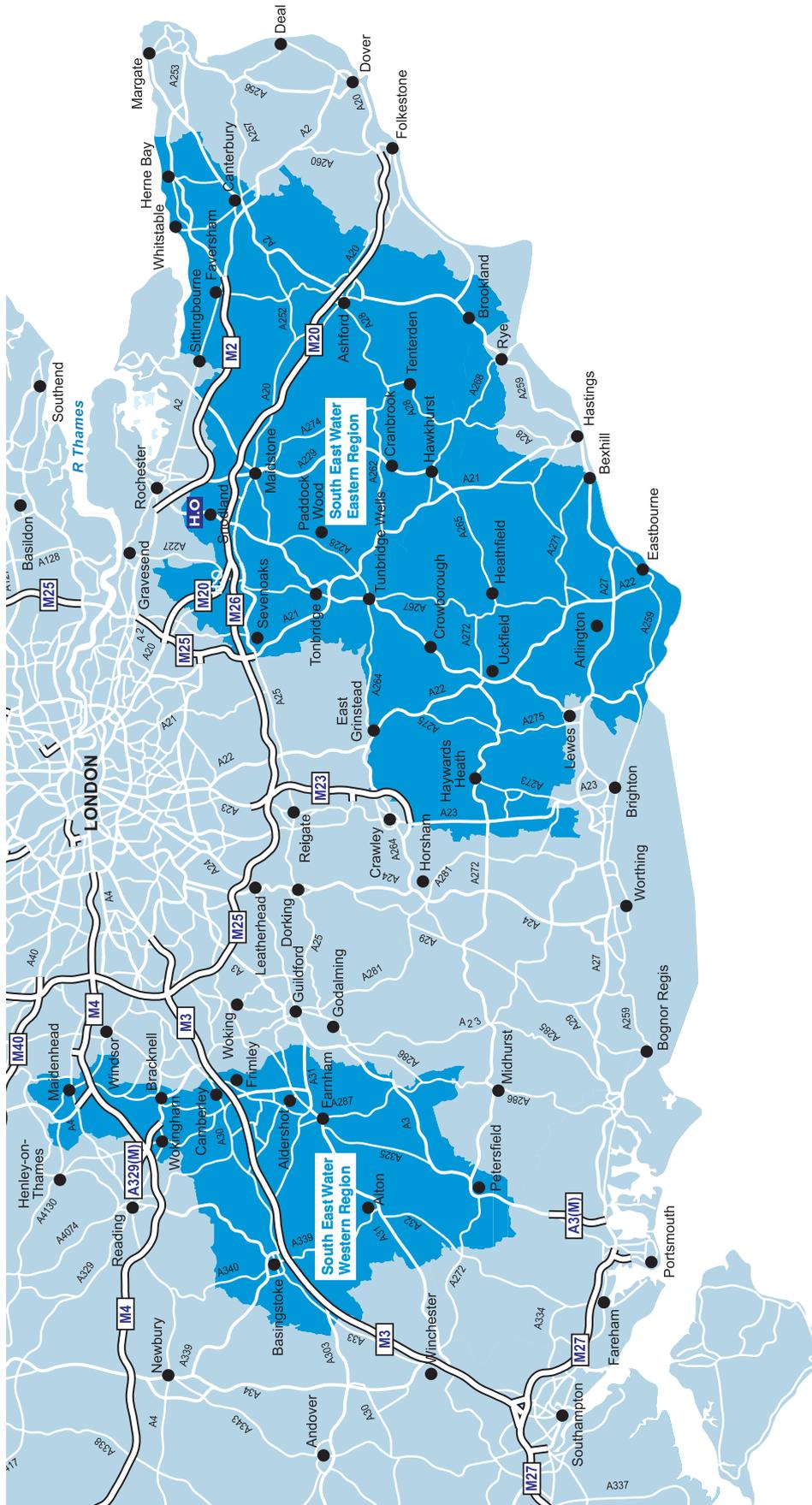


Charges Scheme 2016 – 2017

New Connections



Supply Area



Contents

	Useful Information	4
1.	Introduction	5
2.	New connections to individual premises	5
3.	Requisition of water mains for domestic purposes	10
4.	Self-lay of water mains and service pipes for domestic purposes	11
5.	Alteration and diversion of relevant pipes and apparatus	11
6.	Standpipe hire	12
7.	Tanker licensing	12
8.	Fire hydrants	12
9.	Value Added Tax (VAT)	13
10.	Terminology used in this document	13

Appendix

Schedule of Charges effective from 1 April 2016 – 31 March 2017

Useful Information

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.

Contact us

Developer Services Team

Our Developer Services Team can be contacted between 8am and 5pm 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: southeastwater.co.uk/your-business/developer-services

The Consumer Council for Water

If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit its website ccwater.org.uk, call on **020 7931 8502**, or write to the Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

1. Introduction

This is the Charges Scheme of South East Water Ltd for the year commencing on 1 April 2016 and ending on 31 March 2017 for new connections and related services relating to both household and non-household premises. It is made in line with section 143 and 143A of the Water Industry Act 1991 (the “Act”) and in accordance with rules about charges schemes issued by Ofwat in line with section 143B of the Act and with the requirements of our Licence. It supersedes any prior Charges Scheme made by us. It sets out our end-user charges for services provided in the period commencing on 1 April 2016 and ending on 31 March 2017 except where other charges apply under an agreement with us. 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 Appendix.

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

Our charges have been approved by the Water Services Regulation Authority (Ofwat) where applicable.

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 Charges Scheme must be interpreted in a manner that is consistent with relevant legislation and the terms of our Licence and to the extent that any provision of this Charges Scheme are inconsistent with any legislation or the provisions of our Licence the provisions of such legislation and/or of our Licence prevail.

A glossary is included at the end of this Charges Scheme to explain some of the terminology used.

2. New connections to individual premises

This section relates to all new connections to individual household or non-household premises for domestic or non-domestic purposes whether off a new water main on a new development or an existing water main. New connection charges are calculated per connection to the relevant property or premises.

2.1 Types of connection

Our charges vary depending on (i) the physical characteristics of the connection and (ii) on whether or not the connection is to a building for domestic purposes.

2.1.1 Physical characteristics of connections

There are four types of connections based on the different physical characteristics of connections as set out below.

Standard Connections* A standard connection has a diameter of 25mm (22mm internal diameter) and is designed for a flow capacity of 1m ³ /hour (0.27 litres/second) at the highway boundary. The minimum standard pressure at the highway boundary is no more than 10 metres/head (1 bar).	‘A Type’ Where we are not performing any excavation and any reinstatement
	‘B Type’ Where we are performing any excavation or any reinstatement or both

* Please note that household premises will not be allowed a meter size greater than 25mm unless hydraulic justification can be given.

<p>Non-standard Connections*</p> <p>Non-standard connections include all connections other than standard connections.</p>	<p>'A Type'</p> <p>Where we are not performing any excavation and any reinstatement</p>
	<p>'B Type'</p> <p>Where we are performing any excavation or any reinstatement or both</p>

* If you believe that the flow rate of a standard connection is not sufficient for your requirements, we will require your peak anticipated instantaneous water demand in litres per second to enable us to size both the meter and the connection to our main. We will also require details of the calculations used.

2.1.2 Purpose of the supply

The terms on which a connection is provided will also differ depending on whether the connection is:

- **To premises consisting in a building to provide a supply for domestic purposes, or**
- **For non-domestic purposes and/or to premises other than a building.**

Supplies for domestic purposes

Supplies for domestic purposes are as defined in section 218 of the Water Industry Act 1991 include water for drinking, washing, cooking, central heating, and sanitary purposes and other purposes connected with the occupation of a house.

Supplies for non-domestic purposes (and to premises other than a building)

Supplies for non-domestic purposes include all supplies other than supplies for domestic purpose. A separate supply for non-domestic purposes may be required to household premises such as any supply to a swimming pool or garden tap. Connections for non-domestic purposes also include temporary building supplies which are used for building purposes and may be converted to a plot supply once the building work is complete.

Our duty to provide a supply for non-domestic purposes and to premises other than a building is subject to conditions set out in legislation but we will endeavour to provide a connection wherever possible.

2.2 When is a connection required?

New premises

You must request a separate connection with a meter from us to any new individual premises you build in our area.

Conversion of existing premises

We must be notified of the conversion of any premises into a larger number of premises or into a smaller number of premises, or where non-household premises are converted for use as household premises and vice versa.

All new premises resulting from any conversion of existing premises must have a separate service pipe with a meter and you must apply to us for one or more connections as appropriate.

Metered charges are applied in respect of all new premises created by dividing any existing premises, and in respect of all new household premises created by converting existing non-household premises into household premises (whether by dividing, combining or changing the use of these existing premises).

Metered charges are also applied in respect of all new premises resulting from combining existing unmetered premises, except in certain conditions where there has been continuous occupation by the same occupiers, in which case an assessed charge will be applied (but a metered charge will be applied when our customer metering programme has reached the area in which your premises are located or we apply metered charges under selective metering or when the customer requires to be charged on a metered basis).

Where it is not feasible to install a meter an assessed charge will be applied instead of a metered charge.

Where a combined rateable value is applied to premises as a result of a past conversion, charges based on this combined rateable value will continue to apply until the customer requires to be charged on a metered basis or we start applying metered charges under our customer metering programme or under selective metering (or assessed charges when it is not reasonably practicable to install a meter).

Replacement of private service pipe and reconnection of supplies

You must apply for a new connection if you replace or renew part of your private supply pipe. In order to protect water quality, you must also contact us before reconnecting a supply pipe which has been disconnected or turning on a supply which has been turned off for a period in excess of six months.

2.3 Charges for new connections

2.3.1 Application fee and hydraulic modelling fee

A non-refundable application fee and, where applicable a hydraulic modelling fee, is payable in advance with your application for an estimate for all new connections other than new connections to a new requisitioned water main. This application fee is applied for each individual connection included in the application.

The application fee above covers the cost of assessing the application, providing an estimate, processing payment, making a site visit and site survey where required (including to determine the need for traffic management), and the cost of any required design.

The standard amount of each application fee above applies for a single or first connection. A reduced application fee applies in respect of the second and each subsequent connection required on the same site.

In addition to the application fee above, a hydraulic modelling fee is applied in respect of each application for five or more standard connections (25mm with a flow rate of 0.27l/sec or less) for domestic purposes to a building and in respect of each application for all other types of connections irrespective of the number of connections required. Only one hydraulic modelling fee is applied in respect of each of these applications.

The amount of the application fees and of the hydraulic modelling fee is set out in the Appendix.

For details on the application fee which applies in respect of new developments including both water mains and associated new connections please see section 3.2 below.

2.3.2 Administration fee

An administration fee is applied which covers our cost of payment administration, scheduling and supervision, customer and contractor's contact, the set-up of the new connection, regulation inspection and general administration of the provision of the new connection(s).

The standard amount of the administration fee above applies for a single or first connection. A reduced administration fee applies in respect of the second and each subsequent connection required on the same site.

The amount of the administration fees is set out in the Appendix.

2.3.3 Connection charge

Our connection charges cover the cost of carrying out the works and are assessed on application. They are based on a number of factors but predominantly whether the connection is A Type or B Type, on the length of connection, the material type and the road type.

In addition to the cost of laying and connecting the service pipe, our charges include other costs we incur in carrying out the connection works such as those relating to highways notices and permits, traffic management, compliance with environmental or archaeological requirements and consents required from third parties including other utilities, railway undertakers and landowners. Additional costs will also be included in our charges where connections are laid in contaminated land (including the cost of any barrier pipe and any special works and apparatus).

Where a connection and any associated infrastructure is requested for non-domestic purpose and/or to premises other than a building, the connection is provided on acceptance by you of the terms we specify in our estimate and we may charge the full cost of any reinforcement to our distribution system which is necessary as a result of providing a supply to the premises.

Connection charges are payable in advance by cheque, credit/debit card or by BACS payment. For further details please contact our Developer Services team on the number set out at the beginning of this charges scheme quoting your reference number.

2.3.4 Infrastructure charge

Water infrastructure charges are fixed and calculated in accordance with the Water Industry Act 1991 and Conditions C and D of our Licence.

For the meaning of 'house', 'common billing agreement', 'relevant multiplier', 'instalment amount' please refer to section 10 of this document.

Standard infrastructure charge

A standard water infrastructure charge is payable for:

- **All first time 25mm (22mm internal) connections for domestic purposes.**

First time connections include connection to new premises which have been created as a result of the alteration or conversion of existing premises.

The standard water infrastructure charge presumes a meter capacity that will supply 1m³ per hour.

The standard water infrastructure charge for the period 2016-2017 is shown in the Appendix.

Relevant multiplier

The infrastructure charge payable for:

- **All first time connections for domestic purposes to any house subject to a common billing agreement**
- **All first time connections for domestic purposes to any premises other than a house which are connected with a connection with a diameter larger than 25mm (22mm internal)**
- **Is the standard water infrastructure charge multiplied by the relevant multiplier.**

The relevant multiplier is calculated in accordance with the methodology set out in our Licence which takes account of the number of water fittings used on the premises and of their respective loading units.

The indicative loading units attributable to each appliance are as follows:

● WC flushing cistern	2.0
● Wash basin in house	1.5
● Wash basin elsewhere	3.0
● Bath (tap size to 20mm)	10.0
● Bath (tap size above 20mm)	22.0
● Shower	3.0
● Sink (tap size to 15mm)	3.0
● Sink (tap size above 15mm)	5.0
● Spray tap	0.5
● Bidet	1.5
● Domestic appliance	3.0
● Communal or commercial appliance	10.0
● Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3.0

Any dispute concerning the application of the relevant multiplier to the infrastructure charge or any dispute concerning connection charges may be referred for resolution by either party to the Water Services Regulatory Authority (Ofwat).

Development and redevelopment

Where a site is developed or redeveloped (including by altering or converting existing premises), the total amount of infrastructure charges we will recover, in respect of all the new premises resulting from the development or redevelopment, will take account of the number of premises which had a water connection in the period of five years before the development or redevelopment.

For example, for a development including houses only, the total number of infrastructure charges applied will be the number of new premises connected on the site less the number of premises which already had a water connection in the period of five years before the development or redevelopment.

Temporary building supplies and infrastructure charges

We will only apply infrastructure charges in respect of a temporary building supply if you will keep that connection to supply new premises once building works are completed.

Payment of infrastructure charges

The infrastructure charge is payable by either (i) the person who makes the application for the connection, (ii) the occupier of the premises connected, (iii) any person other than us, our contractor or agent, who makes the connection or is responsible for payment of the infrastructure charges under an agreement with us. Where there is more than one occupier of the premises, all occupiers are jointly and severally liable for the payment of the infrastructure charges.

Where a customer requests a connection, the infrastructure charges become due when the connection is made and a supply of water is available to the premises and must be paid in full within a period of 14 days commencing on the date of completion of the connection.

The infrastructure charges are also due in respect of any irregular connection made without our consent and becomes due and payable when the connection is made, and a supply of water is available to the premises.

Payment of infrastructure charges for premises occupied as a dwelling

In case of a connection to a building or part of a building which is occupied as a dwelling house immediately before the connection is made:

- **The infrastructure charges must be paid in full within a period of 14 days commencing on the date of completion of the connection, or**
- **At the option of the person liable to pay the infrastructure charge, an amount equal to the instalment amount must be paid in each of the 12 years following the connection being made provided that we receive an undertaking to that effect as we may reasonably require. The first instalment amount must be paid within a period of 14 days commencing on the date of completion of the connection and the second and successive instalment amounts must be paid on the anniversary of that date.**

2.3.5 Water availability charge

A water availability charge is payable for all first time connections to any premises for non-domestic purposes. The water availability charge is calculated by reference to the volume of water requested. The amounts of water availability charges are set out in the Appendix.

2.4 Additional information on connections

2.4.1 Regulation inspection (external regulation check)

All supply pipes (which is the section of service pipe which it is your responsibility to lay) will need to have the trench and external pipe work inspected before we will make the connection to our water main.

A regulation inspection is required before we can allow a connection to be made to ensure the supply pipe complies with the Water Supply (Water Fittings) Regulation 1999. The main purpose of this inspection is to ensure water quality is protected and that the pipe is at a sufficient depth to ensure it will not freeze.

If the applicant uses an approved plumber, approved underground installer or approved site agent to self-certify that the installations comply with the Water Supply (Water Fittings) Regulation 1999, we will not need to inspect the trench. For further details please visit wras.co.uk/WIAPS

If you do not use a WIAPS (Water Industry Approved Plumbers' Scheme) approved plumber or ground worker we will need to arrange for a technician to carry this out for you. A single regulation inspection is included in the connection charge you will pay; however, if your inspection fails and a revisit is required a fee per visit is applicable as set out in the Appendix.

For a trench inspection to pass the following conditions should be met:

- **The material used should be the material detailed in your estimate. Please note that if a site is contaminated we will not pass a trench inspection unless appropriate barrier pipe has been laid**
- **The trench should be at a minimum depth of 750 mm and a maximum depth is 1350mm.**

If an installer wishes to install a service pipe either deeper or shallower than these depths they must notify us for permission.

All standpipes must be fitted with a double check valve and must be boxed and lagged in accordance with the Water Supply (Water Fittings) Regulations 1999.

Important note: The water service pipe must be a minimum of 350mm away from any gas supply.

2.4.2 Abortive visits

We may charge a fee when a visit to your site is aborted due to your act or omission. The amount of the fee is set out in the Appendix.

2.4.3 Trickle flow plug

All new connections will be fitted with a water meter. Please note that when the connection is made, a trickle flow plug may be installed into the boundary box if we have not received the relevant plot to postal information. The trickle flow plug will give adequate flow and pressure for the testing of the internal plumbing system, but will not be adequate to supply an occupied property. The meter will be installed once the plot to postal information has been received and verified by us.

2.4.4 Disconnection of supply – temporary building supply

If you do not keep the temporary building connection to supply new premises once building works are completed, we will make a charge for disconnecting the supply.

3. Requisition of water mains for domestic purposes

This section provides information on how you may obtain water mains to supply multiple premises for domestic purposes usually on a development site. However, requisition charges are calculated in accordance with the provisions of the Water Industry Act 1991 and are not set in this Charges Scheme.

We will design the new water mains required for your site and provide an estimate of the contribution you will need to make.

3.1 Requisition Charges

The statutory payment options for a new water main are:

- **Relevant Deficit (RD)** – the relevant deficit is an annual payment made over a period of up to twelve years following provision of the main. The relevant deficit is calculated by comparing the amount of the annual repayment of a notional loan of the value of the works with the revenue derived from the water main in each calculation year. The payment will be calculated annually based on the actual costs of the works and actual revenue in each calculation year
- **Discounted Aggregate Deficit (DAD)** – the discounted aggregate deficit is a lump sum payment corresponding to the sum of the estimated relevant deficit for a period of up to 12 years following provision of the main discounted to a net present value. The actual discounted aggregate deficit is calculated and paid following provision of the main when the actual costs of the works are available.

We may also offer a non-statutory option for suitable schemes:

- **Commercial Option** – the commercial option is a fixed lump sum payable on acceptance of the offer (the amount payable is equivalent to the discounted aggregate deficit but there is no recalculation of the contribution following completion of the works). This option is a commercial arrangement and not covered by the provisions of the Water Industry Act 1991.

Network reinforcement may be required to accommodate the additional demand of a development on the networks and to ensure that the availability and pressure of water for existing customers or new customers on the development is maintained. Where network reinforcement is required, the actual costs of these works will be included in the calculation of the final contribution (relevant deficit or, discounted aggregate deficit).

3.2 Application fee

A non-refundable application fee is payable in advance with your application for an estimate for all main requisitions and associated connections. This fee covers the preparation of an estimate for both main and service pipe connections relating to the same site.

There are two types of application fees:

- **An application fee for a pre-development capacity check and budget estimate which is applied in respect of each application for water mains requisition and associated connections. This pre-development check includes a confirmation of capacity requirements and network capacity at the time of application, outlines any potential offsite reinforcement, and includes a budget cost for onsite and offsite water mains and for new connections**
- **An application fee for a detailed estimate which is applied in respect of each application for water mains requisitions and associated connections. This detailed estimate includes a detail design and costs of all onsite works including connections and costs of any network reinforcement that may be required.**

Please note that we may apply a separate additional charge in cases where a redesign is required by the applicant.

3.3 Administration fee

An administration fee is applied in respect of each application for a water main requisition. This administration fee covers our cost of payment administration, scheduling and supervision, customer and contractor's contact, and general administration of the provision of the new main(s).

The amount of the administration fee is set out in the Appendix.

A separate administration fee is also applied in respect of each service pipe connection on the site as set out in section 2.3.2 above.

4. Self-lay of water mains and service pipes for domestic purposes

Self-lay allows water mains and/or service pipe connections to be provided by an accredited self-lay organisation (SLO) in accordance with the terms of a self-lay agreement entered into between us and the SLO. If the water main and/or service pipes are laid in accordance with the agreement, we will adopt them. When we adopt a water main which has been laid by a SLO, we pay the discounted offset amount (or asset payment) which is calculated in accordance with the provisions of the Water Industry Act 1991.

5. Alteration and diversion of relevant pipes and apparatus

As water undertakers, we have statutory powers to lay and keep pipes and apparatus in streets and in land other than streets. Where required to enable the development of a site in which our pipes and/or apparatus are located, we will alter or divert them at the expense of the person who applies for the alteration or diversion in accordance with section 185 of the Water Industry Act 1991. An application for alteration or diversion should always be made when construction is envisaged near or over our pipes or apparatus.

Diversions due to highways works are dealt with in accordance with the relevant statutory provisions.

6. Standpipe hire

The hire of a metered standpipe of a diameter of 25mm (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 the Appendix.

For any standpipe hire please contact Aquam Water Services Ltd on **0844 984 1589** or email **southeastwater@waterservicesltd.com**

7. Tanker licensing

We provide annual tanker licences allowing licensed vehicles to take water at designated hydrants in our area for the duration of the licence.

A licence may only be granted once we have inspected the relevant vehicle. The inspection is carried out to ensure that the vehicle is equipped with adequate backflow protection to avoid contamination of the water supply. A new inspection is required before any renewal or extension of an existing licence.

Licence vehicles may only draw water from one of our designated hydrants. Should it be required to use any other hydrant especially any fire hydrant our prior authorisation is required and may be refused at our discretion. We may only grant such an authorisation following inspection and a charge will be applied for this service at the inspector's hourly rate set out in the Appendix.

If a licensed vehicle is replaced by the licensee during the annual licensing period, a new licence will be issued in respect of the new vehicle subject to inspection until the end of the term of the licence which was issued in respect of the vehicle which has been replaced.

If a licensed vehicle ceases to be used during the annual licensing period and the remaining period of the license is six months or more, a 50% rebate on the annual license fee will be made. No rebate will be given in other circumstances.

Enforcement actions will be taken against the owners and/or operators of any vehicle drawing water without a licence or in breach of the terms of a licence.

For tanker licensing please contact Operations Support, on **01634 873211** or email **waterfittingsregs@southeastwater.co.uk**

8. 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.

9. Value Added Tax (VAT)

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.

VAT is also payable on certain charges for other services to customers included in the Appendix.

Application fees and connection charges are subject to VAT, unless the property to be connected is a new dwelling or another qualifying building.

10. Terminology used in this document

'Common billing agreement' means for the purpose of section 2.3.3 (infrastructure charges) an agreement between us and any other person under which that person has undertaken to pay, on terms agreed between them, charges for water supply or sewerage services, or both, in respect of two or more houses which have a common supply pipe and which, in any case where that agreement relates to one of those services only, are also subject to a similar agreement for common billing between that person and the undertaker providing the other services.

'Connection' or 'Service Pipe Connection' means the installation of a section of service pipe we are responsible for laying under the Water Industry Act 1991 (the 'communication pipe') and the connection to our water main and the private section of service pipe (supply pipe) including associated fittings.

'House' means for the purpose of section 2.3.3 (infrastructure charges) any building or part of a building which is occupied as a private dwelling house or which, if unoccupied, is likely to be so occupied and, accordingly, includes a flat.

'Household premises' means any premises or part of a building that we determine to be household premises in accordance with the provisions of the Water Industry Act 1991 and any relevant regulation or guidance.

'Instalment amount' means for the purpose of section 2.3.3 (infrastructure charges) the aggregate amount which would fall to be paid in the relevant year by way of payments of interests and repayments of capital in an amount equal to the infrastructure charge payable for the relevant connection has been borrowed by us on terms (1) requiring interest to be paid and capital to be repaid in 12 equal annual instalments, and (2) providing for the amount of the interest to be calculated at such rate, and in accordance with such other provision, as may have been determined either by us with the approval of Ofwat or, in default of such determination, by Ofwat.

'Licence' means the instrument of appointment of South East Water Ltd as a water undertaker under the Water Industry Act 1991 (for the areas formerly covered by South East Water Ltd and Mid Kent Water plc).

'Non-household premises' means any premises other than household premises.

'Ofwat' means the Water Services Regulatory Authority, the economic regulator for the water industry in England and Wales.

'Relevant multiplier' means for the purpose of section 2.3.3 (infrastructure charges) a number (which may be one or more or less than one) calculated in the manner set out in the appendix to condition C of our Licence.

'Cubic metre' or 'm³' means 1,000 litres.

Appendix Miscellaneous charges, 2016-2017

(Excluding VAT)

Key **R** Regulated business
uR unRegulated business

Turning supply on (after it was turned off)

During working hours	uR £49.00
Outside normal working hours	uR £97.00

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

Fire hydrant installation

Install / replace hydrant in existing main	uR on application
Replace hydrant	uR on application
Repack hydrant	uR on application
Existing hydrant – replace post and plate	uR on application
Existing hydrant – replace false spindle top	uR on application
New hydrant – fit	uR on application
Maintenance – broken seals or illegal use	uR on application
Maintenance – water not used for fire fighting purposes	uR on application
Valve installations	uR on application

Hire of standpipes

Deposit 20mm	uR on application
Minimum hire charge	uR on application
Hire charge per month	uR on application

Tanker licence fees

Annual licence fee per rigid vehicle	uR on application
Annual inspection fee	uR on application
Deposit for hydrant key	uR on application

Developer services

Administration fees

Connection Administration fee (Initial plot)	R £34.16
Connection Administration fee (subsequent plots)	R £20.77
Administration fee relating to site application	R £74.35
Hydraulic Modelling Fee	R £243.00

Application fee – New supplies

Site – Application fee Pre Development enquiry (Budget)	R	£252.00
Site – Application fee (Mains/Services) – Firm	R	£697.00
Application fee – Diversion	R	£443.00

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

Application for connection with no hydraulic assessment

Single connection	R	£74.35
Per subsequent plots	R	£45.09

Application for connection with hydraulic assessment

Single connection	R	£317.35
Per subsequent plots	R	£45.09

New connection fees

Single connection (excluding meter fit)	R	on application
2 connections	R	on application
3 connections	R	on application
B-type tapping (i.e. where excavation, backfill and reinstatement are required)	R	on application
Water infrastructure charge	R	£357.60

Other charges

Inspector's hourly rate	uR	£49.00
Service laying (team) hourly rate	uR	£49.00
Flow and pressure tests for development purposes	uR	£784.00

NOTE: minimum charge, complete quotation on request

Water quality testing

Water quality testing for empty properties	R	£159.00
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Water supply availability charge

1.0 m ³ /hr	R	£367.00
2.5 m ³ /hr	R	£1,009.00
3.5 m ³ /hr	R	£2,022.00
7.0 m ³ /hr	R	£4,866.00
10.0 m ³ /hr	R	£7,292.00
20.0 m ³ /hr	R	£15,201.00
36.0 m ³ /hr	R	£28,693.00

 Write

**Customer Service Centre
South East Water
Rocfort Road
Snodland
Kent
ME6 5AH**

 Email

southeastwater.co.uk/contact

 tap into the source

southeastwater.co.uk

south east water