

ICOSA WATER SERVICES LIMITED

WHOLESALE CHARGES SCHEME
West Raynham, Norfolk 2017-2018



Introduction

This document sets out Icosa's water and sewerage wholesale charges effective from 1st April 2017 until 31st March 2018. These charges in this document are made under the provisions of the Water Industry Act 1991. Under the Act and our Licence, Icosa Water is authorised to set, levy and recover charges for any services that are provided in the course of carrying out its duties as a water and or sewerage undertaker.

Our wholesale charges comprise the following two categories:

- primary services i.e. those services that are related to the supply of water and the removal and treatment of foul sewerage, surface water drainage and highway drainage
- non-primary services i.e. for activities that are not directly related to the provision of primary services.

Non-Primary service charges have been developed to support retailer service requests and are designed to meet both the Ofwat Wholesale Charging Guidelines and the Wholesale Retail Code.

Primary charges non household (NHH) wholesale charges in the Anglian area

Potable Water Charges

Volumetric Tariff Band	Recommended Volumetric Threshold	Fixed/ Standing Charge	Water Volumetric Tariff	Maximum Demand
	m3	£/pa	p/m3	£/m3/day
1	1	£7.00	130.03	£0.00
2	500	£76.00	116.23	£0.00
3	5,000	£283.00	110.31	£0.00
4	10,000	£315.00	66.48	£93.00
5	25,000	£517.00	37.67	£154.00

Sewerage Charges

Volumetric Band	Recommended Volumetric Threshold	Fixed Waste Charge	Volumetric Waste Charge	Used Water Factor	Fixed Surface Water Charge
	m3	£/pa	p/m3	%	£/pa
1	1	£17.00	154.90	90.0	32.00
2	500	£49.00	147.78	90.0	44.00
3	5000	£212.00	142.60	90.0	110.00
4	50000	£2,689.00	131.59	90.0	1,100.00



Non primary charges

Introduction

Our standard non-primary charges are set out below. In other instances, Icosa Water reserves the right to charge on an 'at cost' basis.

Provision of Information

Where a retailer requests information that is not available in the Market Operator systems Icosa will charge £35/hour.

Assisting a Retailers Accredited Entity

Retailers may request assistance from Icosa Water to facilitate activities using an Accredited Entity. Where such a request is made the Retailer will be liable for the charges set out.

An abortive visit will be charged if Icosa Water attend site to provide assistance and the Accredited Entity is not ready.
Assistance during normal working hours - £60 per hour

Disconnection and Reconnection Services

Temporary Disconnection is any physical disconnection of Water Services that is not a permanent disconnection and which may subsequently be reconnected without a new connection being made.

Disconnection or cut-off of any premises (other than premises specified in Schedule 4A of the Act) at the request of the Retailer for non-payment of water charges, during normal working hours £19.00

Icosa will not charge for the disconnection or cut-off of any premises at the request of the Customer, during normal working hours

Abortive Visits for Disconnection (for non-payment)

Where Icosa Water has dispatched personnel or agents to carry out a disconnection for non-payment (following the appropriate notice) and the Customer pays the overdue amount payment to the Retailer between such dispatch and actual disconnection, the Retailer will be charged for the abortive costs of deploying such personnel.

Abortive Visits for Disconnection (other than Non-Payment)

If Icosa Water's personnel or agents are unable to undertake a disconnection due to the actions of the Retailer or the Customer (other than for non-payment), the Retailer or Customer as appropriate will be liable to pay the abortive costs of deploying the relevant personnel.



Disconnection performed by Icosa Water for Illegal Use

Illegal use of Water Services may include, for example, theft by bypassing or tampering with a meter or making an unauthorised connection to the meter. If Icosa Water takes the matter to court, we may seek to recover from the Customer Icosa Water's costs incurred in dealing with the illegal use.

Where the use was illegal because of an act or omission of the Retailer, we may take appropriate steps against it, which may include seeking to recover from the Retailer Icosa Water's costs incurred in dealing with the illegal use.

Disconnection performed by Anglian Water for breach of Water Fittings Regulation

Where Icosa Water is informed (including by the Retailer) of potential breaches of the Water Fittings Regulations or equivalent regulations made under section 74 of the Act, we will make arrangements with the Customer directly to visit the premises and make a disconnection for breach of the Water Fittings Regulations. Alternatively, we may make an unannounced and/or unplanned visit to such premises to take any action that we are empowered to undertake.

Disconnection for breach of the Water Fittings Regulations £19.00

Site visit inspection confirming adherence within Legislation No charge

Repeat site visit inspection to confirm continued breach of the Water Fittings Regulations £82.00

Permanent Disconnection

Where a Retailer or Customer requests Icosa Water to carry out a permanent disconnection, there will be no charge for this service.

Reconnection Charges (following temporary disconnection)

Temporary disconnections may be reconnected by Icosa Water or by an Accredited Entity if instructed by the Retailer on request of the Retailer or Customer.

Reconnections performed by Icosa Water may also follow the rectification of a breach of the Water Fittings Regulations and a Disconnection requested by the Customer.

Reconnection following temporary disconnection, during normal working hours £19.00

Reconnection following disconnection for non-payment of water charges, during normal working hours £19.00

Abortive Visits for Reconnection

Where personnel have been dispatched to the premises to carry out a reconnection and are unable to complete work due to the actions of the Retailer or the Customer, the Retailer or Customer as appropriate will be liable to pay the abortive costs of deploying such personnel.



Metering Services

Changing of meter size

Where a Retailer requests Icosa Water to change a water meter that services a Supply Point(s) registered to them, the Retailer can request Icosa Water to undertake a site survey to establish if the exchange is viable and, where viable, the costs of exchanging the meter, or instruct Icosa Water to exchange the meter without a separate survey. The Retailer is liable for the cost of any survey as well as the exchange where they request a change of meter.

The available choice of meter model/type is determined by Icosa Water's existing procurement policy.

Capacity modelling requests associated with change of meter size: Meters 40mm and above

Survey charge £19.00

Capacity modelling charge £434.00

Meter re-size At cost

Capacity modelling requests associated with change of meter size: Meters below 40mm

Survey charge £19.00

Meter re-size At cost

Meter relocation

Where a Retailer requests Icosa Water to relocate a water meter that services a Supply Point(s) registered to them, the Retailer can request Icosa Water to undertake a site survey to establish if the alternate location is viable and, where viable, the costs of the meter relocation. If the Retailer chooses not to proceed with the relocation once the survey has been completed then the Retailer will be liable for the cost of the survey.

Survey to check meter can be repositioned in accordance with regulation 5 of the Water (Meters) Regulations 1988 £19.00

Relocation – Internal to internal only £243.00

Relocation - Internal to external, External to external or External to internal £390.00

Out-reader replacement At cost

Meter Accuracy Test

Where a test is undertaken at the request of the Retailer and the Meter on being tested falls within the prescribed limits of error, the requester shall pay the charge set out below.

If the test shows the meter to be operating incorrectly, Icosa Water will not apply a testing charge and we will adjust usage charges in accordance with the Meter Regulations.



Off-site testing for meters up to and including 20mm At cost
Off-site testing for meters 21 to 40mm At cost
Off-site testing for meters 41 to 80mm At cost
Off-site testing for meters 81 to 150mm At cost
Off-site testing for meters greater than 150mm At cost

Replacement or Repair of Apparatus

Charges will apply when damage has occurred to apparatus, including a meter box and/or Meter, that does not result from normal wear and tear and a replacement is required.

Replace meter box unit by excavation to remove old box and fit new box At cost
Replace meter At cost
Other At cost

Meter Logging

No data logger may be fitted to a Meter without our consent.

Requests from Retailers or Customers (or third parties working on behalf of Customers) for permission to install data loggers to meters are subject to an administration charge.

Where a Customer has fitted a meter themselves without prior consent from Anglian Water or Anglian Water has already fitted its own logger, a splitter cable charge will apply.

Meter Logging Application Charge per meter £89.00
Supply & Installation of PR7 Splitter Cable (where required) £211.00
Supply & Installation of Splitter Cable (without Pulsehead) (where required) £181.00

Out of Hours Metering Services

An additional charge will be made for services requested out of normal business hours to reflect the higher costs incurred by Icosa Water in providing this level of service.



Getting in touch with us

Your bill and account

For queries relating to your bill, change of address, meter readings and other general enquiries, you can speak to our team on 0330 111 0780 Monday to Friday 8.30am to 5.30pm

For water and wastewater enquiries and emergencies you can call our team 24 hours a day on 0330 111 2014

You can write to us at:

Icosa Water Services Ltd, Focal Point, 27-35 Fleet Street, Swindon, SN1 1RQ

You can email us at:

enquiries@icosawater.co.uk

Or go online:

icosawater.co.uk

