



Dŵr Cymru  
Welsh Water

# Other Charges

2017-18



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## Definition of terms

In this Scheme, unless the context otherwise requires:

**'Connection'** means a connection regulated by the Act and other relevant legislation by virtue of which the customer receives the benefit of the Company's services.

**'Customer or potential customer'** means a person receiving a service from the Company or who is liable to pay charges in accordance with the Company's charges scheme, or a person who might become such a person on making an application for the purpose to the Company.

**'Household purposes'** generally means a supply for drinking, washing, cooking, central heating and sanitary purposes and is defined in Section 218 of the Act.

**Meters:** A **'screw in'** meter has concentric ports for a single connection to pipework and is the type generally fitted in the Company's standard boundary box. An **'in line'** meter has a pipe connection at both ends.

**'Non-household'** a premises/customer other than a household premises/customer – for definition of household see above.

**'Non-household purposes'** refers to a supply for any use except for domestic purposes; for example supplies for manufacturing purposes, to building sites and to field troughs are for non-domestic purposes.

**'Premises'** mean a permanent building, its grounds and appurtenances or any facility for which a supply of water is made available. A building includes a house, a part of a building capable of separate occupation.

**'Renovation'** means any work carried out within the property which can be anything from painting and decorating to structural work.

## 1. Introduction

The Company's charges contained in this booklet are supplementary to those in the Company's other charging schedules listed in section 3 of this document.

The charges contained in this booklet will apply from 1 April 2017 until they are revoked, amended, replaced or otherwise modified by the Company.

For any additional service provided by the Company for which a charge is raised (e.g. the provision of a facility or making a right available) the Company may make such charges as it determines appropriate having regard to the cost of providing the service. Payment of such charges may be required in advance.

The Company supplies water, sewerage and trade effluent services to homes, offices, businesses and factories in the area shown on the map below.



The Company produces a number of customer information publications about the services it provides. Details of these can be found on our website [dwrwymru.com](http://dwrwymru.com)

## 2. Conditions of service

### 2.1 Charges for normal working hours

The standard charges we quote apply to works carried out during normal working hours on normal working days under standard conditions. In other circumstances the Company reserves the right to charge on the basis of costs incurred outside of normal hours or under non-standard conditions.

### 2.2 Invoicing and Payment

Payment may be required in advance of work. Those requiring an advance payment are indicated in this document.

Payment terms and details for those invoiced after the event, will be shown on the invoice.

Payment can be made by cheque or bank transfer. Cheques should be made payable to 'Dŵr Cymru Cyf' and sent to:

P.P.U. Section  
Dŵr Cymru Welsh Water  
PO Box 690  
Cardiff  
CF3 5WL

The Company reserves the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques.

The Company reserves the right to claim interest pursuant to the 'Late Payment of Commercial Debts Act 1998' in respect of its non-household customers.

The Company reserves the right to make retrospective charging adjustments in cases of error or fraud.

### 2.3 VAT

Charges in this document exclude VAT unless specified otherwise. Where VAT is charged, it will be charged at the rate prevailing at the time the invoice is issued or at the time the advance payment is made.

### 2.4 Traffic Management Act

Additional charges may be made for traffic management expenses.

### 2.5 Disputes

We always aim to get things right first time, every time – but we know that occasionally things can go wrong. When this happens, please get in touch.

The quickest way to resolve disputes is to call us on **029 2074 0542**. We're available Monday to Friday, between 10am and 4pm

Or you can email us at:  
**[billed.services@dwrwymru.com](mailto:billed.services@dwrwymru.com)**

Or you can write to us at:  
Billed Services  
Dŵr Cymru Welsh Water  
PO Box 690  
CF3 5WL

## 3. Other charging schedules

The following can be viewed on [dwrcymru.com](http://dwrcymru.com):

### **Scheme of Charges**

Water and sewerage charges for household and non-household customers.

### **Wholesale Tariff Document**

Primary charges for eligible premises that could be supplied with water by a water supply licensee with a retail or restricted retail authorisation. This document also includes Non-primary charges that would, where relevant, be payable by a water supply licensee.

### **Developer Services Schedule of Charges**

Charges for new connections and other activities to support Developers.

### **Schedule of Wholesale Charges**

Wholesale elements of Welsh Water's water and sewerage charges for information only.

## 4. Special Supplies

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<b>Water by Tanker</b>	Price on application (payable in advance)
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<b>Water by Tanker abortive visit</b>	At reasonable cost
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### Standpipes

Standpipes will no longer be available to hire at our local depots. The hire of a standpipe will be from our appointed agent Aquam Water Services. The hire of a standpipe is restricted for certain use. Only standpipes hired from Aquam Water Services, with our consent, are allowed to be used on our network. All Standpipes are metered & Vat will be added. For full details go to [dwrcymru.com](http://dwrcymru.com)

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### Standpipes for use in building construction

<b>Existing property or land with a water supply</b>	The hire of a standpipe may not be granted. We may fit a meter to an existing supply when a property or land becomes unoccupied or unused, undergoes alteration or renovation. Please contact us at <a href="http://dwrcymru.com">dwrcymru.com</a> .
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<b>Existing property or land without a water supply</b>	The hire of a standpipe may not be granted. We may require you to obtain connection onto our network, which will be metered. Please contact our Developer Services at <a href="http://dwrcymru.com">dwrcymru.com</a> .
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<b>Major building sites and civil engineering works</b>	The hire of a standpipe may not be granted. We may require you to obtain connection onto our network which will be metered.
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### Disposal of cesspit, septic tank and tankered waste<sup>#</sup>

<b>0 – 2,000 mg/L</b>	£5.09 per cubic metre	Subject to a minimum charge based on a load of 4.5 cubic metres (approximately 1,000 gallons)
<b>2,001 – 20,000 mg/L</b>	£8.44 per cubic metre	
<b>Greater than 20,000 mg/L<sup>##</sup></b>	£12.22 per cubic metre	

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<sup>#</sup> The Company does not provide a sewerage service for the collection of domestic septic tank or cesspit waste. The cesspit charge will be limited to sewerage works that have a permanent manned presence. Details of these sites can be obtained from our Sewerage Services department, please telephone 0800 085 3968.

<sup>##</sup> The Company reserves the right to refuse waste which is found to have suspended solids in excess of 20,000 mg/l.

## 5. Fire Hydrants (VAT will be added)

<b>Fire Hydrants</b>	<b>Additional Comments</b>	<b>£</b>
<b>Install hydrant</b>	On new main (80-200mm diameter)	651.00
<b>Install hydrant</b>	On existing main (80-200mm diameter)	1187.00
<b>Install marker post/plate</b>		126.00
<b>Remove marker post/plate</b>		126.00
<b>Remove hydrant</b>	From existing main (80-200mm diameter)	561.00
<b>Repair hydrant</b>	Category 1 (e.g. lid and frame)	220.00
<b>Repair hydrant</b>	Category 2a (e.g. lid, frame & chamber piece)	409.00
<b>Repair hydrant</b>	Category 2b (e.g. lid, frame, repack, rewasher)	657.00
<b>Repair hydrant</b>	Category 3 (replace hydrant complete)	727.00

## 6. Repairs to company apparatus

All repairs to Company water or sewer network apparatus, caused by third party damage, will be charged at reasonable cost.

## 7. Site inspections (confirmation and verification of supply arrangements)

### Section E: Site Inspections (confirmation and verification of supply arrangements)

Single Inspector	Initial Appointment	Additional Hour (Same Visit)
Confirmation and verification of supply arrangements where a single inspector is required. One hour appointment.	£52.63	£34.63
In the event that we are unable to undertake a follow up survey as access cannot be facilitated by either the licensee or the licensee's customer an abortive visit charge will be made.	£32.63	
Two Inspectors	Initial Appointment	Additional Hour (Same Visit)
Confirmation and verification of supply arrangements where a single inspector is required. One hour appointment.	£93.63	£59.63
In the event that we are unable to undertake a survey as access cannot be facilitated by either the licensee or the licensee's customer an abortive visit charge will be made.	£54.63	

The standard charge provides for the inspector to be on site for up to 1 hour. Whilst a charge has been included for a single inspector, the supply arrangements for some customers are complex and in some cases require 2 inspectors to be present for safety reasons. There are additional charges if the inspector/s need to be on site beyond the hour appointment or have to return to complete the survey.

## 8. New water connection rectification work

All repairs, rectification or remedial work carried out by the Company on a water or sewerage connection installed in an unacceptable condition will be re-charged.

Rectification charges	Additional Comments	£
Abortive visit	Maximum charge	116.00
New Connection Quality Inspection	First visit	No charge
New Connection Quality Inspection	Cost per additional visit	42.00
Remedial work		at cost

For further information on new connection charges please refer to Welsh Water's 'Developer Services Schedule of Charges'.