

Non-household premises

A guide to our charges and policies
(Eligible premises)

Charges scheme
2017 – 2018



Our business

South East Water, supplies top quality drinking water to 2.1 million customers in the south east of England. Through a network of 9,000 miles of pipe, we deliver 540 million litres of water every day. The skill and expertise of our employees ensures our customers' water meets the highest of standards.

Our vision is to be the water company people want to be supplied by and want to work for. Everything we do is underpinned by technical excellence.

Our supply area



Good to know



540 million litres of water a day – that's how much water we supply to around 2.1 million people



83 water treatment works – that's how we ensure our water is of the highest quality



500,000 water quality tests each year – that's how we ensure your water meets the highest standards



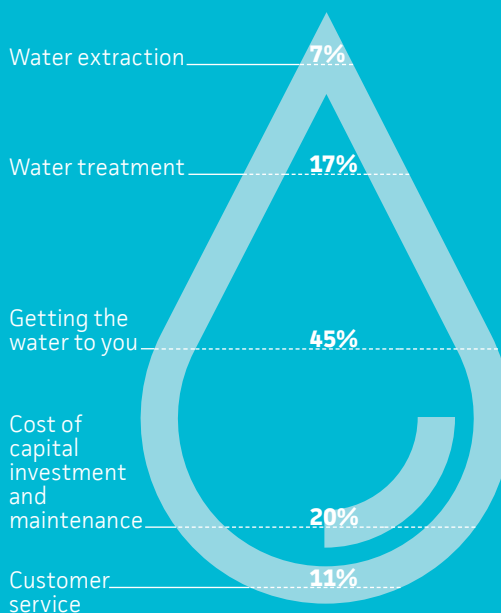
9,000 miles of water mains – that's how we transfer fresh drinking water direct to your tap



849 employees – that's how we make sure your water supply runs 24 hours a day, 365 days a year

How we invest in your water

Where each £1 of your bill is spent



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Appendix 1 – Primary charges

Schedule of charges effective from
1 April 2017 – 31 March 2018

Appendix 2 – Non-primary charges

Schedule of charges effective from
1 April 2017 – 31 March 2018

Does this charges scheme apply to your premises?

Are your premises household?

If you want information on the charges that apply to your home you will need our “household” charges scheme. Household premises are premises that are used mainly for domestic purposes. If your home is also used as a business but the main use is as a home household charges will still apply. If premises have a part used as a business and another part used as a home they will be household if the main use is as a home.

If your premises are used primarily for business purposes you are a non-household customer and you need to read this *Non-household charges scheme* instead.

Are your premises non-household?

If you are a business, charity or public sector organisation and want information about the charges that apply to your premises you will need to look at this non-household charges scheme. Premises that are used mainly for business, rather than as a home, will normally be classified as non-household. If premises have a part that is used by a business, charity or a public sector organisation and another part used as a home they will be non-household if the main use is not as a home.

If your premises are household you need to read our *Household charges scheme* instead.

What is changing for non-household premises?

From April 2017 when the water and wastewater retail market opens, most non-household customers of suppliers in England will be able to choose both their water and wastewater retailer. Retail services include things like reading meters, issuing bills and customer service.

If eligible, you will be able to shop around to choose your retail supplier for water used in your premises, wastewater leaving your premises or both water and wastewater retail services.

Being eligible to choose who supplies your water and wastewater retail services principally depends on whether your premises are non-household (i.e. used mainly for business, charity or public sector activities rather than as a home).

You can use the *eligibility guide* on the *Open Water* website to check whether your premises are likely to be eligible. Visit open-water.org.uk



What does it mean for you and us?

South East Water is both a water retailer (as South East Water Choice) and a water wholesaler. As a water wholesaler, South East Water will still be responsible for providing the water to your premises even if you choose another water retailer. South East Water, as a water wholesaler, provides the same levels of service to all retailers, you will also receive the same standard of service in relation to your water supply, such as the quality and pressure of the water.

This charges scheme sets out our default regulated charges for water supplies when we provide both wholesale services and retail services to our non-household customers in our supply area (and some premises that are close to the borders of our area). These charges for water supplies are called “primary charges”. You can see the map of our supply area on page 2. These water supply charges apply where we provide water services only and we have not agreed to apply any other tariffs with you.

South East Water Choice is now a wastewater retailer and from April 2017 we can offer you both water and wastewater retail services to give you the convenience of a single bill. We provide both water and wastewater services under our standard terms and conditions, not under this charges scheme.

You can find more information on our combined services at southeastwaterchoice.co.uk/our-services

This charges scheme also sets out our standard charges for other specific one-off activities and services that we provide at your request. These charges for specific services are called “non-primary services”. You can ask for these services by contacting South East Water Choice’s Business Retail team who is your primary point of contact. Their contact details are provided on the next page.

Useful information

How to contact us

Our Business Retail team services are provided by our South East Water Choice function.

Call us between 8am and 6pm from Monday to Friday.

Billing and payment enquiries **0333 000 0001**

24hr automated payment line **0333 00 00 247**

Service requests, water supply and general enquiries **0333 000 9988 (Not emergency)**

Write – if you would like to write to us for any reason please use the following address or email:

South East Water Choice
Rocfort Road
Snodland
Kent
ME6 5AH

Email: business.retail@southeastwaterchoice.co.uk

Telephone: South East Water 24hr leak line **0333 000 3330**

Water supply emergencies for both out of hours service issues and emergencies can be reported to South East Water Wholesale using the following number:

Out of hours emergencies **0333 00 00 365**

Call South East Water Wholesale if you have no cold water from your kitchen tap or have spotted a burst main or serious leak.

When you should contact South East Water Choice and when you should contact South East Water Wholesale

The relationship between customers in non-household premises and South East Water is managed through our Business Retail team (South East Water Choice) and other than the exceptions below, our Business Retail team should be your first point of contact.

Please contact South East Water Wholesale in the following circumstances:

- *Water supply emergencies and incidents*
- *New water quality incidents*
- *Visible leakage (not being on your supply pipe)*
- *New connections of water services*

You may also contact the South East Water Wholesale directly in relation to:

- *Water Fittings Regulations*

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 **0300 034 2222**, or write to the Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

Calls to 03 numbers are charged at the standard geographic rate and must be included in any inclusive call minutes offered by your telephone company.



Introduction

This is the charges scheme of South East Water Ltd (trading as South East Water Choice) for the year commencing on 1 April 2017 and ending on 31 March 2018 for 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 charges schemes rules issued by Ofwat in line with section 143B of the Act and with the requirements of our licence. It applies to non-household premises registered to South East Water Ltd both as a wholesaler and as a retailer in the central market system in accordance with the wholesale retail code. It supersedes any prior charges scheme made by us for non-household premises but previous years’ charges schemes continue to apply in respect of the charging year they relate to. It sets out our end-user charges for services provided in the period commencing on 1 April 2017 and ending on 31 March 2018 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. Our charges relating to water supplies are set out in Appendix 1 – Primary charges and our other standard charges are set out in Appendix 2 – Non-primary charges.

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

In fixing our charges we ensure that they comply with the price controls determined by Ofwat, and 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.

1. About water and wastewater services

Water Services only

This charges scheme explains our default regulated charges to end-users for water services. These charges apply where we provide water services only and we have not agreed to apply any other tariffs with you.

Get your water and wastewater from us

We are now a wastewater retailer and from April 2017 we can offer you both water and wastewater retail services to give you the convenience of a single bill.

We have new tariffs and services which we have designed to give you the best deal for getting both your water and sewerage retail services from us. We provide both water and wastewater services under our standard terms and conditions, not under this charges scheme.

You can find more information on our combined services at southeastwaterchoice.co.uk/our-services

If you currently have another wastewater retailer

If you do not get your wastewater services from us, you should contact your wastewater retailer for all aspects of your wastewater services including billing and payment enquiries.

In certain cases, for example in cases of emergency or when there is a problem with wastewater services, you should contact your wastewater wholesaler directly. It may be Thames Water or Southern Water.

Your wastewater retailer will give you the contact details of the wastewater wholesaler and information on when you should contact the wastewater wholesaler directly.

2. Water supply charges

2.1 Types of water supply charges

We use three main methods to charge for your water supply:

Metered charges:

which are based on the volume of water recorded by our meter

Unmetered charges:

which are based on the rateable value of the premises

Assessed charges:

which are based on the characteristics of the premises

Details on each of these charges are provided in sections 3, 4 and 5 of this charges scheme.

2.2 Persons chargeable

Water charges are payable by the occupier(s) of the premises unless there is an agreement between us and another person who has agreed to pay the water charges instead of the person(s) normally responsible for paying the water charges.

In addition to any person in actual occupation of the premises, 'occupier' means:

- *The owner of newly constructed premises who maintains these premises ready for occupation prior to their initial sale*
- *The owner of premises who maintains the same furnished and ready for occupation*
- *Any person who has sufficient control over premises to owe a duty of care to those who come lawfully onto these premises*
- *Any person who owns or operates premises for multiple occupation with shared facilities*
- *Any person who owns or operates premises for use as a holiday let, hostel or bed and breakfast*
- *Any person who owns or operates premises used for short term occupation including premises occupied under licence or lettings where the occupation or term of the tenancy is for less than six months*

- *Any person who is the owner of premises while renovation or building works are being undertaken at the premises*

If you are a landlord or a managing agent of properties in England and Wales, you can use Landlord TAP an easy to use website that allows you to provide us with details of your tenants who are responsible for the payment of water charges – landlordtap.com



2.3 Charging when you change suppliers

Switching to us

If you have chosen us as your new water supplier only to replace your previous water retailer and we have not agreed with you to apply other tariffs under our terms and conditions, we will apply our default regulated charges for water supplies set out in this charges scheme from the time we become your new water supplier.

If you choose to get both water and wastewater retail services from us to replace your previous retailer(s), we will apply the tariffs and discounts for our combined services under our standard terms and conditions (not under this charges scheme) from the time we become your new supplier.

Switching to another retailer

If you have chosen a new water retailer to replace us as your water supplier and we currently charge you under this charges scheme, we will apply the charges in this charges scheme until the other retailer becomes your new water supplier. We will issue a bill for our charges up to that time.

2.4 Special circumstances

Shared supplies

Where several premises or parts of premises are supplied with water through a shared service pipe but are in different occupation, each owner and/or occupier is liable to pay the water charges as explained in this section.

When there is no agreement between us and a person other than the occupier to pay the charges in respect of those premises (or such agreement has ended for any reason) the following shall apply:

- *In cases where the supply to those premises is not metered, the applicable charge will be either an unmetered charge (when a valid rateable value is available in respect of the premises) or an assessed charge*
- *In cases where the supply to those premises is metered with a single meter (and each of the premises are not also individually metered), metered charges will apply and the occupiers of each of the premises supplied through that single meter will be jointly and severally liable for the whole of the metered charges calculated by reference to the volume of water registered by the meter. We may at our discretion apportion the metered charges between the occupiers of each of the premises supplied through the single meter on such basis as we think fit. We may also at our discretion apply an assessed charge to any or all of these premises*

Where several premises are supplied by a shared service pipe, we may require separation of the service pipe as permitted under the Water Industry Act 1991.

3. Metered water charges

3.1 Standard metered charges

When do metered charges apply?

We are entitled to charge by reference to volume in respect of all non-household premises. Where it is not practical to install a meter or where unreasonable expenses would be required to install a meter an assessed charge will apply instead.

How are they calculated?

Standard metered charges include:

- *A fixed standing charge, which is an annual sum based on the size of the meter and the meter reading frequency (monthly or six-monthly). Where the meter is a combination meter (i.e. where two meters of different sizes are used to measure the volume of water supplied at different flows) the standing charge is based on the size of the larger of the two meters*
- *A variable volumetric charge which is based on a rate for each cubic metre of water recorded by the meter(s) (or estimated by us). There are different volumetric rates depending on the geographic area in which the premises are located and the meter reading frequency (monthly or six-monthly)*

The volumetric charge will include water lost by leakage or waste. There is no charge for water used in relation to fire-fighting including testing in the conditions specified in section 147 of the Act. Please see section 3.6 for the allowance that may be available to you in case of leakage.

We will only use our own meters or meters installed at our request in accordance with specifications we have approved to apply metered charges. We may at our discretion agree to take ownership of and responsibility for other meters to apply metered charges by reference to these meters.

The amount of the volumetric charge per cubic metre and of the standing charge for each type of meter can be found in Appendix 1 – Primary charges.

Billing

Our meters are normally read and bills produced every six months. Metered charges are payable on receipt of the bill. Where the annual consumption at the premises is greater than 2,500 cubic metres, meter reading and billing will be monthly.

The standing charge is payable in 12 equal instalments when the meter is read monthly and in two equal instalments when the meter is read every six months.

Where a bill has been issued using an estimated volume of water and a meter read is subsequently obtained, we may issue another bill if the actual volume of water supplied is different from the estimate.

A bill will also be issued when:

- *You leave or stop being responsible for the premises, for charges up to the time when you stop being responsible for the payment of the water charges. Please refer to section 8 for further details on change of occupation*
- *You have chosen another water retailer, for charges up to the time when the other retailer becomes your supplier*

Our charges are updated on 1 April every year. Where a bill relates to a supply of water made in a period which spans this date, the volume of water is allocated pro-rata before and after this date using an average daily volume over the billing period. This allocation of the volume of water is shown on the bill as two readings.





3.2 Metered charges for large volume supplies

We offer a block tariff which will benefit premises with a consumption exceeding 10,000 cubic metres per year and a super economy tariff which will benefit premises with a consumption of 50,000 cubic metres or more per year.

Under the block tariff the total consumption in the month is allocated to different bands and the volumetric charges decrease as the consumption reaches higher bands. You will start benefiting from a lower volumetric charge where the consumption at the premises exceeds 10,000 cubic metres per year.

If your premises are being charged on the basis of the super economy tariff and continue to qualify for that tariff, you can choose (i) to switch to the new block tariff or (ii) to remain on the super economy tariff. You cannot choose the super economy tariff if

the premises are not already being charged on that basis.

3.2.1 Block tariff

Tariff description

There is no consumption threshold to meet in order to qualify for the block tariff. Once you have applied for the block tariffs the relevant volumetric charge(s) will be applied automatically based on the consumption at the premises.

If the saver or inter saver tariff applied to your premises until 31 March 2017, our new block tariff will apply automatically from 1 April 2017.

If the super economy tariff applied to your premises until 31 March 2017, your premises continue to qualify for that tariff after that date and you ask us to renew the tariff, the super economy tariff will continue to apply but if you think that you could benefit from the block tariff you should apply

for it in advance to ensure that we can start charging on the basis of the block tariff from 1 April 2017. If your premises no longer qualify for the super economy tariff the block tariff will apply instead.

Our block tariff comprises of two elements:

- *A fixed standing charge for the meter or each meter, which is an annual sum based on the size of the meter. Where a meter is a combination meter (i.e. where two meters of different sizes are used to measure the volume of water supplied at different flows) the standing charge is based on the size of the largest of the two meters*
- *A variable volumetric charge which is based on a rate for each cubic metre of water recorded by the meter(s) in the month (or estimated by us for that month). There are different rates for each geographic area and for each of the relevant consumption bands*

We have two geographic areas: the eastern region and the western region. The relevant consumption bands for the block tariff volumetric charge and the rates applicable in each of the bands, and the standing charge for each size of meter can be found in Appendix 1 – Primary charges.

Consumption at the premises refers to water supplied by us to the relevant supply point registered to us in accordance with the wholesale retail code. Where there are two water supply points registered to two different water wholesalers in respect of the same premises, only the consumption of the supply point registered to us is taken into account to calculate the charges under the block tariff.

The volumetric charge is based on all water recorded by the meter including water lost by leakage or waste. There is no charge for water used in relation to firefighting including testing in the conditions specified in section 147 of the Act.

We may apply the block tariff in respect of metered non-household premises that we determine, based on the information provided to us and our own investigations, to be single boundary sets of premises (e.g. comprised of several buildings within the same site) under the ownership, management or responsibility of the same person or entity and where a single person or entity takes responsibility for the payment of the water charges in respect of the entire single boundary set of premises. Single boundary set of premises may include premises separated only by transport infrastructure and contiguous to that transport infrastructure and which still meet the required criteria set out above. Single boundary sets of premises will typically have more than one metered connection (i.e. more than one supply point) the consumption of which is aggregated for the calculation of the charges. Where until 31 March 2017, we have used the aggregated consumption of all the metered supply points to these single boundary sets of premises to determine the eligibility for and

to calculate the charges under the applicable tariff, we may apply the block tariff in the same way (i.e. using the aggregated consumption of all the metered supply points to the premises) even if the supply points to these premises could otherwise have been registered individually on the central market system. This will be done to the extent that the tariff is set up in the central market system in this way.

Billing

Under the block tariff the meter(s) measuring the supplies to the premises must be read monthly and bills will be issued monthly (except that an estimate may be used where it has not been possible to take a meter read in a month). We will ensure that estimates are only used when it has not been possible to take a meter read and that there will not be more than two consecutive estimates.

If we are unable to read the meter or all the meters for two consecutive times due to your act or omission or the act or omission of your employee, agent or contractor (for example because you have physically obstructed the meter or you have not given our meter reader access to the premises), we will be entitled to stop applying the block tariff and apply standard metered charges instead. We will notify you that we intend to change the tariff as soon as possible after we have confirmation that a meter read could not be taken for the second consecutive time. Where possible we will ask you to provide a meter reading yourself. If it is not possible for you to provide a meter read we may request that you give us access at another time but an additional charge may apply for any ad hoc read. If there is disagreement between you and us about why we were unable to read the meter(s) you will be able to ask us to review the change of tariff by contacting us within five business days of our notice and where this is still possible we will allow you to provide a meter read to us.

If we stop applying the block tariff in these circumstances, we will apply it again if you make another application for it and if we have been able to read the meter(s) at least two consecutive times when we receive your new application. In this case, the block tariff will apply from the effective date of the change of tariff and will not apply retrospectively.

Metered charges are payable on receipt of the bill.

The standing charge is payable in 12 equal instalments under the block tariff.

Where a bill has been issued using an estimated volume of water and a meter read is subsequently obtained, we may issue another bill if the actual volume of water supplied is different from the estimate.

A bill will also be issued when:

- *You leave or stop being responsible for the premises, for charges up to the time when you stop being responsible for the payment of the water charges*
- *You have chosen another water retailer, for charges up to the time when the other retailer becomes your supplier*

Our charges are updated on 1 April every year. Where a bill relates to a supply of water made in a period which spans this date, the volume of water is allocated pro-rata before and after this date using an average daily volume over the billing period. This allocation of the volume of water is shown on the bill as two readings.

3.2.2 Super economy tariff

Tariff description

Our super economy tariff provides an additional discount to qualifying customers with a steady demand pattern. To qualify for the super

economy tariff the consumption at the premises must be 50,000 cubic metres or more per year. Under the super economy tariff you must agree an annual reservation volume each year which can fall within two consumption bands for each of our two geographic areas:

- *Band A: from 50,000 to 249,999 cubic metres*
- *Band B: 250,000 cubic metres and more*

The super economy tariff is only available if it already applied to your premises until 31 March 2017, your premises continue to meet the minimum consumption criteria and you ask us to renew the super economy tariff as required below, otherwise the block tariff will apply instead. If we start applying another tariff for any of the reasons set out in this charges scheme, you will not be able to revert to the super economy tariff.

Our super economy tariff comprises five elements:

- *The fixed charge which is an annual sum applied per premises irrespective of the number of meters. If the annual reservation volume is within Band A the fixed charge for that band and the relevant area is used and if the annual reservation volume is within Band B the fixed charge for that band and the relevant area is used*
- *The fixed standing charge for the meter or each meter which is an annual sum based on the size of the meter. Where a meter is a combination meter (i.e. where two meters of different sizes are used to measure the volume of water supplied at different flows) the standing charge is based on the size of the largest of the two meters*
- *The capacity charge which is an annual sum based on the amount of water in cubic metres you wish to reserve for*

the charging year (the “reservation volume”) as agreed in advance with us. There is a different capacity charge rate for each of the two consumption bands in each of our two geographic areas. The annual capacity charge is calculated by first dividing the reservation volume in cubic metres by 1,000, then dividing the result by the number of days in the year and finally by multiplying the result by the capacity charge rate in the relevant band for the relevant geographic area. If the annual reservation volume is within Band A the capacity charge rate for that band and area is used and if the annual reservation volume is within Band B the capacity charge rate for that band and area is used

- *The usage charge which is calculated by multiplying the volume of water recorded by the meter(s) in the month (or estimated by us) up to the monthly average reservation volume plus 10 per cent by the relevant usage charge rate. To take account of possible variations in the number of days between each meter read, the monthly average reservation volume is calculated using the daily average volume (corresponding to the annual reservation volume) multiplied by the relevant number of days between each meter read. There is a different usage charge rate for each of the two consumption bands in each of our two geographic areas. If the annual reservation volume is within Band A the usage charge rate for that band and the relevant area is used and if the annual reservation volume is within Band B the usage charge rate for that band and the relevant area is used*
- *The excess usage charge which is calculated by multiplying the volume of water recorded by the meter(s) in the month (or estimated by us) which is above the monthly average reservation volume plus 10 per cent (calculated as explained in the previous paragraph) by the relevant excess usage charge rate*

There is a different excess usage charge rate for each of the two consumption bands in each of our two geographic areas. If the annual reservation volume is within Band A the excess usage charge rate for that band and the relevant area is used and if the annual reservation volume is within Band B the excess usage charge rate for that band and the relevant area is used

The usage charge and the excess usage charges are based on the volume of water registered by the meter including water lost by leakage or waste. There is no charge for water used in relation to fire-fighting including testing in the conditions specified in section 147 of the Act.

You must apply in writing to renew the super economy tariff each year. The reservation volume must be agreed annually on or before the last business day in the third week of February for one year and cannot be changed until the next renewal. It is set by reference to the usage at the premises in the 12 months preceding your application and any other information you provide to us on the expected usage during the following 12 months. This usage information will also be used to determine whether or not the premises continue to satisfy the minimum consumption criteria for the super economy tariff. We will contact you in advance to let you know that you need to renew the tariff and confirm your reservation volume.

Once the renewal of the super economy tariff has been confirmed you will not be able to revise the reservation volume or to transfer to the block tariff until the next renewal date (i.e. 1 April of the following year).

If you do not apply for a renewal and/or if the reservation volume is not agreed in writing on or before the date set out above, we will send you a final notice explaining that if you do not confirm the reservation volume with five business days of our notice we will apply the block tariff from the following 1 April. If you would like to change from the super economy tariff to the block tariff, please let us know as early as possible before to ensure that we can apply the block tariff from 1 April.

Consumption at the premises refers to water supplied by us to the relevant supply point registered to us in accordance with the wholesale retail code. Where there are two water supply points registered to two different water wholesalers in respect of the same premises, only the consumption of the supply point registered to us is taken into account to calculate the charges under the block tariff.

We may apply the super economy tariff in respect of metered non-household premises that we determine, based on the information provided to us and our own investigations, to be single boundary sets of premises (e.g. comprised of several buildings within the same site) under the ownership, management or responsibility of the same person or entity and where a single person or entity takes responsibility for the payment of the water charges in respect of the entire single boundary set of premises. Single boundary sets of premises may include premises separated only by transport infrastructure and contiguous to that transport infrastructure and which still meet the required criteria

set out above. Single boundary sets of premises will typically have more than one metered connection (i.e. more than one supply point) the consumption of which is aggregated for the calculation of the charges. Where until 31 March 2017, we have used the aggregated consumption of all the metered supply points to these single boundary sets of premises to determine the eligibility for and to calculate the charges under the super economy tariff, we may apply the super economy tariff in the same way (i.e. using the aggregated consumption of all the metered supply points to the premises) even if the supply points to these premises could otherwise have been registered individually on the central market system. This will be done to the extent that the central market system allows us to apply the super economy tariff in this way.

The fixed charges, the capacity charge rates, the usage charge rates, the excess usage charge rates for each band in each geographic area and the standing charges for each size of meter can be found in Appendix 1 – Primary charges.

Primary charges

Under the super economy tariff the meter(s) measuring the supplies to premises must be read monthly and bills will be issued monthly (except that an estimate may be used where it has not been possible to take a meter read in a month). We will ensure that estimates are only used when it has not been possible to take a meter read and that there will not be more than two consecutive estimates.

If we are unable to read the meter or all the meters for two consecutive times due to your act or omission or the act or omission of your employee, agent or contractor (for example because you have physically obstructed the meter or you have not given our meter reader access to the premises), we will be entitled to stop applying the super economy tariff and apply standard metered charges instead. We will notify you that we intend to change the tariff as soon as possible after we have confirmation that a meter read could not be taken for the second consecutive time. Where possible we will ask you to provide a meter reading yourself. If it is not possible for you to provide a meter read (for example because this would exceed the number of customer meter read that we are allowed to provide to the market operator) we may request that you give us access at another time but an additional charge may apply for any ad hoc read. If there is disagreement between you and us about why we were unable to read the meter(s) you will be able to ask us to review the change of tariff by contacting us within five business days of our notice and where this is still possible we will allow you to provide a meter read to us.

If we stop applying the super economy tariff in these circumstances, the super economy tariff will no longer be available to you. However, we will apply the block tariff if you make an application for it and if we have been able to read the meter(s) at least two consecutive times when we receive your application for the block tariff. In this case, the block tariff will apply from the effective date of the change of tariff and will not apply retrospectively.

Metered charges are payable on receipt of the bill.

The meter standing charge and the volumetric charge are payable in 12 equal monthly instalments.

Where a bill has been issued using an estimated volume of water and a meter read is subsequently obtained, we may issue another bill if the actual volume of water supplied is different from the estimate.

A bill will also be issued when:

- *You leave or stop being responsible for the premises, for charges up to the time when you stop being responsible for the payment of the water charges*
- *You have chosen another water retailer, for charges up to the time when the other retailer becomes your supplier*

Our charges are updated on 1 April every year. Where a bill relates to a supply of water made in a period which spans this date, the volume of water is allocated pro-rata before and after this date using an average daily volume over the billing period. This allocation of the volume of water is shown on the bill as two readings.

3.3 Shared supplies: meter and sub-meter arrangements

Where your premises are connected to our water main by a shared service pipe supplying water to other premises as well as to your premises and individual meters to each premises supplied by the shared service pipe measure the volume of water supplied to each individual premises, a check meter may be installed at the beginning of that shared service pipe to measure all water leaving our water main. If the water recorded by the check meter exceeds for any reason the total water recorded on all the individual meters, the occupiers of each of the individual premises will pay an equal portion of the volumetric charge attributable to this excess.



3.4 Meter accuracy

If you believe that a meter may not be registering correctly we will investigate the issue and we will undertake one free, on-site confidence test of any meter we use for the calculation of water charges.

Our meter will be tested to determine whether it falls within limits of accuracy prescribed by the Water Meter Regulations 1988.

We will also test any of our meters if you request a test in writing to determine whether it falls within prescribed limits of accuracy set by regulations. We will provide you with a copy of the test results. Where the meter is tested without removal, the test is normally carried out by us. If it is necessary to remove the meter for testing, or if you ask us to remove the meter for testing, the test will be carried out by an independent organisation.

Where a test (other than the first on-site confidence test mentioned above) is carried out at your request and the meter falls within the prescribed limits of accuracy, we may recover the expenses we reasonably incurred in carrying out the test.

If a meter does not fall within the prescribed limits of accuracy, an adjustment to the volumetric charges will be made and a balance payable by you or us. The meter will be deemed to have stopped registering correctly since the date of the meter reading taken immediately before the latest meter reading (unless it is proved to have begun to register incorrectly at a later date).

3.5 Tampering with meters

All meters installed by us or our contractors remain our property and responsibility. Tampering with a water meter or its associated fittings used by us to determine the amount of water used on the premises is a criminal offence. We will prosecute in cases of tampering and will recover the actual cost of making the necessary repairs to the meter and fittings.

3.6 Leakage allowance

Non-household customers may receive an allowance for water lost through leakage from the section of service pipe they are responsible for if they identify and repair the leak promptly as set out in our “non-household leak allowance policy”.



4. Unmetered water charges

When do unmetered charges apply?

Unmetered charges apply when a valid rateable value is available in respect of the premises and we are not for the time being applying metered charges or assessed charges. Where a valid rateable value is not available in respect of the premises and we are not for the time being applying metered charges, an assessed charge is applied instead of the unmetered charge. We are entitled to meter and apply metered charges in respect of all non-household premises that are not yet metered.

Unmetered charges apply for each day you are in occupation of the premises or otherwise responsible for the charges.

They are payable where a supply of water is made available to the premises, even if water is not actually used on the premises. Exceptions apply in respect of empty premises (please refer to section 8.1.2).

How are they calculated?

Unmetered charges include:

- *An annual standing charge for the geographic area in which the premises are located*
- *An annual rateable value charge which is based on a rate per pound of rateable value for the geographic area in which the premises are located*

The rateable value is the value determined or proposed for rating purposes in rating valuation lists under the General Rate Act 1967 as at 31 March 1990.

Where applicable a rateable value assessed by us may be applied when separate premises with a rateable value are combined into single premises; alternatively an assessed charge may be applied instead (except when the premises are subsequently metered). The assessed charge will be made based on an estimate of the water usage at the premises. See section 5 for more details.

The amount of standing charges for unmetered premises and of the rateable value charges can be found in Appendix 1 – Primary charges.

Billing

Unmetered charges are billed annually in advance and cover the period from 1 April to the following 31 March. If you move into the premises during this period, a bill will be issued covering the period from the start of your occupation to the following 31 March.

5. Assessed charges

When do assessed charges apply?

Assessed charges apply:

- *When, in respect of unmetered premises, we have determined that it was not reasonably practicable to install a meter or that unreasonable expenses would be required to install a meter or we could not access the premises*
- *In respect of premises for which a rateable value is not available, is no longer valid or is disputed (for example, due to substantial alteration to the original premises) when we are not for the time being applying metered charges*
- *At our discretion instead of other charges in relation to premises supplied through a shared service pipe as explained in sections 2.4 and 6.1.3*

How are they calculated?

The assessed charge is an annual sum which is designed to reflect the estimated usage of water on the relevant premises and is based on the characteristics of the premises.

There are two types of assessed charges:

- *A low usage assessed charge for premises which only have a sink and toilet facilities and with usage estimated to be below 80 cubic metres per year*
- *A standard assessed charge for all other premises*

The amount of assessed charges can be found in Appendix 1 – Primary charges.

Billing

Assessed charges are billed annually in advance and cover the period from 1 April to the following 31 March. If you move into the premises or we become your water supplier in the course of this period, a bill will be issued covering the period from the start of your occupation or the time we become your water supplier to the following 31 March.

A bill will also be issued when:

- *You leave or stop being responsible for the premises, for charges up to the time when you stop being responsible for the payment of the water charges. Please refer to section 8 of this document for further details on change of occupation*
- *You have chosen another water retailer, for charges up to the time when the other retailer becomes your supplier*

Assessed charges are payable on receipt of the bill.

6. Changing from an unmetered to a metered supply

6.1 Option to be metered

6.1.1 Non-household premises which are not partially occupied as a home

We are entitled to require that any non-household premises are metered and to apply metered charges. However, if we are not for the time being applying metered charges for the supply of water to your premises, you can ask us in writing to install a meter to your premises and apply metered charges. If you do so, you will not be able to revert to your previous charges. We may charge you for the expenses we incur in installing a meter.

If you have asked us to pay metered charges for your water supply but we determine that it is not reasonably practicable to install a meter or that we would have to incur unreasonable expenses to install a meter we will apply assessed charges.

6.1.2 Non-household premises in which, or in any part of which, a person has their home

If you occupy non-household premises in which or in any part of which a person has a home, and you either pay unmetered charges or (in certain cases) assessed charges for your water supply, you can ask us in writing to install a water meter free of charge and to pay metered charges instead, provided that it is reasonably practicable to install a meter or that we would not have to incur unreasonable expenses to install a meter. We are also entitled to require that non-household premises, including the household part of non-household premises, are metered and to apply metered charges.

If you ask us to apply metered charges, you will not be able to revert to your previous charges.

We will give effect to your request by installing a meter and applying metered charges within a period of three months commencing on the date of receipt of your application, provided that the installation is not delayed by you or another third party.

You will continue to pay your current charges for the water supplied to your premises until the end of that period of three months or until the meter is installed if earlier. If we do not install a meter within this period and the delay was not caused by you or a third party, we will apply metered charges from the end of that period even if the meter has not yet been installed on that date so that you are not worse off.

You can apply for this option online by calling the Business Retail team and we will go through the water metering guide with you and complete the application on your behalf. Alternatively, you can request a copy of the guide by post and complete the application form yourself. The application form must be completed before a survey can take place to determine whether it is feasible to install a meter and where it will be located.

We may require separation of any shared supply between non-household and household premises under section 64 of the Water Industry Act 1991.

What if a meter installation is not feasible?

If you have asked us to pay metered charges for your water supply but we determine that it is not reasonably practicable to install a meter or that we would have to incur unreasonable expenses to install a meter we will apply assessed charges.

If there is a dispute as to whether it is reasonably practicable to install a meter or whether we would have to incur unreasonable expenses to install a meter, the Water Services Regulation Authority (Ofwat) may be asked to determine the dispute.

6.1.3 Shared supplies

Where a meter has been fitted on a service pipe and it later becomes apparent that the service pipe is used to supply several premises, an assessed charge will be applied if we determine that it is not possible to continue applying metered charges, for example where metering all the individual premises supplied is not feasible.

6.2 Selective metering

In respect of non-household premises, a meter may be installed and charges may be fixed by reference to volume at any time.



7. Payment of water supply charges

7.1 Unmetered charges and assessed charges

The standard billing period is from 1 April to 31 March, and the following payment options are available:

- *A single payment for the entire year's charges due on 1 April*
- *Two payments due on 1 April and 1 October*
- *Eight monthly payments – May – December inclusive*
- *10 monthly payments – April – January inclusive*

If you move in to the premises during the standard billing period we will adjust the payment arrangements above to cover the remaining period to the next 31 March.

7.2 Metered charges

We offer the following payment options for metered charges:

- *A single payment on receipt of bill*
- *Payment by 12 monthly instalments calculated to cover your predicted charges and reviewed each time we bill (normally every six months) to ensure that you are paying a suitable amount*

7.3 Methods of payment

We offer a variety of payment methods.

Payment by Direct Debit – There's no easier, safer or more convenient way to pay for your water bill than by Direct Debit.

Payment for measured or unmeasured charges can be made on the 1st, 7th, 15th or 23rd day of each month. If payment for any month is not made by the arranged day, the Direct Debit facility may be withdrawn and the remaining balance will become due immediately. Go to southeastwaterchoice.co.uk

Alternative payment options

- *Pay via BACS. Always include your water account number in the reference field when making a payment. If your payment is for multiple accounts please email or post a remittance showing the payment amount for each account number*
- *Payment can be made free of charge at any branch of HSBC UK Bank*
- *Standing order – set up your agreed instalment through your bank, free of charge*
- *Pay at any branch of your own bank and this will also normally be free of charge*
- *Make payment over the telephone, using debit or credit cards by calling our Business Retail team. There is no additional cost to you for this service*
- *Make payment at the Post Office, but a fee may be charged for this service by the Post Office*
- *Send payment by cheque or postal order through the post. You should not send cash by post. If your payment is for multiple accounts please include a remittance showing the payment amount for each account number*



8. Change of occupation

If you are planning to move to premises within our supply area, you can obtain information on which type of water charges are applicable for the premises by visiting our website or contact us at the number provided at the beginning of this charges scheme. We apply metered charges to most non-household premises.

You must notify us of the date you will begin to use the premises and provide all details we reasonably require to setup your account. Occupiers must pay the charges in respect of any services we provide to them from the date they became the occupier of the premises.

In the event of a change of occupier, the new occupier or owner is responsible for informing us if a water supply to the property is no longer required. No retrospective allowances will be made.

If you are a landlord or a managing agent of properties in England and Wales, you can use Landlord TAP an easy to use website that allows you to provide us with details of your tenants who are responsible for the payment of water charges - **landlordtap.com**



8.1 Vacation of property and responsibility for water charges

8.1.1 Metered premises

Notice that customer will vacate premises

You must notify us at least two working days in advance of the date you will cease to occupy the premises. You will remain liable for payment of metered charges, even after leaving the property, unless we are given this notice. 'Two working days' means a consecutive 48-hour period that excludes Saturdays and Sundays or any other day designated as a Bank Holiday in England and Wales.

If two working days' notice is not given, then you will be liable to pay the water charges until the first to occur of the following:

- *28 days after we receive the late notification*
- *The day on which the meter would have normally been read*
- *The day a new occupier advises us that she or he has become the new occupier of the premises*

However, where two working days' notice is not provided we will offer to close your account on an estimated read or give you the option of reading the meter yourselves, providing there has not been any excessive delay in notifying us.

Notice that water is no longer required

Where you notify us in writing that a water supply to your metered premises will no longer be required by a certain date set out in the notice without vacating the premises by that date, we may disconnect the service pipe or otherwise cut off the supply to these premises and you will cease to be responsible for the charges after the later of (i) the expiry of the notice and (ii) the end of a period of two working days beginning with the service of the notice, except where a new supply is requested or used for the same premises.

Where you serve a written notice that a water supply is no longer required in respect of metered premises and vacate the premises by the date set out in the notice, the responsibility for water charges will be as explained in the previous section. We may also disconnect the service pipe or otherwise cut off the supply to these premises.

8.1.2 Unmetered premises

Notice that water is no longer required

Where you notify us in writing that a water supply to your unmetered premises will no longer be required by a certain date set out in the notice (whether or not you vacate these premises by that date), we may disconnect the service pipe or otherwise cut off the supply to these premises and you will cease to be responsible for the charges after the later of (i) the expiry of the notice and (ii) the end of a period of two working days beginning with the service of the notice, except where a supply is requested or used for the same premises.

Vacant unmetered premises

Where unmetered premises are vacated without notifying us, unmetered charges will only cease to be applied if and from the time you are able to demonstrate to our reasonable satisfaction that:

- *No one uses the premises*
- *The premises are unfurnished*
- *The water supply to the premises is not being used for any purpose*

You must confirm in writing that a water supply is no longer required. No retrospective allowance will be made. In such circumstances we may choose to disconnect the premises or otherwise cut off the supply.

Where unmetered charges remain payable but the premises are not being used, you may be able to reduce the charges payable by requesting the installation of a meter (please see section 6 of this document).

8.2 Payment of closing account for previously occupied premises

If a debt exists in respect of premises you previously occupied in our area of supply, then subsequent payments that you make to us may be applied (at our sole discretion) to the payment of that debt until it is fully paid before your payments are applied to the charges relating to the premises you are occupying or have subsequently occupied.

8.3 Empty properties – disconnection by South East Water

Where premises remain empty for 12 months, the service pipe to the premises must be flushed before a supply can be provided in order to avoid contamination by stagnant water of the water supplied to the premises and of the water in our main. A water quality test will also be required, conducted at the customer's expense, to ensure that the customer's supply pipe will not contaminate the water supply.

For charges relating to flushing and testing please refer to Appendix 2 – Non-primary charges.

8.4 Opening account payment

We may require an on-account payment of 25 per cent of the estimated annual water charges for the property from any non-household customer who is expected to use more than 10,000 cubic metres.

8.5 Non-household customers – payment in advance

We may require a payment in advance of up to six months of the estimated annual charge for any non-household property where, in the current or prior charging year, any bill has remained unpaid for a period of seven days after the final notice, a disconnection notice has been issued against any bill, and/or poor credit history has been identified. We may carry out company searches when an application is received for a water account. We may require a director's guarantee on any commercial business that does not reach a satisfactory credit rating.

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 Appendix 2 – Non-primary charges.

10. Additional charges

Returned cheques and rejected Direct Debit payment instructions

An administration charge may be applied at our discretion in respect of any void or dishonoured cheque or Direct Debit transaction.

Legal costs, tracing fees and collection fees

In the event that a county court claim is issued for the recovery of any unpaid water charges, we may charge for any costs we incurred in relation to that process, including solicitors' fixed costs, court fees and any additional enforcement costs. These costs may also include any fees that have been incurred in the service of court documents or collection services.

Reconnection charge

Where premises have been disconnected, a charge for reconnection will be made.

11. Collection of outstanding charges

Non-household customers who do not pay their bills within the statutory period specified in a notice requiring them to pay may have their water supply disconnected or cut off. We are entitled to recover the cost we reasonably incur in disconnecting or cutting off a supply for non-payment.

If a non-household customer requests a site visit to discuss a debt, additional charges will be levied for such a visit.

We may charge interest on overdue accounts for non-household customers.

Insolvency

Where a non-household customer enters into any formal insolvency procedure, we will apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date'). Any apportioned charges after the insolvency date will be payable by the occupier of the property in question and fall due on the next day of occupation after the insolvency date and will not fall within the insolvency procedure. The charges will be payable by the person responsible for the payment of water and wastewater charges for the property in question on the same terms as would apply if the property had been newly occupied on that day.

12. Terminology used in this document

'Business day' means the period of 08:00 to 18:00 hours on any day other than a Saturday or Sunday, or Christmas Day, Good Friday or any day which is a bank holiday in England and Wales under the Banking and Financial Dealings Act 1971.

'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 including associated fittings.

'Household premises' means any premises determined to be household premises by us or Ofwat in accordance with section 17C of the Water Industry Act 1991 and any relevant regulation or guidance.

'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 premise.

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

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

Appendix 1

Primary charges, 2017-2018

Excluding VAT

All charges are effective from 1 April 2017

Unmetered water supplies

• Standing charge

Sussex
£32.90
(Eastern region)

West Kent
£32.90
(Eastern region)

Mid Southern
(Western region)
£32.90

Mid Kent
£61.40
(Eastern region)

• Rateable value charges

Value charge per £ of rateable value

Sussex
£1.5252
(Eastern region)

West Kent
£1.4290
(Eastern region)

Mid Southern
£0.9217
(Western region)

Mid Kent
£1.2763
(Eastern region)

Metered water supplies

The following charges apply from 1 April and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April. This will be shown on the bill as two separate calculations.

• Standard volumetric charges

Volumetric charge per m³

Western region
monthly read meters
£1.2599

Eastern region
monthly read meters
£1.6600

Western region
six monthly read meters
£1.2663

Eastern region
six monthly read meters
£1.6685

• Annual standing charge

Meter size (mm)	Six monthly read
12/15	£42.20
20/22	£55.30
25/28	£62.00
30/32/35	£75.50
40/42	£85.00
50/54	£96.60
65	£103.30
75/80	£119.30
100	£155.60
125	£209.80
150	£209.80
300	£246.60

Meter size (mm)	Monthly read
12/15	£75.10
20/22	£120.40
25/28	£127.00
30/32/35	£140.30
40/42	£150.20
50/54	£162.30
65	£169.00
75/80	£185.70
100	£276.30
125	£330.20
150	£330.20
300	£336.70

Block tariff

Volumetric charge per m³, monthly read

Consumed water (per annum)	Western region	Eastern region
	Volumetric charge £/m ³	
0 - 10 ML	£1.2599	£1.6601
10 - 150 ML	£1.0076	£1.3307
150 - 250 ML	£0.9828	£1.3010
250+ ML	£0.9655	£1.2688

Super economy tariff

Region	m ³ per annum	Fixed charge (£)	Capacity charge per 1000 m ³ (£)	Usage charge (£ per m ³)	Excess usage charge (£ per m ³)
Western region	Band A – 50,000 to 249,999	£5,477	£89,752	£0.7182	£1.0149
	Band B – 250,000	£15,033	£86,109	£0.6895	£0.9736
Eastern region	Band A – 50,000 to 249,999	£7,230	£118,455	£0.9451	£1.3394
	Band B – 250,000	£19,828	£113,611	£0.9071	£1.2776

Assessed water charges

Non-household premises with just a sink and toilet facilities
with usage estimated below 80 cubic metres per year £153.80

Other non-household properties £305.70

Most properties with swimming pools are metered. An additional charge of £176.60 will be made for those unmeasured properties with swimming pools. These charges are levied for the period 1 April to 31 March and are not apportionable on change of occupation of the premises during the year. As part of our policy to promote efficient use of water we will progressively meter all properties with swimming pools.

Appendix 2

Non-primary charges, 2017-18

Excluding VAT

Disconnection

Disconnection¹ requested by customer (Section 62)

no charge

Temporary standard disconnection (e.g. for non payment)

£99.00

Permanent or temporary non-standard disconnection (inc plug/clamp)

· Survey

refer to inspection/survey charges

· Disconnection

POA

NOTE: Properties are disconnected either at a customer's request, or when permitted by law for non-payment of charges or to protect water quality.

Emergency temporary disconnection (e.g. in case of internal leak)

· Standard (turning off supply at stoptap)

no charge

· Non-standard / out of hours

costs reasonably incurred

Reconnection²

Standard reconnection

£99.00

Non-standard reconnection (including clamp/plug)

POA

A new connection must be applied following all permanent disconnections

refer to New Connection Charges

Emergency temporary reconnection

· Standard (turning on supply at stoptap)

no charge

· Non-standard / out of hours

costs reasonably incurred

Inspection / survey charges

Retailer only visit (first hour)

£63.00

– Additional 30 mins (up to four additional hours³)

£19.00

Wholesale only inspection (first hour)

£99.00

– Additional 30 mins (up to four additional hours³)

£19.00

Survey

First hour

£99.00

– Additional 30 mins (up to four additional hours³)

£19.00

Testing of meters – onsite

Meter checked on site

First visit – test shows meter to be accurate

no charge

Subsequent visit

Test shows meter accurate – connected to a house

£20.00

Test shows meter accurate – other meters

costs reasonably incurred

Test shows meter to be inaccurate

no charge

Meter removal

Test shows meter to be accurate – connected to a house

£70.00

Test shows meter to be accurate – other meters⁴

costs reasonably incurred

Test shows meter to be inaccurate

no charge

Metering

Installation of meter (where feasible)

no charge

Replacement of faulty meter⁵

no charge

Other metering works

· Survey

refer to inspection/survey charges

– Relocate meter

POA

– Change of meter model/size

POA

– Adhoc metering works (e.g. enabling works that we agree to carry out)

POA

*NOTE: Activities above may be combined***Adhoc meter reading**Adhoc meter reading visit⁶

£14.00

Debt and payment charges

Returned cheques

costs reasonably incurred

Rejected direct debit

costs reasonably incurred

Legal and trace fees

costs reasonably incurred

Exercise of power of entry

costs reasonably incurred

Debt collection agency fees

£52.50

Water quality testing

Water quality testing

POA

– Inspection charges to obtain sample may also apply

– see inspection costs above

Abortive / cancellation charges

Standard missed appointment

£99.00

Non-standard missed appointment⁷

POA

Standard cancellation (same day)

£29.50

Non-standard cancellation⁷ (same day)

POA

Miscellaneous charges**Installation of splitters and data loggers**

Survey and installations works

POA

*Specific terms and conditions may apply***Location of leaks and repairs**

Leak detection and repair services

POA

*Specific terms and conditions may apply***Adhoc/miscellaneous works**

Adhoc/miscellaneous works

POA

*Specific terms and conditions may apply***Replacement of lead pipe**Replacement of communication pipe
(provided customer replaces supply pipe)

no charge

Adhoc works (e.g. replacement of supply pipe)

POA

*Specific terms and conditions may apply***Map charge**Providing water infrastructure maps to customers (per map)
(no site visit required)

£11.20

*Note: Unless specified above, all services are only provided during standard hours**POA: Price On Application*¹ Where disconnection is non-standard, and re-connection is also expected to be "non-standard" we will provide a quote for this reconnection. The cost of this quote will be added to the non-standard re-connection charge.² In the case of reconnection following disconnection due to water quality or breach of water fitting regulations, an inspection and/or sample charges may apply.³ Where inspection/survey is expected to exceed five hours overall we will seek consent before continuing works⁴ New meter will be installed to allow for the testing⁵ Where damage is done by customer, then costs reasonably incurred repairing or replacing the meter will be charged including survey costs. If a change of size/model/location is requested then additional charges may be payable, as outlined in table above⁶ This charge applies if we are unable to read meter due to your acts of omission, and as set out in sections 3.2.1 and 3.2.2⁷ Non-standard cancellation and abortive fees will cover the costs incurred up to the time of cancellation and the costs of any resources that we are unable to reallocate to other activities (such as highway closures, plant hire, multiple workforce, etc)

You can contact us in the following ways:



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