



Wholesale Charges for Businesses from April 2026

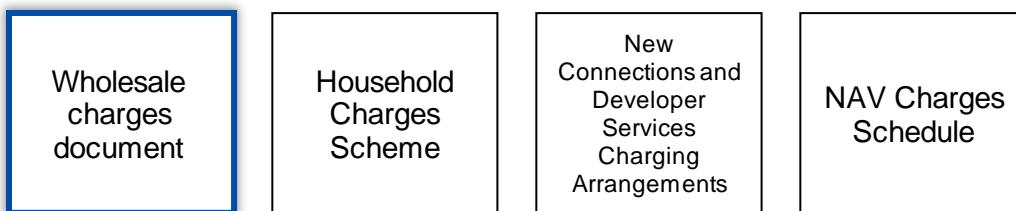
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Contents

1. Introduction.....	3
2. How are Charges applied	4
3. Wholesale non-household measured water supply charges 2026/27	7
4. Wholesale Unmeasured water charges 2026/27	8
5. Wholesale household water supply charges 2026/27	10
6. Special Agreement Tariffs.....	12
7. Non Primary Charges.....	12
8. Non-Primary Charges Further information	15
9. Non Potable Water Supplies	19
10. Switching to measured charge.....	19
11. Appendix 1 Contact Us.....	20
12. Appendix 2 Definitions	21

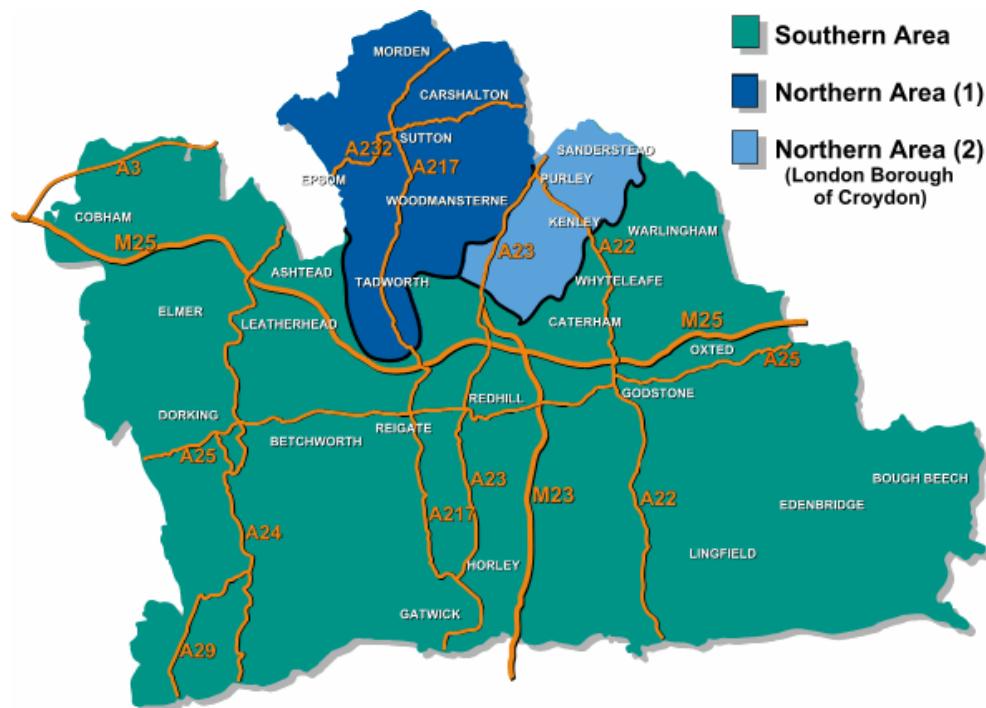
1. Introduction

- 1.1. SES Water's powers to charge for water supplies are contained in the Water Industry Acts. Charges are set in accordance with revenue control limits determined by Ofwat. To comply with Condition E of our license to operate, charges must not show undue preference to, or discriminate against, any class of person.
- 1.2. Under the terms laid down by Section 143 of the Water Industry Act 1991 and Ofwat's 2014 Price Review, incumbent regional monopoly water supply wholesalers are required to publish separate charges for the wholesale and retail activities of their business. This document contains details of SES Water's Wholesale Charges Schedule for Non-Household customers for 2026/27.
- 1.3. Wholesale charges will be published on our website annually, at a time dependent upon the requirements of the regulatory regime. Prices will take effect on 1 April each year.
- 1.4. The water retail market is open to businesses, charities and public sector organisations with premises that qualify. For further information on the new market, visit www.open-water.org.uk
- 1.5. Wholesale charges cover the cost of providing wholesale activities, which broadly encompass the operation and maintenance of the process and network assets which deliver the abstraction, treatment, and supply of drinking water.
- 1.6. This document forms one of four separate charging documents as set out below.



All charges exclude VAT unless stated otherwise. Details of those charges subject to VAT are given.

SES Area of Supply



Southern Area

Northern Area (1)

**Northern Area (2)
(London Borough
of Croydon)**

This map is very small scale and is for general guidance only. Please contact our customer services team if you are not sure which area the property is located in.

2. How are Charges applied

2.1. Wholesale charges for water

The applicable charge for Wholesale Services varies by region and the type of supply at the property. The Company has three charging areas – Southern, Northern (1) and Northern (2). The areas are indicated on the area map Page 3. The charges that apply in each area are shown in sections 3 - 7. An Excel version of the tariff tables can also be found in the link below:

<https://seswater.co.uk/retailers>

2.2. Unmeasured wholesale water charges

2.2.1. Rate-based tariff – Southern and Northern Area (2)

The Retailer for the occupier of any premises in the Southern Area or Northern Area (2) with access to a supply of water other than through a meter shall pay:

- an annual standing charge; and
- a charge calculated on the full Rateable Value of the premises to which the water supply is made available.

2.2.2. Licence fee – Northern Area (1)

The Retailer for the occupier of any premises in Northern Area (1) with access to a supply of water other than through a meter, shall pay a licence fee which represents the average charge made by the Company for unmeasured supplies in the area. Different charges apply depending upon whether the premise concerned is Commercial or mixed Commercial/Domestic in its principal use.

2.2.3. Miscellaneous charges

The Company has fixed other sundry water supply charges in relation to discretionary use of water for purposes other than domestic use.

2.2.4. Access to Unmeasured Water Supply

Where a rated premise has right of access to an Unmeasured Water Supply, the full unmeasured charge will apply to that premise, irrespective of whether or not the supply is within the boundary of the property concerned.

2.3. Measured wholesale water charges

2.3.1. Standard tariff

The Retailer for the occupier of any premises receiving a supply of water through a meter shall pay:

- a standing charge; and
- a volume charge which shall be based on the consumption of water recorded by the meter.

2.3.2. Tariffs for larger users

Business tariffs are available, subject to eligibility, for Retailers of larger use customers. The tariffs combine a discounted volumetric rate with a premium rate standing charge. Two tariffs are available:

- Mid User: For Retailers of customers using between 10 and 49 MI in a charging year at one site.
- High User: For Retailers of customers using 50 or more MI in a charging year at one site.

The following eligibility conditions apply:

- Eligible premises shall be those who have used between 10 MI and 49 MI or 50 or more MI in the charging year immediately preceding the charging year for which they wish to opt for the tariff;
- If the annual consumption at a premise in the charging year is less than is prescribed in the tariff, the charge to the Retailer will be reverted to the standard tariff for the whole of the following charging year;
- A Retailer of a premise that has been reverted to the standard tariff may re-apply for the business tariff as described in clause 1 above; and
- Application of a business tariff to a premise will be at the Company's sole discretion.

For the avoidance of doubt, annual consumption will be that which is recorded by the Company's meter and used for normal billing purposes.

2.3.3. Volumetric charge for vacant premises

Whenever a premise that is registered as vacant, but there is indication that water consumption does occur, the standard volumetric charge will apply.

2.4. Assessed volume charge

2.4.1. Availability of tariff

This tariff is an alternative to the rate-based tariff specifically for Retailers of premises where the Rateable Value is less than £2,000 and water use is limited to the domestic (tea and toilet) requirements of the persons engaged on the premises.

The tariff is not available where:

- there is a domestic element within the premises;
- there is any use of water in the course of the business; and
- the premise has a rateable value over £2,000.

2.4.2. Basis of assessment

The tariff comprises a standing charge, plus an assessed volume charge based on the number of persons on the premises. The volume charge will be assessed on the basis of 15 cubic metres per year per person, with a minimum of 30 cubic metres (2 persons).

2.4.3. Bespoke assessed charges

The Company reserves the right to calculate assessed charges for businesses on a case-by-case basis. Assessed charges apply where the Company has attempted to install a meter at a property but is unable to do so. The assessed charge will be calculated on the basis of estimated annual consumption, which will be

based on the size and industry of the business. This estimated annual consumption will then be subject to the appropriate measured tariff(s).

2.5. Value Added Tax (VAT)

Value Added Tax (VAT) is payable at standard rate on supplies of water for Retailers of customers whose main economic activity lies within divisions 1 to 5 of the Standard Industrial Classification (SIC)1980:

- Energy and Water Supply Industries;
- Extraction of Minerals and Ores other than fuels; Manufacture of Metals, Mineral Products and Chemicals;
- Metal Goods, Engineering and Vehicle Industries;
- Other Manufacturing Industries; and
- Construction.

Supplies of water to other classes of customer are, at present, zero rated for tax purposes.

2.6. Other charges

The Company has other fixed charges for various works, e.g. installation of meters, new connections to a water main (including infrastructure charges) and the provision of information. Information about these charges can be found in section 7.

3. Wholesale non-household measured water supply charges 2026/27

Measured water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Standard consumption <10ML/annum	£/annum	-	N1_ME_SD	Standard user standing charge, Northern 1	D7101	Metered Potable Water Meter Fixed Charges
	£/m3	1.4552		Standard user volumetric charge, Northern 1	D7103	Metered Potable Water Block Tariff
	£/annum	-	N2_ME_SD	Standard user standing charge, Northern 2	D7101	Metered Potable Water Meter Fixed Charges
	£/m3	1.4552		Standard user volumetric charge, Northern 2	D7103	Metered Potable Water Block Tariff
	£/annum	-	SN_ME_SD	Standard user standing charge, Southern	D7101	Metered Potable Water Meter Fixed Charges
	£/m3	1.7954		Standard user volumetric charge, Southern	D7103	Metered Potable Water Block Tariff
Mid User (10-49 MI at one site per charging year)	£/annum	1,259.3691	N1_ME_MU	Mid user standing charge, Northern 1	D7102	Metered Potable Water Supply Point Fixed Charges
	£/m3	1.2775		Mid user volumetric charge, Northern 1	D7103	Metered Potable Water Block Tariff
	£/annum	1,259.3691	N2_ME_MU	Mid user standing charge, Northern 2	D7102	Metered Potable Water Supply Point Fixed Charges
	£/m3	1.2775		Mid user volumetric charge, Northern 2	D7103	Metered Potable Water Block Tariff
	£/annum	1,833.1120	SN_ME_MU	Mid user standing charge, Southern	D7102	Metered Potable Water Supply Point Fixed Charges
	£/m3	1.5762		Mid user volumetric charge, Southern	D7103	Metered Potable Water Block Tariff
High User (> 50 MI at one site per charging year)	£/annum	4,155.0455	N1_ME_HU	High user standing charge, Northern 1	D7102	Metered Potable Water Supply Point Fixed Charges
	£/m3	1.2172		High user volumetric charge, Northern 1	D7103	Metered Potable Water Block Tariff
	£/annum	4,155.0455	N2_ME_HU	High user standing charge, Northern 2	D7102	Metered Potable Water Supply Point Fixed Charges
	£/m3	1.2172		High user volumetric charge, Northern 2	D7103	Metered Potable Water Block Tariff
	£/annum	5,667.6577	SN_ME_HU	High user standing charge, Southern	D7102	Metered Potable Water Supply Point Fixed Charges
	£/m3	1.5018		High user volumetric charge, Southern	D7103	Metered Potable Water Block Tariff

4. Wholesale Unmeasured water charges 2026/27

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Commercial licence fee	£/annum	116.0354	N1_UM_CL	Commercial licence fee	D7251	Unmeasured water fixed charge
Mixed licence fee	£/annum	384.6294	N1_UM_ML	Mixed licence fee	D7251	
Standing charge based on RV	£/annum	36.7239	N2_UM_RV	Standing charge, Northern 2	D7251	Unmeasured water fixed charge
	£/annum	36.7239	SN_UM_RV	Standing charge, Southern	D7251	
Variable Charge (per £ of RV)	£/annum	0.7500	N2_UM_RV	Rateable value, Northern 2	D7252	Unmeasured water RV poundage
	£/annum	1.1750	SN_UM_RV	Rateable value, Southern	D7252	

Assessed water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Assessed Water fixed charge	£/annum	72.3913	N1_AV	Assessed Water fixed charge, Northern 1		
	£/annum	72.3913	N2_AV	Assessed Water fixed charge, Northern 2	D7201	Assessed Water fixed charge
	£/annum	72.3913	SN_AV	Assessed Water fixed charge, Southern		
Assessed Water volumetric charge	£/m3	1.4552	N1_AV	Assessed Water volumetric charge, Northern 1		
	£/m3	1.4552	N2_AV	Assessed Water volumetric charge, Northern 2	D7203	Assessed Water volumetric charge
	£/m3	1.7954	SN_AV	Assessed Water volumetric charge, Southern		
Assessed Water charge per employee	£/employee	43.65	N1_AV	Assessed Water volumetric charge, Northern 1		
	£/employee	43.65	N2_AV	Assessed Water volumetric charge, Northern 2	D2703	Assessed Water volumetric charge
	£/employee	53.86	SN_AV	Assessed Water volumetric charge, Southern		

Others

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name
Religious building, caravan (unrated), flushing chamber, pumping station, standpipe.	£/annum	73.3894	N1_UM_MC	Miscellaneous, Northern 1
Field supply, cleansing supply	£/annum	147.9417	N1_UM_FC	Field supply, cleansing supply, Northern 1

SES Water**Wholesale charges**

Charges applied when no supply

	A: Fixed and vol charge	B: No charge applied	C: Volume charge only
Vacancy charging method water			X
Temporary disconnection method water		X	

5. Wholesale household water supply charges 2026/27

5.1. The applicable charge for the supply of water varies by region and the type of supply at the property. The Company has three charging areas – Southern, Northern (1) and Northern (2). The areas are indicated on the area map below.

Measured Potable Water

Description	Unit	Charge	Tariff Name
Annual Standing Charge	£/annum	-	Annual Standing Charge, Northern 1
	£/annum	-	Annual Standing Charge, Northern 2
	£/annum	-	Annual Standing Charge, Southern
Variable Charge	£/m3	1.4678	Variable Charge, Northern 1
	£/m3	1.4678	Variable Charge, Northern 2
	£/m3	1.8110	Variable Charge, Southern

Unmeasured Potable Water

Description	Unit	Charge	Tariff Name
Annual Standing Charge	£/annum	24.3870	Annual Standing Charge, Northern 2
	£/annum	24.3870	Annual Standing Charge, Southern
Variable Charge	£/RV	0.7744	Variable Charge, Northern 2
	£/RV	1.1914	Variable Charge, Southern
Licence Fee	£/annum	239.2428	Licence Fee, Northern 1

Swimming Pool (unmetered)

Description	Unit	Charge	Tariff Name
9m3 to 45m3 capacity (filtered)	£/annum	18.7698	9m3 to 45m3 capacity (filtered), Northern 1
	£/annum	18.7698	9m3 to 45m3 capacity (filtered), Northern 2
	£/annum	18.7698	9m3 to 45m3 capacity (filtered), Southern
46m3 to 90m3 capacity (filtered)	£/annum	37.5396	46m3 to capacity (filtered), Northern 1
	£/annum	37.5396	46m3 to 90m3 capacity (filtered), Northern 2
	£/annum	37.5396	46m3 to 90m3 capacity (filtered), Southern
9m3 to 45m3 capacity (unfiltered)	£/annum	70.4977	9m3 to 45m3 capacity (unfiltered), Northern 1
	£/annum	70.4977	9m3 to 45m3 capacity (unfiltered), Northern 2
	£/annum	70.4977	9m3 to 45m3 capacity (unfiltered), Southern
46m3 to 90m3 capacity (unfiltered)	£/annum	140.9954	46m3 to 90m3 capacity (unfiltered), Northern 1
	£/annum	140.9954	46m3 to 90m3 capacity (unfiltered), Northern 2
	£/annum	140.9954	46m3 to 90m3 capacity (unfiltered), Southern

Assessed Water

Description	Unit	Charge	Tariff Name
Single-occupancy	£/annum	110.0840	Single-occupancy, Northern 1
	£/annum	110.0840	Single-occupancy, Northern 2
	£/annum	110.0840	Single-occupancy, Southern
Multi-occupancy	£/annum	158.5211	Multi-occupancy, Northern 1
	£/annum	158.5211	Multi-occupancy, Northern 2
	£/annum	158.5211	Multi-occupancy, Southern

WaterSure

Description	Unit	Charge	Tariff Name
WaterSure	£/annum	217.0437	WaterSure, Northern 1
	£/annum	217.0437	WaterSure, Northern 2
	£/annum	217.0437	WaterSure, Southern

6. Special Agreement Tariffs

6.1. Section 142 of the Water Industry Act 1991 provides for charges to be set for individuals in accordance with agreements with the persons to be charged ('special agreements'). SES Water holds two special agreements and the Water services Regulatory Authority ('Ofwat') contains a register of these agreements.

6.2. The table below shows wholesale charges for each special agreement.

Description	Unit	Charge
SESPOT1	£/m3	0.9903
SESPOT2	£/m3	1.2440

6.3. This is no annual standing charge for either agreement.

7. Non Primary Charges

Code	Item	Charge	Abortive Visit	Comments
Verification of Service				
1.1	Office based investigation only	£48.24	n/a	Fixed fee including use of corporate GIS, CRM and any other database as appropriate.
1.2	Site visit (normal working hours)	£70.00	£70.00	Charge includes first half hour on site. Each additional hour charged at same rate.
1.3	Site visit (outside normal working hours)	£105.00	£105.00	Charge includes first half hour on site. Each additional hour charged at same rate.
1.4	Site visit (midnight/bank holiday/Sunday)	£140.00	£140.00	Charge includes first half hour on site. Each additional hour charged at same rate.
Provision of information				
2.1	Office based investigation only	£48.24	n/a	Fixed fee including use of corporate GIS, CRM and any other database as appropriate
2.2	Site visit (normal working hours)	£70.00	£70.00	Charge includes first half hour on site. Each additional hour charged at same rate.
2.3	Site visit (outside normal working hours)	£105.00	£105.00	Charge includes first half hour on site. Each additional hour charged at same rate.
2.4	Site visit (midnight/bank holiday/Sunday)	£140.00	£140.00	Charge includes first half hour on site. Each additional hour charged at same rate.
Water regulations				
3.1	Inspection visit at request of customer	-	n/a	No charges for first visit
3.2	Repeat inspection following contravention (normal working hours)	£70.00	£70.00	Charge includes first half hour on site. Each additional hour charged at same rate.
3.3	Repeat inspection following contravention (outside normal working hours)	£105.00	£105.00	Charge includes first half hour on site. Each additional hour charged at same rate.
3.4	Repeat inspection following contravention (midnight/bank holiday/Sunday)	£140.00	£140.00	Charge includes first half hour on site. Each additional hour charged at same rate. 4 Temporary disconnections Charge Abortive Visit Comments
Temporary disconnections				
4.1	Site survey (normal working hours)	£70.00	£70.00	
4.2	Site survey (outside normal working hours)	£105.00	£105.00	
4.3	Site survey (midnight/bank holiday/Sunday)	£140.00	£140.00	

SES Water**Wholesale charges**

4.4	Standard disconnection (normal working hours)	£70.00	£70.00	Includes operation of stopcock only.
4.5	Standard disconnection (outside normal working hours)	£105.00	£105.00	Includes operation of stopcock only.
4.6	Standard disconnection (midnight/bank holiday/Sunday)	£140.00	£140.00	Includes operation of stopcock only.
4.7	Non-standard disconnection	£POA	-	
Permanent disconnection				
5.1	Site visit (normal working hours)	£70.00	£70.00	Charge includes first half hour on site. Each additional hour charged at same rate.
5.2	Site visit (outside normal working hours)	£105.00	£105.00	Charge includes first half hour on site. Each additional hour charged at same rate.
5.3	Site visit (midnight/bank holiday/Sunday)	£140.00	£140.00	Charge includes first half hour on site. Each additional hour charged at same rate.
5.4	Disconnection works	£POA	-	
Reconnection				
6.1	Standard reconnection (normal working hours)	£70.00	£70.00	Includes operation of stopcock only
6.2	Standard reconnection (outside normal working hours)	£105.00	£105.00	Includes operation of stopcock only
6.3	Standard reconnection (midnight/bank holiday/Sunday)	£140.00	£140.00	Includes operation of stopcock only
6.4	Non-standard reconnection	£POA	-	To include excavation, connection and reinstatement as appropriate.
Meter changes at request of Customer				
7.1	Site survey (normal working hours)	£70.00	£70.00	Charge includes first half hour on site. Each additional hour charged at same rate.
7.2	Site survey (outside normal working hours)	£105.00	£105.00	Charge includes first half hour on site. Each additional hour charged at same rate.
7.3	Site survey (midnight/bank holiday/Sunday)	£140.00	£140.00	Charge includes first half hour on site. Each additional hour charged at same rate.
7.4	Additional time	As above	As above	Where multiple meters on same site Includes cost of meter replacement only. Any excavation or upsizing works will be charged as a non- standard exchange.
7.5	Exchange meter	See Section 8.3	See Section 8.3	
7.6	Exchange meter - non- standard	£POA	-	
Meter accuracy testing				

SES Water**Wholesale charges**

8.1	Site based test (normal working hours)	£70.00	£70.00	
8.2	Site based test (outside normal working hours)	£105.00	£105.00	
8.3	Independent meter test (off site)	£POA	-	If meter found to be in accuracy range then 'exchange meter' charge will be applied.
Leak detection				
9.1	On site advice and guidance	£70.00	£70.00	Charge includes first half hour on site. Each additional hour charged at same rate.
9.2	Office based advice	£93.00	-	Fixed fee up to a maximum of two hours' time. To include analysis and a simple report on findings. Each additional hour charged at £48.24 per hour.
Assisting Licensee's Accredited Entity				
10.1	On site advice and guidance (normal working hours)	£70.00	£70.00	Charge includes first half hour on site. Each additional hour charged at same rate.
10.2	On site advice and guidance (outside normal working hours)	£105.00	£105.00	Charge includes first half hour on site. Each additional hour charged at same rate.
10.3	On site advice and guidance (midnight/bank holiday/Sunday)	£140.00	£140.00	Charge includes first half hour on site. Each additional hour charged at same rate.

Metering

Meter Type	Read type	Nominal size	Purchase Cost	Install cost	Replace cost
Meter	Remote	20 mm	£64.65	£POA	£POA
V210P	Remote	15 mm	£65.31	£POA	£POA
V200	Remote	15 mm	£67.59	£POA	£POA
All Other Meter Types			£POA	£POA	£POA
Processing fees per order			£30.47		

Notes:

1. All prices are exclusive of VAT, which will be charged at the rate prevailing at the time the work is carried out.
2. Prices are available on request for larger meter sizes and installations or replacements different to those specified above.

Provision and maintenance of fire hydrants

Description	Location		
	Verge	Footway	Carriageway
Installation of fire hydrant on new main up to 150mm diameter	1,132.29	1,284.16	1,361.81
Installation of fire hydrant on new main up to 150-300mm diameter	1,302.51	1,439.19	1,509.09
Installation of fire hydrant on existing main up to 150mm diameter	1,298.18	1,812.95	2,092.88
Installation of fire hydrant on existing main up to 150- 300mm diameter	1,432.43	1,432.42	2,376.33
Replace faulty fire hydrant inc. rebuild chamber and installing Frame and Cover	1,802.92	1,802.92	2,082.86
Replace faulty fire hydrant inc. rebuild chamber and replacing existing Frame and Cover	1,747.29	1,747.30	2,027.22
Raise or lower existing fire hydrant in pit	1,746.88	1,769.19	2,027.22
Remove hydrant and blank off tee	1,362.50	1,482.03	1,642.42
Remove hydrant indicator post and plate	26.51	159.31	
Replace stem or spindle cap	274.77		
Remedy tight or seized spindle	274.77		
Repack fire hydrant gland (involving excavation)	712.12	844.93	1,023.16
Repair/renew/raise or lower fire hydrant chamber, frame and cover	408.05	540.87	719.09
Replace fire hydrant cover only	246.72		
Fix indicator post and plate	178.70		

Tampering of meter charges – removal

Code	Item	Charge	Additional
11.1	Charge for removing of meter without authorisation.	£1,000.00	N/A
	Charges to re-fit see section		
11.2	7.		

8. Non-Primary Charges Further information

8.1. Charges for services provided to Retailers

The Company offers a range of services to Retailers. The tables in this section include the standard charge for the service that will be payable on each occasion that the Company is formally requested to undertake the service by a Retailer. All services set out in these 'Non Primary Charges' relate to processes incorporated within the Wholesale Contract (the standard contract detailing the terms of trade between Wholesalers and Retailers under retail market reform).

Requests for services described in this document can be made by contacting the Wholesale Services Desk (wholesaleservicedesk@seswater.co.uk or 0203 968 9805 Monday to Thursday 8.00am-5.00pm, Friday 8.00am-4.30pm). Charges for the services will be invoiced monthly to each Retailer and will be due for payment in accordance with the terms set out in the Wholesale Contract.

8.2. Description of services and charges

All 'on site' charges include a rate for the first half hour which includes the travel time to the property where the work will be carried out. Each additional hour (or part of an hour) after that time is charged at

the same rate. The charge includes the services of one of the Company's employees and all the tools and equipment necessary to undertake the task. Office based charges are half hourly.

Abortive visits will be charged when we are unable to obtain access to a site that we have been asked to attend or where the customer or Retailer's representative has not arrived within 15 minutes of the scheduled meeting time. Visits that have been aborted will have to be rescheduled by contacting the Wholesale Services Desk.

In addition to the above, charges will also be applied if the Company is requested to undertake works in accordance with its obligations under the Water Industry Act 1991, and the issue being investigated is subsequently determined to be on a private customer asset. Normal working hours are Monday to Thursday 8.00am to 4.30pm and Friday 8.00am to 4.00pm.

1. Verification of service

The Company will confirm that it supplies water to the particular premise, and will give details of the point of supply. If further requested an Inspector can visit the property to highlight the point of supply and undertake a supply test. Charges will only apply where the outcome of the assessment is consistent with the information already provided by the market data.

The Company reserves the right to make additional charges if the information provided about the premise is inaccurate. These shall not exceed one additional hour of charge time at the relevant rate.

2. Provision of information

An Inspector will attend a property and meet with a representative of the Retailer to describe how the property is supplied, including details of the pressure at the point of supply.

3. Water Regulations

The Company offers specific services to assist a customer of a Retailer achieve compliance with the Water Supply (Water Fittings) Regulations 2000. The table sets out the charges that will apply if we need to undertake additional works as part of scheduled inspections associated with these Regulations.

4. Temporary disconnections

Charges cover the time of an Inspector attending a temporary disconnection and turning off the Company's principal stopcock at a property. Additional charges apply for undertaking a survey of the property to confirm that disconnection is possible. Please note, meter based fixed charges will continue to apply where relevant during periods in which a property has been temporarily disconnected from the network.

Any costs incurred in obtaining access to the stopcock will be charged in addition to the above. A handling charge of 10% will be applied to any third-party costs incurred.

5. Permanent disconnection

Charges for separating the supply to a property from the mains network will be priced individually and will reflect the reasonable costs of undertaking the work including all reinstatement of the surface and compliance with the requirements of the local Highways Authority.

6. Reconnection

Standard reconnections include operating the Company's principal stopcock only. All other reconnection works will be priced individually and will reflect the reasonable costs of undertaking the work including all reinstatement of the surface and compliance with the requirements of the local Highways Authority.

7. Meter changes

A schedule of meters is provided in Section 8.3. It includes the price for replacement of the meter where no excavation is required. Meter replacements which include an excavation will be priced individually and will reflect the reasonable costs of undertaking the work including all reinstatement of the surface and compliance with the requirements of the local Highways Authority.

8. Meter accuracy test

A meter will be sent to an independent organisation to determine whether it continues to operate within its designated performance envelope. If its performance remains inside the operating envelope then charges will apply as shown.

9. Leak Detection

The Company has a wealth of experience in leak detection and is willing to offer this to the advantage of Retailers and their customers. This can include either office-based advice, or on-site services of a fully equipped leak detection technician.

10. Assisting a Retailer's Accredited Entity

The Company anticipates that it will allow an accredited entity to undertake some meter replacement works and temporary disconnections. Where requested, the Company will provide on-site support to the Accredited Entity.

8.3. Meter Schedule

A meter must not be removed, customers must not instruct anyone else to remove it in any circumstances. It is a contravention of the Water Act (as stated in section 175 of the Water Industry Act 1991) and can be a criminal to interfere with, wilfully damage or remove the meter. We reserve the right to come and refit and recharge the costs back to the customers as appropriate, based on our non-primary charge schedule.

8.4. Damage to apparatus

Where a third party damages the Company's assets it will be charged for the repair. The charge will include the direct and indirect costs incurred by the Company in fixing the damage. Which shall include the cost of investigating the damage; administration; materials and labour related to the repair and reinstatement; and any charges by the local Highways Authority.

8.5. Replacement of a lead service pipe

We operate a scheme to replace lead service pipes free of charge, subject to works meeting our policy criteria. Not all properties are suitable for this scheme, for example if the replacement is linked to upsizing of the

supply or redevelopment of the property. If your application is accepted, we will replace the lead pipes that we are responsible for and connect the new supply pipe to our water main.

8.6. Provision and use of standpipes

The Company has a legal right to prosecute any organisation found misusing their apparatus or extracting water without permission. Any organisation found using an unauthorised standpipe or extracting water in an unauthorised manner will be considered for prosecution under the Water Industry Act 1991. Unauthorised equipment may be confiscated.

The provision of standpipes will be handled by an appointed, specialist, outsourced provider, Aquam. They can be contacted on 0844 984 0156 or at www.aquamcorp.co.uk/water-services. Conditions apply to the extraction of water from the Company's mains. See our factsheet, Extracting Water from Company Mains, available on our website

8.7. Provision and maintenance of fire hydrants

We recover the costs reasonably incurred in installing, maintaining and repairing fire hydrants on our network directly with fire authorities. Standard charges, detailed in the schedule below, will be payable for the installation, removal or maintenance of a fire hydrant. Lane rental charges imposed by the local Highways Authority would be charged in addition to the schedule of charges. Any non-standard traffic management requirements will be priced on application.

Before implementing a revised pricing schedule of charges permitted, the Water Company will provide the Fire Authority with its revised pricing schedule of charges by 1 February of each year.

8.8. Gap site incentive

To support fairness of charging for all customers, where a retailer identifies a site that they believe is supplied with SES Water services but is not registered in the Central Market Operating System (CMOS), they should advise us through the process C3 (of WRC Schedule 1 part 3 Operational Terms).

If the Retailer brings to our attention that a property exists within our area of supply that is subsequently registered with a status of "tradable" in CMOS, we will make a single payment of £100.

We follow the Retailer Wholesaler Group (RWG) guidance document for a Gap Site Incentive Scheme. Please refer to the guidance document, on MOSL's website, for terms and conditions, including eligibility criteria.'

9. Non Potable Water Supplies

9.1. SES Does not supply any non potable water

10. Switching to measured charge

Household customers who are charged on an unmeasured basis have the option to switch to a measured charge, by having a water meter installed. The cost of the meter installation is normally free to domestic customers.

SES Water operates a change of occupier metering policy, whereby the Company may install a meter at a customer's property. When there is a change of occupier at that property, measured charges may commence.

Household customers who wish to switch to a measured charge should contact SES Water's customer services.

Non-Household customers who wish to switch to a measured charge should contact their retailer. Non-Household customers should also contact their retailer if they wish to consider an assessed charge as an alternative to the unmeasured RV basis of charging. The assessed charge options where we do not fit a meter are set out in section 4.

11. Appendix 1

Contact us

Our wholesale services desk can be contacted on:

Email	wholesaleservicedesk@seswater.co.uk
Phone	01737 772000 (option 4) Monday to Thursday: 8:30am to 5:00pm Friday: 8.30am to 4.30pm
Website	www.seswater.co.uk
Twitter	@SESWater
Address	SES Water London Road Redhill RH1 1LJ

If you have a query about wastewater please contact the wastewater service provider:

Thames Water	wholesalemarketservices@thameswater.co.uk
Southern Water	wholesaleservices@southernwater.co.uk

12. Appendix 2 Definitions

Term	Definition
Access Code	An appointed water company's document that sets out all principal aspects of access to its supply system and the terms and conditions on which it will grant access to its supply system by a licensee.
Billing period	the period, consisting of one or more settlement periods, that is charged for in one bill.
Billing Year	1st April to 31st March.
Company	SES Water
Connection	Connection of a water service pipe to the Company's main in the roadway.
Domestic Purposes	As defined in The Water Industry Act 1991.
Eligibility criteria	The definition of a customer eligible to switch supplier will be as that laid down in Ofwat's document 'Guidance on assessing whether customers in England and Wales are eligible to switch their water and wastewater retailer', August 2015.
Incumbent retailer	Retailer of one of the vertically integrated water and/or sewerage companies who can only operate within their own geographic area.
Measured Water Supply	A supply through a water meter.
Non-household	As defined in Ofwat's eligibility criteria.
Non-Potable	Untreated water.
Normal working hours	Means 8.00am to 5.00pm Monday to Friday, excluding bank holidays. Where a retailer or a retailer on behalf of a customer requests SES Water to carry out work outside of normal working hours, and SES Water agrees to meet the request an additional charge will be levied to reflect the increased costs incurred by SES Water.
Ofwat	See WRSA below.
Payment period	The length of time after the billing period in which the retailer must pay the wholesaler for services provided within the billing period.
Potable Water	Treated water.
Premises	A property, or parts of a property, which are intended to be separately occupied.
Price Review	The process of setting appointed water companies' price limits. Maximum revenues are normally set every five years. The 2024 price review set wholesale prices and revenues for the period 1 April 2025-31 March 2030.
Rateable value	Means the 'value' assigned a property by the local government Valuation Office which was effective on 31 March 1990.
Rateable Value	The valuation for a property as shown in The Inland Revenue Valuation List as at 31 st March 1990.
Retail licensee	New entrant with a retail licence, including licensed retailers who are associates of regional monopoly wholesalers and who are able to operate outside their geographical area.
Retail Services	Customer services, which include billing, payment handling and customer enquiries; debt management and doubtful debts; meter reading; and providing information and administration for new connections.

Retailer	Provider of the retail service to the end customer, dealing with all customer services as outlined within the Ofwat pricing methodology statement such as billing, payment handling, customer calls, meter reading and administering new connections. A retailer could be an incumbent retailer or a retail licensee.
Settlement period	One calendar day. This is the minimum period for which services can be purchased by a retailer.
Unmeasured Water Supply	A supply that is not metered.
Water supply wholesaler	Incumbent regional monopoly water company providing physical water services. This includes the supply of water services, meter ownership, installation, maintenance and replacement, and monitoring, physical disconnections, and reconnections.
Wholesale	The abstraction of raw water, transmission of raw water, water treatment, storage, and distribution to end users plus ancillary services.
Wholesale charges	Charges paid to a water supply wholesaler by a retail licensee for the supply of treated, potable water.
Wholesale contract	A contract between the retailer and the company on terms and conditions laid out in our Access Code which sets out the services the wholesaler will provide to the retailer and the commercial terms on which they will be provided.
Wholesale tariff	The tariff offered by wholesalers to retailers.
Wholesale tariff structure	The structure and thresholds of wholesale tariffs offered by a wholesaler to retailers. Wholesale tariff structures are different for each wholesaler in England.
WSL (Water Supply Licence)	A water supply licence will allow entry into the competitive water supply market for the purpose of providing retail and/or upstream services.
WSRA	Water Services Regulation Authority (Ofwat). The economic regulator of the water and sewerage industry in England and Wales.