

CHARGES SCHEME 2025/26

Other services

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1 SCOPE OF THIS CHARGES SCHEME

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| <i>Charges scheme</i> | (1) This Charges Scheme is made by Northumbrian Water Limited (NWL) under the provisions of the Water Industry Act 1991. |
| <i>Scope of services covered</i> | <p>(2) This Charges Scheme sets out NWL’s charges for other services for the charging year 2025/26.</p> <ul style="list-style-type: none"> • Other wholesale services are services provided by NWL which do not directly relate to the ongoing provision of water and sewerage services to a specific premise. <p>(3) This Scheme shall come into effect on 1 April 2025 and shall remain in force until revoked, amended or modified by NWL.</p> <p>(4) Northumbrian Water Limited (NWL) acts as a water and sewerage undertaker in two separate regions of England:</p> <p style="padding-left: 40px;">(a) The “NWL” (NW) region in North East England</p> <p style="padding-left: 80px;">(i) Water and sewerage services are provided across the region, except for an area around Hartlepool where water services are provided by Hartlepool Water.</p> <p style="padding-left: 80px;">(ii) For water charges for customers served by Hartlepool Water, reference should be made to their charges scheme.</p> <p style="padding-left: 80px;">(iii) Additionally a small number of customers are served by United Utilities for their water or sewerage services, reference should be made to their charges scheme.</p> <p style="padding-left: 40px;">(b) The “Essex & Suffolk Water” (ESW) region in South East England</p> <p style="padding-left: 80px;">(i) ESW provides water services only in areas of Essex, Suffolk, Norfolk and Greater London.</p> <p style="padding-left: 80px;">(ii) Sewerage services in these areas are provided by either Anglian Water Services Limited or Thames Water Utilities Limited. For charges related to these sewerage services reference should be made to their respective charges schemes.</p> <p style="padding-left: 80px;">(iii) ESW collects sewerage service charges on behalf of and as agents for Thames Water Utilities Limited within parts of ESW, and these charges will be shown on the same bill as the ESW water charges.</p> |
| <i>NWL operating regions</i> | |
| <i>Applicability of this document to NWL operating regions</i> | <p>(5) The provisions of this document apply to both the NW and ESW operating regions.</p> <p>(6) Any references to NWL should be taken to apply to both operating regions. Where a clause only applies to a single operating region, NW or ESW will be used.</p> |
| <i>Publication of documents and information</i> | <p>(7) This Charges Scheme as well as other leaflets and information are published on our website, at the address given below, or on request by contacting NWL.</p> <ul style="list-style-type: none"> • Northumbrian Water (NW) www.nwl.co.uk • Essex & Suffolk Water (ESW) www.eswater.co.uk |

- (8) Information about NWL can be obtained by:
- (a) writing to:
- NWL
Customer Centre
PO Box 300
Durham
DH1 9WQ
- (b) By Telephone : 0345 733 5566
- (9) Water quality information is available free of charge on our website.
- (10) Water quality sampling results may be inspected and a print out given. This service is free to residents for samples taken within their supply zone.
- Other information and contact details*
- Water quality information*
- ## 2 CONDITIONS APPLYING TO OTHER WHOLESALE SERVICES
- (11) The standard charges quoted apply for works carried out during normal working hours on normal working days under standard conditions. In other instances NWL reserves the right to charge on a basis of actual costs, provided the applicant is notified accordingly prior to commencement of the work.
- Charges for normal working hours*
- (12) Payments for charges in this section may be required in advance unless specified to the contrary.
- Payment*
- (13) For payments made by credit card there will be no additional charge.
- Credit cards*
- (14) NWL reserves the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, standing orders, credit cards or direct debits.
- Payment charges*
- (15) When payment is made in foreign currency, the exchange rate applicable will be that on the day of receipt of payment. Any shortfall or benefit will be debited or credited to the customer's account accordingly. Commission charges will be deducted from the amount paid.
- Interest on Late Payment*
- (16) NWL reserves the right to claim interest pursuant to the "Late Payment of Commercial Debts Act 1998" in respect of its non-household customers.
- VAT*
- (17) All charges published in this document exclude VAT unless specified otherwise. VAT will be added to the published charge at the appropriate rate where required.
- Traffic Management Act*
- (18) Additional charges may be made for traffic management expenses.
- Disputes*
- (19) In accordance with Section 45(6A) Water Industry Act 1991 any dispute between NWL and any other person as to the charge in this document may be referred to the Water Services Regulation Authority for determination.
- Bonds and Deposits*
- (20) In accordance with normal business practice, NWL can require, under certain circumstances normally associated with new development, the provision of cash bonds or deposits to secure the provision of services.
- Charges for additional services*
- (21) In respect of any service performed, facility provided or right made available by NWL for which a charge is not applicable elsewhere in this scheme, including CCTV surveys, provision of information and advice, drain cleaning and drainage enquiries, NWL may make such charges as it determines appropriate, having regard to the cost of performing the service, providing the facility or making the right available. Payment of such charges may be required in advance, unless specified to the contrary.

<i>Charges for additional services</i>	(22) Where services are “quoted”, “at cost” or “price on application” then the basis for the charges will include the following costs; labour, materials, transport, management, overheads, administration and margin when applicable and any other directly incurred costs.		
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	NW	ESW
3 CHARGES FOR OTHER WHOLESALE SERVICES		
3.1 WATER REGULATIONS INSPECTIONS		
3.1.1 Inspections		
(23) Initial Inspection:	No Charge	No Charge
(24) Successful Inspection:	No Charge	No Charge
(25) Interim Inspections:		
• Chargeable for any failed inspection that will require a repeat visit. Charge per hour or part of:	£88.01	£88.01
3.1.2 Failed appointments		
(26) Fixed fee for a customer cancellation giving less than 1 weeks’ notice.	£219.94	£219.94
3.1.3 Notifications		
(27) Fixed fee where a design is re-submitted either due to the 1st submission being non-compliant or where a change of plan requires re-submission:	£88.01	£88.01
3.1.4 On-site advice		
(28) Attending site to provide additional design or installation advice to aid compliance. Charge per hour or part of:	£88.01	£88.01
3.1.5 Remedial works in default		
(29) Where works are undertaken by NWL to make the water supply safe and compliant where a disconnection cannot be undertaken due to Site Specific Arrangements:	At cost	At cost
3.2 METERED STANDPIPES		
(30) Information and charges for standpipe services can be found at www.nwl.co.uk/services/business/standpipes/ and www.eswater.co.uk/services/business/standpipes/		
3.3 SUPPLY OF WATER FROM NWL DEPOTS		
(31) Fixed charge per business day:	£59.06	£59.06
(32) Plus Volumetric Charge per cubic metre:	£1.5609	£1.9674

3.4 FATS, OILS AND GREASES COMPLIANCE VISITS

- (33) Where NWL have carried out a Fats, Oils and Greases compliance visit and kitchen inspection there will be no charge for the initial visit. Should this find the premise to be non-compliant, any further visits which result in subsequent non-compliance will receive a charge. £221.70
- (34) Fixed fee for a customer cancellation giving less than 1 weeks' notice. £170.00
- (35) Administrative time for non-compliance related enforcement and activities will be charged at a half-hourly rate, with a minimum of one hour. £51.70

3.5 TREATMENT OF TANKERED INDUSTRIAL EFFLUENTS

- (36) By arrangement, NWL will accept industrial liquid effluents discharged from road tankers into appropriately licensed facilities for biological treatment. The charges made will reflect the specific costs associated with the reception of such effluents plus a charge for biological treatment calculated on the same basis as NWL's trade effluent tariffs, as described in Section 3.6 below.

3.6 DISPOSAL OF SEPTIC TANK AND CESSPOOL CONTENTS

- (37) The charges made by NWL for the reception, treatment and disposal of septic tank and cesspool contents, and for waste sewage discharged from other recovery operations, are related to the average solids strength in mg/l SS of these wastes compared to the regional average strength of all sewage received by NWL at its works. The charges will be subject to VAT where this is necessary.
- (38) The majority of waste received by NWL from these sources originates from septic tanks and the standard charge reflects this. However, waste from cesspools is typically of lower strength than that from septic tanks and to that extent some of the associated costs of treatment and disposal are lower. Where waste delivered to a sewage treatment works is certified by the party making delivery as having originated solely from cesspools, a lower charge than the standard charge will apply. Sewage discharged from other recovery operations will be charged on the basis of analysis and as if it were trade effluent.
- (39) NWL will take samples of any waste received at its sewage treatment works, in order to verify where appropriate that it is consistent with waste originating solely from cesspools and in any case that it will not jeopardize the operation of the works or its compliance with any relevant discharge consents. The results of such samples may require that NWL refuse to accept the waste or make additional charges for its treatment. For cesspool and septic tank discharges both our standard admin fee and analysis costs are incorporated in charges as set in the 3 strength bands below.

(a) Charge per cubic metre:

- (i) Cesspool waste only (0 to 2300mg/l SS) £8.72

(ii)	Other waste (septic tank or combined waste with strength 2301 to 18000mg/l SS)	£23.39	
(iii)	Other waste (septic tank sludge or combined waste with strength 18001+mg/l SS)	£28.12	

3.7 FIRE HYDRANTS

3.7.1 Permit fees and traffic management costs for hydrant charges

(40)	Where permit fees and traffic management costs are applicable these costs will be applied per job:	At cost	At cost
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3.7.2 New Hydrants Installations

(41)	As part of new mains installation projects - 90 to 180mm main:	£1,549.36	£1,549.36
(42)	As part of new mains installation projects - 180 to 250mm main:	£1,764.55	£1,764.55
(43)	As part of new development projects (excavation, backfill and reinstatement by Customer) - 90 to 180mm main:	£614.07	£614.07
(44)	As part of new development projects (excavation, backfill and reinstatement by Customer) - 180 to 250mm main:	£773.28	£773.28
(45)	Shared Washout Rate:		50% of applicable charge

3.7.3 Hydrant Repairs

(46)	Replacement		
	(a) Replace lid in existing frame	£132.84	£132.84
	(b) Replace Lid & Frame (inc. excavation in carriageway):	£354.84	£354.84
	(c) Replace Lid & Frame (inc. excavation in footway):	£322.71	£322.71
	(d) Replace Lid & Frame (inc. excavation in verge):	£231.90	£231.90
(47)	Resetting		
	(a) Reset existing lid & frame (inc. excavation in carriageway):	£325.91	£325.91
	(b) Reset existing lid & frame (inc. excavation in footway):	£293.79	£293.79
	(c) Reset existing lid & frame (inc. excavation in verge):	£202.98	£202.98
(48)	Clear out chamber		£94.60
(49)	Post & Plating (removal):	At cost	
(50)	Renew Hydrant		
	(a) Including excavation in carriageway:	£1,981.30	£1,981.30
	(b) Including excavation in footway:	£1,384.47	£1,384.47

	(c) Including excavation in verge:	£868.88	£868.88
(51) Rebuild Chamber			
	(a) Including excavation in carriageway:	£435.31	£435.31
	(b) Including excavation in footway:	£350.99	£350.99
	(c) Including excavation in verge:	£300.68	£300.68
(52) Repair & Repack Hydrant			
	(a) Including excavation in carriageway:	£550.65	£550.65
	(b) Including excavation in footway:	£514.01	£514.01
	(c) Including excavation in verge:	£473.83	£473.83
	(d) without excavation:	£236.72	£236.72
(53) All Other Situations			
	(a) All other situations for hydrant installations/repairs will be charged on a fixed price quotation basis that has previously been notified to the customer unless specified otherwise.	Price on application	Price on application

3.7.4 Use Of Hydrants By Local Authorities / Other Authorised Users

(54) A consumption charge on an assessed volume.			
	(a) Charge per cubic metre:	£1.5609	£1.9674

3.7.5 Subject Access Requests

(55) No charge is levied when a customer requests personal data.

3.8 PLANNING NEW INFRASTRUCTURE AND CONNECTIONS

3.8.1 Development Enquiries

(56) Initial Plan Enquiries:			
	(a) Water or Sewerage (where applicable) Single Plan:		
	(i) A4	£20.20	£20.20
	(ii) A3	£26.60	£26.60
	(iii) A2	£39.20	£39.20
	(iv) A1	£63.10	£63.10
	(v) A0	£100.80	£100.80
	(b) Water and Sewerage Separate Plan:		
	(i) A4	£30.50	
	(ii) A3	£39.20	
	(iii) A2	£63.10	
	(iv) A1	£112.00	
		£184.10	

(v) A0		
(c) Expedited fee – fee per application	£16.50	£16.50
3.9 BUILDING OVER SEWERS		
(57) New Agreements		
<p>(a) Unless agreed otherwise, NWL will accept single storey extensions, domestic garages, and two storey extensions to residential properties to be constructed over a sewer. Approval for such construction is subject to the applicant either:</p> <p style="padding-left: 20px;">(i) completing an Undertaking to provide unlimited cover to NWL and paying a charge in respect of NWL’s administration costs, or;</p> <p style="padding-left: 20px;">(ii) paying a sum of money as determined by NWL, in lieu of such an Undertaking to cover any future liabilities regarding damage to the sewer and resulting losses to NWL.</p>		
(58) Existing Agreements		
<p>(a) Any property owner with whom NWL has an existing Agreement or Undertaking may instead apply to pay a sum of money in lieu. The amount required will be the same as for new buildings.</p> <p>(b) If the building was constructed longer than 5 years before the time of application, a CCTV survey may be required. The cost of this survey will be payable by the owner.</p>		
(59) Site Survey Charges		
(a) Charge for determining the location of sewers at a site where a request has been made as part of a conveyance process:		£192.00
(60) Inspection Charge		
(a) Charge for the administration and inspection where a request has been made to carry out minor alterations to a sewer:		£192.00
(61) Application Charge		
(i) Charges for making a building over sewer application.		£234.00
<p>(b) The Application charge includes:</p> <p style="padding-left: 20px;">(i) Technical appraisal and administration</p> <p style="padding-left: 20px;">(ii) Sewer condition survey (CCTV) and report</p> <p style="padding-left: 20px;">(iii) Attendance on site to agree proposals</p> <p style="padding-left: 20px;">(iv) Liaising with Local Authority in line with Building Regulations.</p>		
(c) Charges for CCTV Surveys:		
(i) Class i - Sewer up to and including 150mm diameter		£215.00
(ii) Class ii - Sewer over 150mm diameter up to and including 375mm diameter		£334.00
(iii) Class iii - Sewers over 375mm diameter		£580.00
(62) Agreement Charges		
(a) The charge incurred for an Undertaking to provide unlimited cover to NWL:		£508.00

(b)	The following charges are made in lieu of entering into a “Building Over Agreement”. The charging bands are based on the floor areas used for building regulations purposes.	
(c)	Single Storey	
	(i) Buildings under 6m ²	£687.00
	(ii) Buildings 6m ² or over and under 10 m ²	£804.00
	(iii) Buildings 10m ² or over and under 15m ²	£958.00
	(iv) Buildings 15m ² or over and under 20m ²	£1,096.00
	(v) Buildings 20m ² or over and under 30m ²	£1,233.00
	(vi) Buildings 30m ² or over and under 40m ²	£1,376.00
	(vii) Buildings 40m ² or over	£2,116.00
(d)	Two Storey	
	(i) Buildings under 6m ²	£1,140.00
	(ii) Buildings 6m ² or over and under 10m ²	£1,374.00
	(iii) Buildings 10m ² or over and under 15m ²	£1,599.00
	(iv) Buildings 15m ² or over and under 20m ²	£1,830.00
	(v) Buildings 20m ² or over and under 30m ²	£2,059.00
	(vi) Buildings 30m ² or over and under 40m ²	£2,287.00
	(vii) Buildings 40m ² or over	£3,445.00
(63)	Minor Diversion Charge	
	(a) Charge for the technical appraisal, administration and inspection where a request has been made to carry out a minor diversion to a sewer.	£631.00

