

ALBION WATER

WHOLESALE CHARGES

2025/2026

Albion Water Limited

Registered in England No. 3102176

Registered Office: Goodwood House, Blackbrook Park Avenue, Taunton, Somerset, United Kingdom, TA1 2PX

www.albionwater.co.uk

Wholesale charges

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1.0 Introduction

This non-household Wholesale Charges Scheme for the year 2025-2026 is made by Albion Water Ltd (AWL) and sets out its water and sewerage wholesale charges under the provisions of the Water Industry Act 1991. By the Act and the Licence held by Albion Water Ltd the Company is authorised to set, levy and recover charges for any services provided in the course of carrying out its duties as a water and sewerage undertaker.

Full information in relation to Open Water, including policy documents, the Wholesale - Retail Code and Business Terms can be found on the MOSL website: www.mosl.co.uk

The wholesale charges contained in this Charging Scheme are effective from 1 April 2025.

2.0 General Principles

It is intended that the charges to be made under this scheme will, with any other relevant sources of revenue, provide the income necessary to finance the water supply and sewerage functions of AWL. These charges shall be fixed with due regard to the principles laid down in the Act and relevant Licence Conditions. AWL operates in different discreet geographical areas across England variously providing water, sewerage and recycling services separately or in combination.

There are two main types of wholesale services:

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

The non-primary service charges have been developed to support retailer service requests. These charges have been designed to meet both the OFWAT Wholesale Charging Guidelines and the Wholesale - Retail Code.

This document provides general information and the Primary Charge information for each separate area together with one for general non-primary Charges.

3.0 Primary Charges 2025/2026

Our Primary charges are displayed by incumbent company area

3.1 Southern Water area (Castle Hill and Knowle)

Wholesale Wastewater Charges

Metered supply sewerage charges	
Highway drainage charge	£20.44
Surface water drainage charge by meter size, per year	
Up to 20mm	£40.88
Up to 25mm	£392.45
Up to 40mm	£784.90
Up to 50mm	£981.12
Up to 80mm	£1,962.24
Up to 100mm	£2,550.91
100+mm	£6,475.39
Volumetric charges (£ per m³)	
Standard tariff 0-100 MI pa	£3.7950
Large user tariff 100+MI pa	£3.7950
Fixed charge*	
Large user tariff 100+ MI pa	£66,363.00

* Customers who choose to be charged on our large user tariff will attract an annual large user tariff fixed charge of £66,363.00 and the large user volumetric charges. Customers using 100 MI/a and higher who have not chosen to be charged on our large user tariff will attract the annual surface water drainage charge by meter size and the standard volumetric charges.

3.2 Thames Water area (Upper Rissington)

Metered supply water charges

Fixed charges per year	
Pipe size (mm)	
Up to 15mm	£0.00
20/22	£0.00
25/28	£0.00
30/32/35	£0.00
40/42	£0.00
50/54	£0.00
65	£0.00
75/80	£0.00
100	£0.00
125	£0.00
150	£0.00
200	£0.00
250	£0.00
300	£0.00

Volumetric charge (in £/m³)

Consumption m ³	
0-20000	£2.47430
20000-50000	£2.2640
50000-100000	£1.8587
100000-250000	£1.8587
Over 250000	£1.4846

Supplementary large user annual charge

Intermediate volume user - 20,000-50,000 m ³	£4,206.00
Large volume user - 50,000-250,000 m ³	£24621.00
Super large volume user - over 250,000 m ³	£117,396.00

Metered supply sewerage charges

Fixed charges per year

Pipe size (mm)	Highway drainage	Surface water drainage	Foul drainage	Full	Abated
Up to 15	£28.88	£50.16	£0	£79.04	£28.88
20/22	£64.98	£112.86	£0	£177.84	£64.98
25/28	£115.52	£200.64	£0	£316.16	£115.52
30/32/35	£180.5	£313.5	£0	£494	£180.5
40/42	£259.92	£451.44	£0	£711.36	£259.92
50/54	£462.08	£802.56	£0	£1264.64	£462.08
65	£722	£1254	£0	£1,976.00	£722
75/80	£1039.68	£1,805.76	£0	£2,845.44	£1039.68
100	£1,848.32	£3,210.24	£0	£5,058.56	£1,848.32
125	£2,888.00	£5,016.00	£0	£7,904.00	£2,888.00
150	£4,158.72	£7,223.04	£0	£11,381.76	£4,158.72
200	£7,393.28	£12,840.96	£0	£20,234.24	£7,393.28
250	£11,552.00	£20,064.00	£0	£31,616.00	£11,552.00
300	£16,634.88	£28,892.16	£0	£45,527.04	£16,634.88

Volumetric charge (in £/m³)

Consumption m ³	
0-20000	£1.6295
20000-50000	£1.6295
50000-100000	£1.6295
100000-250000	£1.3036
Over 250000	£1.3036

Supplementary large user annual charge

Large user volume – over 100,000 m ³	£30,960.00
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3.3 Essex & Suffolk Water area (Oaklands Hamlet)

No eligible customers

3.4 United Utilities (Abbey Lane)

No eligible customers

4.0 Non-Primary Charges 2023/2024

In addition to the primary charges, Albion Water has developed non-primary charges to support retailer service requests. These charges have been developed to meet Ofwat's Wholesale Charging Guidelines and the Wholesale/Retail Code.

In hours is Monday to Friday, 8.30am to 5.30pm, excluding bank holidays. Out of hours refers to all other times.

4.1 Relaying/repairing /renewing pipes (incl. the replacement of lead service pipes)

The pipework from the property boundary into the property is the responsibility of the customer. When we find that the level of lead in a water sample is above the regulatory standard, we will contact the customer to advise on how to reduce their exposure to lead. We will replace any lead pipes that are our responsibility i.e. between the water main and the property boundary free of charge.

4.2 The provision and maintenance of fire hydrants

Recovery of reasonable costs

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4.3 Damage to apparatus

Recovery of reasonable costs

Charges will apply in the event that costs are incurred in relation to the network becoming damaged by the act or omission of the customer, or its agents or subcontractors or any other third party. We shall be entitled to recover from the responsible party the total costs incurred with the reinstatement and associated activities.

4.4 The carrying out of inspections to ascertain whether any provision in or made or having the effect on the Water Industry Act 1991 with respect to any water fittings or with respect to the waste or misuse of water is being or has been contravened

Breach of Water Regulations	Time Period		Abortive Charge
	In hours	Out of hours	
Site inspection	£150.00	By quotation	Recovery of reasonable costs
Additional visits	Recovery of reasonable costs	Recovery of reasonable costs	Recovery of reasonable costs

Upon request, Albion Water can carry out of inspections to ascertain whether any provision contained in or made or having effect under the Water Industry Act 1991 with respect to any water fittings or with respect to the waste or misuse of water is being or has been contravened.

4.5 Site Inspections

Site Inspections	Standard	Abortive Charge
Hire of standpipe	By quotation	Recovery of reasonable costs
Water supplied by standpipe	See Primary Wholesale usage charges for volumetric charge by supply area	N/A

Portable standpipe hire arranged through nominated contractor and subject to their terms of hire. Volume usage is based on the supply area and charges applied aligns with Wholesale Volumetric Charging Scheme.

4.6 Meter Surveys, Exchange, Testing and Telemetry

Meter charges	Standard	Abortive Charge
Site Survey to determine viability of meter exchange (upon request by third party)	£150.00	Recovery of reasonable costs
Meter testing	By quotation (maximum £70)	Recovery of reasonable costs
Meter installation	By quotation	Recovery of reasonable costs
Meter reading service	By quotation	N/A
Telemetry data from loggers (annual charge)	By quotation	N/A

Verification of supply	Time Period		Abortive Charge
	In hours	Out of hours	
Verification of service provision	By quotation	By quotation	N/A
Verification of service provision (with site visit)	By quotation	By quotation	Recovery of reasonable costs
Additional site visit	By quotation	By quotation	Recovery of reasonable costs

4.7 The disconnection of a service pipe (or otherwise cutting off a supply of water) to any premises and the reconnection of such supplies to a water main.

Disconnection and reconnection	Time Period		Abortive Charge
	In hours	Out of hours	
Standard disconnection (no network alterations required)	By quotation	By quotation	Recovery of reasonable costs
Non-standard disconnection (no network alterations required)	By quotation	By quotation	Recovery of reasonable costs
Standard disconnection (network alterations required)	By quotation	By quotation	Recovery of reasonable costs
Non-standard disconnection (network alterations required)	By quotation	By quotation	Recovery of reasonable costs
Standard reconnection (no network alterations required)	By quotation	By quotation	Recovery of reasonable costs
Non-standard reconnection (no network alterations required)	By quotation	By quotation	Recovery of reasonable costs
Standard reconnection (network alterations required)	By quotation	By quotation	Recovery of reasonable costs
Non-standard reconnection (network alterations required)	By quotation	By quotation	Recovery of reasonable costs

5.0 Contact Details

Telephone

Customer Service **03300 242020**

Our Customer Service helpline is open Monday – Friday 08:30 – 17:30

Emergency Helpline **0800 917 5819**

Our Emergency Helpline operates a 24-hour service

By Post

Albion Water Limited,
Runway East
1 Victoria Street
Bristol
BS1 6AA

Email

For general enquiries – customerservice@albionwater.co.uk

Website

Our website - www.albionwater.co.uk - contains further information.