



WHOLESALE TARIFF DOCUMENT

2026/27

Publication date: January 2026

Albion Eco Limited

Registered in England No. 07753415



How to Contact Us

Telephone

Wholesale Helpline **01582 344374**

Our Wholesale Helpline is open Monday to Friday from 9.00am until 5.00pm (excluding bank holidays).

Emergency Helpline **01582 344374**

Our Emergency Helpline operates a 24-hour service.

Email

For general enquiries – wholesale@albioneco.co.uk

By Post

**Albion Eco, Wholesale Services, Harpenden Hall, Southdown Road, Harpenden, Herts,
AL5 1TE**



Contents

1. Definition of Terms
2. Introduction
3. General Principles
4. Disputes
5. Liability for Charges
6. How to Pay

Annex A Shotton Area Primary Charges

Annex B Non-Primary Charges



1.0 Definition of Terms

In this document, unless the context otherwise requires:

‘Accredited Entity’ is an entity which is independently evaluated and accredited under an accreditation scheme established by the Contracting Wholesaler as competent to carry out certain activities. One such accreditation scheme is the LRQA Water Industry Scheme – Accredited Entity (WIRSAE), which approves providers to carry out certain activities for Retailers as an alternative to the relevant Wholesaler.

‘Act’ means the Water Industry Act 1991 and amendments thereto.

‘AEco’ means Albion Eco Limited.

‘Company’ means Albion Eco Limited or ‘AEco’.

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

‘Eligible site’ means any non-household customer site using more than 50 megalitres of water a year.¹

‘NAV’ a new appointee or variation, appointed by Ofwat for a specific geographical area.

‘Non-market meter’ a water meter, which is not registered to a Supply Point, which is owned by an Undertaker, and which is a deductive meter on a Meter Network.

‘Non-potable water’ means water not intended to meet the standards of wholesomeness set out in regulations made under the Water Industry Act 1991.

‘Non-primary charge’ means any Wholesale Charges which are not Primary Charges and to avoid doubt this includes all charges that relate to the provision of one off or discrete services performed pursuant to the Operational Terms or as otherwise set out in this Wholesale Tariff Document in relation to specific circumstances or events.

‘Permanent disconnection’ means any physical disconnection of Water Services where a connection to the Network is removed or otherwise made unworkable such that the supply of Water Services at that point could only resume if a new connection was made and ‘Permanently Disconnected’ shall be construed accordingly.

‘Potable water’ means water intended to meet the standards of wholesomeness set out in regulations made under the Water Industry Act 1991.

‘Primary Charge(s)’ means all those charges in this Wholesale Tariff Document that relate to the supply of Water Services both on an enduring or temporary basis, and including:

- i) fixed and volumetric charges and allowances,
- ii) any other charges set out in the Wholesale Tariff Document in relation to specific circumstances or events,

¹ See Ofwat Guidance <https://www.ofwat.gov.uk/regulated-companies/markets/business-retail-market/who-is-eligible/>



but excluding,

- a) all charges that relate to the provision of one off or discrete services performed pursuant to the Operational Terms,
- b) together with all such charges calculated in relation to a Special Agreement by reference to the relevant Factor(s).

'Retailer' means the holder of a Restricted Retail Authorisation, an authorisation described in paragraph 6 of schedule 2A of the Water Industry Act 1991 i.e. an authorisation to use the supply system of an Undertaker that is wholly or mainly in Wales for the purpose of enabling the Retailer to supply retail services to Eligible sites that use 50 megalitres or more of water a year; or the Company's Business Customer Team.

'Service pipe' means the pipe (or part of the pipe) to supply water from the Company's water main to any premises and is defined in section 219 of the Act.

'SPID' is the abbreviation for Supply Point Identifier (used to identify unique supply points in the Water Supply Licence Market).

'Supply pipe' means any part of a service pipe which the Company could not be, or have been, required to lay under Sections 45 and 46 of the Act.

'Temporary disconnection' means any physical disconnection of Water Services which is not a Permanent Disconnection and "Temporarily Disconnected" shall be construed accordingly.

'Value Added Tax' or **'VAT'** refers to value added tax chargeable under the Value Added Tax Act 1994 or any tax or duty in substitution therefore.

'Water Fittings Regulations' refers to the Water Supply (Water Fittings) Regulations 1999.



2.0 Introduction

This document has been produced to comply with Ofwat's 'Wholesale charging rules issued by the Water Services Regulation Authority under sections 66E and 117I of the Water Industry Act 1991: Effective from April 2022' (published October 2021). This document outlines Primary Charges (those that typically involve meter based annual charges and / or volumetric charges for water) for our potable water industrial tariffs, non-potable water industrial tariffs, standard tariffs or special agreements.

The scope of the contestable market for customers served by companies based wholly or mainly in Wales is limited to the provision of water services and covers non-household customers with an Eligible site. The charges in this document would be applied to any section 66D agreement where a Retailer is a party to that agreement. The period to which these charges apply is 1 April 2026 to 31 March 2027.

For details of legal obligations, please see the Wholesale-Retail Code and the Wholesale Contract.

Throughout this document references are made to and refer to 'you', the retailer and 'we', AEco (Wholesale).

3.0 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 services of AEco. These charges shall be fixed with due regard to the principles laid down in the Act and relevant Licence Conditions.

AEco can operate in different discreet geographical areas across England and Wales variously providing water services. This document provides general information and incorporates annexes that provide Primary Charge information for our supply area together with one for general Non-primary Charges.

4.0 Disputes

All disputes and differences arising out of, or in connection with the wholesale services provided to retailers shall be dealt with and resolved in accordance with Section 17 and 18 of the Business Terms and Section 17, 18 and Schedule 9 of the Market Arrangements Code.

5.0 Liability for Charges

All Wholesale Charges for Primary and Non-primary services will be billed monthly. Each Retailer will be charged for the supply of Water Services to connected SPIDs that are registered to it when the services are provided. Charges for vacant properties will be levied in accordance with the Market Codes.



Primary Charges

The table in Annex A details the charges that will apply where properties are vacant and where there is water use on a disconnected supply.

Fixed charges are apportioned on a calendar day basis. Water volumetric charges are based on the water used as measured by the meter in cubic metres unless the Company agree a volumetric adjustment for water used for firefighting or lost in leakage as detailed below:

Water used for firefighting

All water used is chargeable except that used solely for firefighting or testing. Water used for fire tests and drills is chargeable unless 7 days' written notice of use is given to AEco.

Leakage Allowances

Allowances for water volumetric charges for non-household sites will only be given where the leak was the responsibility of the Company.

Allowances must be applied for within six months of a leak being repaired. No allowances for water volumetric charges will be given if the leak has been caused through the carelessness of the customer or someone acting on behalf of the customer².

Contact us for further information.

6.0 How to Pay

Methods of payment

For each monthly billing period the Wholesaler will invoice the Retailer for both Primary and standard Non-primary charges. Invoices will be issued electronically unless otherwise agreed with the Retailer. Payments are required to be made by electronic transfer to a UK bank account nominated by the Company (see invoice for payment details).

Value Added Tax

VAT will be added to water supply charges (including water for construction) to Retailers. Where VAT is charged, it will be at the rate prevailing at the time the invoice is issued or at the time the advance payment is made. VAT will be added to all Non-primary and value-added services charges unless otherwise stated.

² Non-household properties may be entitled to a sewerage allowance on the first leak where water lost due to leakage has not returned to the sewer.



Annex A

Albion Eco Primary Charges

AEco serves an area in Shotton in Deeside (see the inset appointment document available on Ofwat's website for a site map).

Charges apply to all consumption between 1 April 2026 and 31 March 2027 and are made up of a volumetric element only.

Charges for future years will be set out in our wholesale charges schedule each year.

Potable Water:

Volumetric charge: Price on application

Non-potable Water:

Volumetric charge: Price on application

Water charges applied to vacant properties with water use

Description	A: Fixed and vol charges	B: No charges apply	C: Volume charges only
Vacancy charging method			X
Temporary Disconnection Charging Method			X



Annex B

Non-Primary Charges

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

The pipework from the property boundary into the property is normally the responsibility of the customer. If 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.

The provision and maintenance of fire hydrants

Price on application.

Where the Fire Service request an installation or a repair to an existing Fire Hydrant, we will recover all costs associated with investigation, administration, statutory noticing and repair/installation. Abortive visits will be charged at reasonable cost.

Damage to apparatus (outside the scope of VAT)

Third party damages and remedial work - price on application.

Where a third party damages an AEco asset, we will recover all costs associated with investigation, administration, statutory noticing, customer service loss, repair and re-instatement of the asset. Abortive visits will be charged at reasonable cost.

Water fittings inspections

The carrying out of an inspection 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.

Initial inspection and first follow up	No charge
Repeat Inspections	£99.00
Abortive Visit	£49.00

After an initial Water Fittings Regulations inspection where AEco has found contraventions, a programme of work and a timescale for completion will be agreed



with the Retailer/customer. Where the action agreed is not undertaken and additional visits are required to ensure compliance, an hourly charge for repeat inspections will be applied.

Site Inspections (confirmation and verification of supply/meter arrangements)

Confirmation and verification of supply arrangements or meter relocation/replacement survey where a single inspector is required. One hour appointment - £99.00 with additional hours (same visit) charged at £66.00/hr.

If we are unable to undertake a survey as access cannot be facilitated by either the Retailer or the Retailer's customer an abortive visit charge will be made of £49.00.

Confirmation and verification of supply arrangements or meter relocation/replacement survey where two inspectors are required. One hour appointment - £190.00 with additional hours (same visit) charged at £126.00/hr.

If we are unable to undertake a survey as access cannot be facilitated by either the Retailer or the Retailer's customer an abortive visit charge will be made of £95.00.

Where a Retailer requests confirmation of the supply arrangements or a meter relocation/replacement survey at their customer's site. The standard charge allows for the inspector to be on site for up to one hour. The supply arrangements for customers with Eligible sites are often complex and will in most cases require two inspectors to be present for safety reasons. There are additional charges if the inspector or inspectors need to be on site beyond the hour appointment or must return to complete the survey. A charge will be made in the event the survey has to be aborted at either the request of the Retailer or the Retailer's customer.

The provision and use of standpipes

	22mm Standpipe	65mm Standpipe
First week	Price on application	Price on application
Subsequent weeks	Price on application	Price on application

Standpipes are available for hire via AEco's appointed agent. The hire of a standpipe is restricted for certain uses. Only standpipes hired from an appointed agent, with our consent, are allowed to be used on our network. All standpipes are metered, and VAT will be added to water charges. Abortive visits will be charged at reasonable cost. For more details, please contact us.



Meter Exchange and Testing

Meter Exchange	Without Excavation	With Excavation
All meter sizes	Price on application	Price on application

Meter accuracy test - meter removed, external accreditation - Price on application.

Where a Retailer requests the Company to undertake an externally accredited meter accuracy test of a meter associated with a registered SPID, the charge will include all costs associated with the meter exchange cost, meter testing and the report on the meter's accuracy. In the event the original meter is found to be operating outside of the accuracy range associated with the meter, the Company will not recharge the cost of the test or the meter exchange. Abortive visits will be charged at reasonable cost.

Non-Cyclical Meter Read (outside the Market)

Meter read requested by the Retailer or the Retailer's customer - £36.00.

Telemetry Data from Loggers Charge (annual)

Software license to access telemetry from wholesale logging equipment installed at an eligible customer's site – Price on application.

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.

In the event that further enabling works are required to allow the supply to be isolated, an estimate for the works will be provided. Abortive visits will be charged at reasonable cost.

Temporary disconnection with no enabling works required i.e. lock off stop tap or remove meter - Price on application.

Permanent disconnection where a non-household customer or Retailer requests the wholesaler to permanently disconnect their service from the water main, the Company will recover all costs associated with investigation, administration, statutory noticing, disconnection and re-instatement - Price on application.

Re-connection of temporary disconnections - Price on application.



Requests to reconnect supplies permanently disconnected will be treated as a new supply request and charged accordingly - Price on application.

Miscellaneous Charges

Information & copy documents (including legal documents) – Price on application.

Standard information requests for plans, one off copies of logger information or similar information requests are outside the scope for VAT.

Albion Eco Limited

Registered in England No. 07753415

Registered Office: C/- Sable International, 5th Floor, 18 St Swithin's Lane, London, EC4N 8AD.