NON-HOUSEHOLD TARIFF DOCUMENT

2026/27

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Albion Eco Limited

Registered in England No. 07753415

How to Contact Us

Telephone

Key contact	**If you unsure of your key contact's details please ask the Customer Service team using the details below**
Customer Helpline	**01582 344374**

Our Customer 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 – customerservices@albioneco.co.uk

By Post

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

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1.0 Definition of Terms

In this document, unless the context otherwise requires:

'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.

'Customer or potential customer' means a person either receiving a service from the Company or who is liable to pay charges in accordance with the Company's charges scheme, or a person who might become such a person on making an application to receive a service from the Company.

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

'Non-household' a premises/customer other than a household premises/customer.

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

'Occupier' includes, in addition to any person in actual occupation of premises, any person who:

- Has control over the premises including that which is sufficient to put them under a duty of care towards lawful visitors
- Maintains premises used or intended for use as a dwelling or as office or commercial premises
- Maintains any newly constructed or converted premises ready for sale or letting
- Maintains any other premises in a condition in which they can be put to use for their intended purpose
- Maintains premises for multiple occupation with shared facilities or as a holiday or student hostel or other accommodation for short term occupation or letting.

'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.

'Premises' means a permanent building, its grounds and appurtenances or any facility for which a supply of water is made available. A building includes a house or part of a building capable of separate occupation.

'Redevelopment' is a site where connections are changed or their use is changed. Redevelopment includes, for example, replacement of old houses with new houses, alteration of a large house into flats, combining two or more properties into one, replacement

of a factory with offices, extension of a factory or offices, and the change of a building water supply to a house connection.

‘Renovation’ means any work carried out within the property which can be anything from painting and decorating to structural work.

‘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.

‘Single site’ refers to premises within one location.

‘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 sets out our charges and is made under the provisions of the Water Industry Act 1991. The charges contained in this document will apply for the period 1 April 2026 until 31 March 2027.

In accordance with the Company's duty under the Act and its Licence (the Instrument of Appointment) as the water undertaker for its area, the Company has taken steps to ensure that the charges do not unduly discriminate against, or show undue preference, to any class of customers or potential customers

AEco can operate in different discreet geographical areas across England and Wales variously providing water services. Details can be found in our Licence document on the Ofwat website: Albion Eco - Consolidated Appointment - Ofwat

3.0 Complaints

If you have an issue that you need to make a complaint about, please speak to your key contact initially and they will investigate the issue and liaise with the relevant team on your behalf. If you need to make a complaint that involves your key contact, then please contact the customer services team on **01582 344374**.

If you are unhappy with our response to your complaint you can ask for one of our Directors to carry out a review. To request a review please email us on complaints@albioneco.co.uk or call us on **01582 344374**.

If we are unable to resolve the complaint to your satisfaction, or if we take more than 8 weeks to resolve your issue you can ask the Consumer Council for Water (CCW) to review your case. This is an independent body which represents customers' interests and investigates complaints.

You can visit their website: Business customers - CCW
Call them on: **0300 034 3333**
Or write to them at: Consumer Council for Water, 23 Stephenson Street, Birmingham B2 4BH

CCW will normally only investigate complaints that have previously been referred to the Company. When writing to them, it would be helpful to enclose a copy of the response from the Company.

Some complaints can be escalated to Ofwat for determination, where this is the case, we will notify you of your right to refer the matter to Ofwat.

You can refer a complaint to Ofwat using this link: Submit an Enquiry · Customer Self-Service
Call them on: 0121 644 7500
Or write to them at: Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA

Information on our complaints procedure can be found in our Code of Practice in the Document Library on our website.

4.0 Liability for charges

Water and sewerage charges are payable for all premises to which a supply of water or a sewerage service is made available, whether or not such supplies are actually used. Charges for these services are to be paid by the occupier of a property except where there is an express agreement between a third party and the Company to pay the charges. Where there is more than one occupier then any occupant can be asked by the Company to pay the whole bill if the others do not. Where two or more separately occupied properties are supplied through one meter, charges are to be paid by the person identified by the Company as being responsible for the meter. It is the responsibility of the various occupiers to arrange the allocation of the overall bill and the collection of the money.

It is the responsibility of the occupier to inform the Company of a change of occupancy.

A customer receiving a water service will continue to be liable for the charges in full i.e. where the premises are connected to water services. Charges will remain as normal unless a request is made to turn off the water supply, however, surface water drainage charges may still apply.

The Company reserves the right to require non-household customers to provide a security deposit in cash or some other form of secured funds. The security deposit will be equivalent to charges over one billing cycle plus three months. Average charges will normally be based on actual consumption in the previous year or in the case of new customers, based on a reasonable estimate of charges to be paid in the current year.

The security deposit may be required where the Company considers it reasonably appropriate having regard to the customer's payment history, credit rating (if any) and financial resources and any other material factors relevant to the customer's ability or willingness to pay for services provided. The requirement for security or amount held may be reviewed by the Company or at the request of the customer to reflect changes in the volume of services provided or changes to the credit rating.

The Company reserves the right to make retrospective charging adjustments in cases of error or fraud.

5.0 How we charge you

All properties in our area are metered. For these properties, the measured bill is based on the amount of water used.

Measured bills are based on the actual usage shown on the meter or an estimate if the meter has not been read. The Company aims to read all its own meters at least once a year, however in the event that the meter is not read the Company may ask the customer to provide a reading where it is safe to do so.

In general terms, the more water you use the higher the bill.

Where a measured bill spans a period before and after 1 April 2026, we will charge for the water used before 1 April 2026 at 2025/26 rates and water used on or after that date at the 2026/27 rates. We have the right to meter all non-households.

Our charges may be made up of the following elements:

Water supply − based on the water used as measured by the meter in cubic metres. All water used is chargeable except that used for firefighting. Water used for fire tests and drills is chargeable unless 7 days written notice of use is given to the Company at the postal address shown in the **How to Contact Us** section.

Service Charge − the service charge goes towards our costs of reading, maintaining and replacing our water meter, maintenance of our overall water and sewerage network including reservoirs, treatment works, pipes, pumping stations etc.

Redevelopment of premises

Any planning permission granted does not give a right to carry out any work on the public water main network. Permission to do this must be given by us.

If any work means redevelopment is taking place for example merging or separating properties or units, each must be constructed with its own separate direct water connection to the water network (which will be metered) and each must have permission from the sewerage service provider to drain into the sewer network. Our team on **01582 344374** can advise further.

If there is a significant change of use, for example converting a non-household property into a dwelling, the supply needs to be such that a meter can be fitted.

Each customer must meet the costs of the connections or any alterations to pipework. In default, the Company may carry out the necessary work and recover the costs.

If metering is not practicable, or until a meter is fitted, a charging value or charge may be assessed by us based on either a Uniform Service Charge or an Assessed Metered Charge subject to the necessary information being available from the customer. In the case of an unauthorised connection, the Company will pursue all appropriate legal and civil remedies.

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 customer.[1]

Contact us for further information.

[1] 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.

Billing

Invoices are produced monthly, quarterly, six monthly or annually depending upon the agreement between the customer and the Company. Invoices will be issued electronically unless otherwise agreed with the customer

Properties fitted with a domestic or commercial fire sprinkler system

Properties fitted with either a domestic fire sprinkler system under the Domestic Fire Safety (Wales) Measure 2011 or a commercial fire sprinkler system, will be charged on a measured basis according to the water used. Water used for firefighting purposes will not be charged and standing charges will not be applied on meters solely used for firefighting purposes.

6.0 How to pay

Methods of payment

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 customers whose industrial activities are defined within divisions 1-5 of the Standard Industrial Classification List 1980 (SIC). VAT will be charged at the rate prevailing at the time the bill is issued. Water supply charges to all other customers are zero rated for VAT purposes.

Having difficulty paying?

If you are experiencing difficulty in paying your bills, please contact us on **01582 344374** or customerservices@albioneco.co.uk. We will review your account and may be able to offer payment instalments.

We would encourage all customers to seek free debt advice from Business Debtline:

Call them on **0800 197 6026**; or
Webchat at http://www.businessdebtline.org/

7.0 Albion Eco's non-household charges

Measured charges

Non-potable			
Band	**Volume (Ml/year)**	**Service charge (£)**	**Volumetric (p/m³)**
I	<50	Price on application	Price on application
II	50-500	Price on application	Price on application
III	501-1250	Price on application	Price on application
IV	1251-10000	Price on application	Price on application
V	>10000	Price on application	Price on application
Potable			
Band	**Volume (Ml/year)**	**Service charge (£)**	**Volumetric (p/m³)**
A	<1	Price on application	Price on application
B	>1	Price on application	Price on application

Miscellaneous charges

Item	Charge
Meter testing – if the meter is found to be faulty then there will be no charges for the test otherwise the charge will be as per 'Change of meter'	Price on application + VAT
Meter read requested by retailer or customer	£47.00 + VAT
Abortive visit	£47.00 + VAT
Change of meter	Price on application + VAT
Moving a water meter	Price on application + VAT
Removed meter – if a meter has been removed without our permission or knowledge and we have to install a new one	Price on application + VAT
Temporary disconnection	Price on application
Reconnection following temporary disconnection	Price on application
Disconnection – permanent	Price on application
Reconnection – following permanent disconnection	Price on application
Disconnection – non-payment of charges	Price on application
Reconnection – following payment of unpaid charges	Price on application
Abortive charge for disconnection or reconnection	Price on application

Telemetry Data from Loggers Charge (annual)

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

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.

The provision and maintenance of fire hydrants

Price on application + VAT.

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.

Repairs to Company apparatus

All repairs to Company water or sewer network apparatus, caused by third party damage, 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.

Item	Charge
Initial inspection and first follow up	No charge
Repeat Inspections	£110.00 + VAT
Abortive Visit	£60.00 + VAT

After an initial Water Fittings Regulations inspection where the Company has found contraventions, a programme of work and a timescale for completion will be agreed with the customer. Where the action agreed is not undertaken and additional visits are required to ensure compliance, an hourly charge will be applied to cover the cost of additional visits.

New water connection rectification work

All repairs, rectification or remedial work carried out by the Company on a water or sewerage connection installed in an unacceptable condition will be re-charged.

Rectification charges	Additional comments	Charge
Abortive visit	Maximum charge	£295.00
New connection quality inspection	First visit	No charge
New connection quality inspection	Cost per additional visit	£56.00
Abortive inspection	Maximum charge	£56.00
Remedial work		Price on application

Other charges

Service	Additional comments	Charge
Information and copy documents	Standard charge for any routine information not provided free of charge. Other enquiries will be charged at cost.	£3.00 + VAT