

# Update to Cadent's Connections Charges Statement: Abortive visit charges Effective from 1 May 2019

## Statement of Charges

Cadent will charge the Customer for its own reasonably incurred costs related to eligible abortive visits.

## Application Criteria

The charge is applicable in respect of any works where a planned date has been agreed between Cadent and the customer and will apply where:

- the customer refuses an on-site variation to a quote, making a job cancellation or deferral necessary; or
- the customer has not informed us of on-site conditions which prevent the work from being carried out, or would make it unsafe to do so; or
- the customer requests a change to the agreed planned date but costs have been incurred e.g. due to additional highway authority charges

## Example

Where the site is not ready when the Cadent team arrive, reasonably incurred costs may include: the associated costs of the team on site for the duration of the planned job, the costs of planning and delivering any traffic management needs and any costs associated with acquiring permits or lane rentals in order that the teams can work at the location.

## Other Information

The invoice will clearly state that the charge relates to a cancelled job, and the reason for the cancellation.

Where we have visited the premises for the purpose of laying a new connection pipe and found a live supply to an Emergency Control Valve, an Abortive Visit Charge will not apply.

