

Plant Protection Charging Statement

Sometimes we need to carry out site visits in relation to Plant Protection work.

We want anyone working near our pipes to be safe. Hitting or damaging a pipe can have severe consequences.

If you're thinking about digging near our pipes you must let us know before you start. In some instances we may need to carry out a site visit to provide supervision or consultation.

1.1. Site Visits

Our first site visit is free of charge if:

- It is carried out Monday to Friday, 8am to 4.30pm
- It lasts up to a maximum of 8 hours
- It is booked at least 14 days in advance

Outside of this, the charges are as follows:

| | Working Hours | First Visit | Additional Time |
|--------------------|-------------------------------|-----------------------------------|------------------|
| London | Monday-Friday 8am-4.30pm | Free of charge Maximum 8 hours | £95.79 per hour |
| All other networks | | | £89.54 per hour |
| London | Monday-Friday Out of hours | | £121.65 per hour |
| All other networks | | | £113.72 per hour |
| London | Saturday | | £121.65 per hour |
| All other networks | | | £113.72 per hour |
| London | Sunday and Bank Holidays | | £161.88 per hour |
| All other networks | | | £151.33 per hour |

All charges shown are exclusive of VAT.

If the first visit is booked with less than 14 days' notice, it may be charged at the standard hourly rate and depends on resource availability. This decision is at our discretion.

1.2. Site Visit Cancellation Policy

If the site visit appointment is not convenient for you, it can be cancelled and rearranged.

You must give us at least 48 hours' notice before the appointment time when cancelling the visit.

If you cancel the visit with less than 48 hours' notice, a cancellation fee will be charged.

| | More than 48 hours' notice | Less than 48 hours' notice |
|--------------------|----------------------------|----------------------------|
| London | No charge | £191.58 |
| All other networks | No charge | £179.08 |

All charges shown are exclusive of VAT.

The charges are based on 2x the appropriate 'additional time' hourly rate.

The initial free site visit can be rearranged a maximum of two times before a fee will be charged.