

## Time related charges

### 1. Standard time related charges

Based on average hourly rates including overheads.

Category 1 ~ for work where there are no standard charges.

Category 2 ~ Repayment works - TRC plus stores, materials and direct expenses costs.

Category 3 ~ supplementary charge for work where there are standard charges, performed outside normal hours.

Category 1 - Labour (per hour)

	Repairs To All Services		Planning & Advisory	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard Inclusive Charge (No Overtime)	£50.00	£60.00	£50.00	£60.00
Overtime: Monday-Saturday	£55.00	£66.00	£55.00	£66.00
Overtime: Sunday	£55.00	£66.00	£55.00	£66.00
Overtime: Bank & Public Holidays	£55.00	£66.00	£55.00	£66.00
Minimum Period Charged	1 hour		1 hour	

Category 2 - repayment works

	Rate Charged
Labour	As Above
Plus, Materials	Current prices + 15%
Plus, Direct Expenses, Hire of Plant etc.	Current prices + 15%

Category 3 - Supplementary Work on Overtime

	Proportion Of Category 1 Standard Inclusive Charge For All Business And Residential Works
Monday-Saturday	75%
Sunday	100%
Bank and Public Holidays	125%

The appropriate standard charge (if any) will be payable in addition.

## 2. Call out charges - residential customers

Time Of Visit *	Single Charge	
	Ex VAT	Inc. VAT
Standard Engineer Visit Charge	£100.00	£120.00
Out of Hours Call-Out ~ Monday to Saturday	£150.00	£180.00
Sunday & Public Holidays	£150.00	£180.00
Callout Charge; No KC Fault Found For visits made during normal hours where no fault is found with KC plant/equipment	£100.00	£120.00
Callout Charge; Repair Completed For visits made during normal hours where the fault is proven not to be with KC plant/equipment and a repair is carried out on the customer's equipment/wiring	£100.00	£120.00

\*Normal hours of business for residential customers are Monday to Friday, 8am to 5pm.

## 3. Missed appointment charge

If we have made a scheduled appointment with you for an installation or faults visit, you may be charged a missed appointment fee if an engineer has been despatched to your premises and:

- The appointment is cancelled by you after the engineer has been despatched to your premises
- Person in attendance is under the age of 16
- There is no one at the premises
- There is no one at the premises who knows what work is required/where socket etc. is to be located
- You ask the engineer to call back at an alternative time
- The engineer is refused entry

01/0709	Ex VAT	Inc. VAT
Missed Appointment Charge	£100.00	£120.00