

# General Notice

Tariffs with effect from 1 January 2019

Date: 08 January 2019

Reference: 02/18

## **Tariffs affected**

**From 1 January 2019**

- **Airside licences**
- **Baggage**
- **Check-in desks and Common use self-service (CUSS)**
- **Electricity**
- **Fixed electrical ground power (FEGP)**
- **Gas**
- **Persons with reduced mobility (PRMs)**
- **Pre conditioned air (PCA)**
- **Staff car parking**
- **Staff identity cards and vehicle apron passes**
- **Waste services**
- **Water**
- **Airline Operators Committee (AOC)**
- **Common IT Infrastructure**

## 1.0 INTRODUCTION

This General Notice (GN) sets out the charges for the services listed above at Heathrow Airport effective 1 January 2019. Prices from 1 January 2018 to 31 December 2018 will remain as currently advised and can be found in the attached schedule to this GN.

Heathrow Airport Ltd (HAL) has sought to provide full transparency on the costs to the Other Regulated Charges Group (ORCG) as well as at monthly governance, which has membership from across those operating at the airport, including airlines, the Airline Operators Committee (AOC) and other users of the listed Other Regulated Charges (ORC) services.

The economic regulator of Heathrow, The Civil Aviation Authority (CAA) has reflected Heathrow's Other Regulated Charges<sup>1</sup> revenues that are based on applying jointly agreed principles, as agreed at Governance and reflected in the Other Regulated Charges Protocol. Pricing is based on applying these principles and transparency arrangements as follows:

- Prices are set to enable only the recovery of costs (no profit margin is included);
- Costs consist of allocated costs, annuities and direct costs;
- Annuities reflect the cost of infrastructure investment;
- No cross-subsidisation of income between categories;
- Where income is greater than the costs in the previous year, this “over recovery” will be returned by a reduction in prices the following year, the opposite is true where an “under recovery” has been generated;
- Pricing must be supported by transparency on costs and revenues and externally audited Trading Statements.

If you have any questions concerning the new charges or require further information relating to other regulated charges or Heathrow's Other Regulated Charges Group, please contact HAL's Commercial Team on 0208 745 7072, [halorc@heathrow.com](mailto:halorc@heathrow.com) or visit [www.heathrowairport.com/orc](http://www.heathrowairport.com/orc).

It has been agreed with the CAA and the Airline Community that Q6 (quinquennium 6) be extended by 1 year. Any reference to “Q6+1” (quinquennium 6+1) in this notice relates to the 9 month and 5 year period starting 1 April 2014 ending 31 December 2019.

---

<sup>1</sup> CAA adjusted Heathrow's Alternative Business Plan

## 2.0 BACKGROUND

The prices in this GN cover the 12 months from 1 January 2019 and is the sixth price notification within Q6+1. The forecast costs are consistent with a) the annuities and allocated costs in the CAA's Decision<sup>2</sup> and b) reflect the regulated year end as December.

HAL and the ORCG have continued to review costs via the Governance Groups. The input of these groups formed the basis of the pricing consultation which was concluded at the ORCG. Key elements are as follows:

- Annuities and allocated costs are being recovered at the levels set out in the CAA's Decision, subject to inflation (RPI);
- All prior year over or under recoveries (as agreed at Governance) are accounted for in the prices effective 1 January 2019.
- New pricing categories for Q6+1 continue – they are a contribution to AOC costs and Common IT Infrastructure (Passive LAN);
- Other Common IT infrastructure charges (Wireless LAN and Active LAN) will continue to be notified in a separate notice;
- Fixed Electrical Ground Power (FEGP) and Pre Conditioned Air (PCA) are now being invoiced based on metered consumption (effective 1 June 2014);
- Hold Baggage Screening (HBS) maintenance is no longer recovered through aeronautical charges and is instead built into the “price per bag” within this GN.

The annuities and allocated costs are consistent with those agreed during the Q6+1 consultation and with the CAA's Decision.

---

<sup>2</sup> “Economic regulation at Heathrow from April 2014: Notice granting the licence, 13<sup>th</sup> February 2014”

### 3.0 PRICING

All prices exclude VAT.

The prices set out in this Notice will be effective 1 January 2019 and are intended to continue until updated by a further General Notice – it is anticipated that the ORCG will review the 2019 cost base early in 2019 with a view to updating the prices within this GN if necessary. HAL reserves the right to amend prices during the year, where a material change occurs which significantly impacts the assumptions upon which these prices were initially based. Prior to implementing any changes, HAL will consult with the ORCG.

The prices take into account any under or over recoveries shown in the Trading Statements for 2017, not previously included in the pricing for 2018 and also any forecasted over or under recovery relating to the current pricing period 2018 (covering the 12 months from 1 January 2018 to 31 December 2018).

HAL has worked with the ORCG to understand and manage the cost base within these ORC categories. The drivers of cost base increases and decreases have been described below.

#### Airside licences

Airside licence costs consist of allocated costs, annuities and the operating and maintenance costs of the ramp operations' team.

These costs and final price have been consulted on and agreed with the Airport Users' Committee (AUC).

From the 1<sup>st</sup> January 2019 the price will be £2,309 per licence per annum.

#### Baggage

Baggage costs consist of allocated and direct costs. Direct costs include: operations and maintenance of the infrastructure, business rates and utilities. For the avoidance of doubt, the price per departing bag recovers the cost of managing the departing, arriving and transferring of bags. Bag volumes are calculated using a bag per departing passenger ratio.

The unit rate is based on 37.4m departing bags in the 1 January to 31 December 2019 pricing period.

Baggage prices will continue to be charged on a "per departing bag" basis. This charge will be invoiced monthly in arrears against each airline's actual number of direct and transferring departing bags as shown in Merlinlite.

The Other Regulated Charges Governance Group has agreed to hold the 2018 price of £3.52 per departing bag for 2019.

The price will be £3.52 per departing bag.

## Check-In desks & Common Use Self Service (CUSS)

Check-In and CUSS costs consist of allocated costs, annuities and direct costs. Direct costs include: site fees, maintenance, operating costs and business rates.

As part of Business Case 329 - Automation of the Passenger Journey (BC329), Self-Boarding Gates (SBG) and Self Service Bag Drops (SSBD) will be introduced across the airport in a phased approach. A forecasted rollout of SBGs and SSBDs was built into 2018 pricing however the delivery of this infrastructure has been slower than this forecast.

As a result, a forecast over recovery of £0.45m for the period 1<sup>st</sup> May – 31<sup>st</sup> December 2018 will be carried forward and returned in the 1 January - 31 December 2019 pricing period.

The guideline price for Check-In desks, CUSS and Automation in 2019 is £26.30 per desk per day based on the current usage assumption.

There will be no change to the combined Check-In and CUSS charge model. Check-In desk charges will continue to be based upon actual use of desk time and therefore could vary from the above guideline price, however HAL will not recover more than the agreed recoverable cost for 2019. These charges are invoiced monthly in arrears.

Airline-owned self-service kiosks will remain outside of the scope of the above price.

## Electricity

Electricity costs consist of annuities, allocated and direct costs. Direct costs include: purchase costs for the provision of high and low voltage electricity at the airport. Forecast consumption is then used to calculate average unit prices for electricity.

An under recovery of £0.25m forecast in the period 1 January – 31 December 2018 will be carried forward and recovered in the 1 January to 31 December 2019 pricing period.

The annuities and allocated costs have been taken through the Q6 consultation and are consistent with the CAA's Decision. Carbon Reduction Commitment (CRC) charges are no longer levied upon the majority of Heathrow consumption, resulting in the removal of this charge to customers.

Only High Voltage users pay the Capacity Charge.

Individual prices are as set out in the attached schedule to this GN.

## Fixed Electrical Ground Power (FEGP)

FEGP costs consist of annuities, allocated and direct costs. Direct costs include: staff, maintenance, parts and electricity costs. Electricity costs are calculated using the airport rate set out in the attached schedule.

A forecast under recovery of £0.09m in the period 1 January – 31 December 2018 is being carried forward and recovered in the 1 January to 31 December 2019 pricing period.

Consumption will continue to be billed on a per kilowatt hour (kwh) basis. Automatic Meter Reading (AMR) meters have been installed on the FEGP equipment enabling electricity consumption to be measured at five minute intervals. Meter data is cross referenced with aircraft on stand data to create an invoice showing the number of kwh consumed. There is no maximum cap per day, the actual kwh used are invoiced.

The 2019 price for one kilowatt hour is £0.48.

## Gas

Gas costs consist of annuities, allocated and direct costs. Direct costs include: purchase costs, staff costs and maintenance costs. Forecast consumption is then used to calculate an average unit price for gas.

A forecast over recovery of £0.02m in the period 1 January – 31 December 2018 is being carried forward and returned in the 1 January to 31 December 2019 pricing period.

The gas price is £0.02 per kwh for the period 1 January – 31 December 2019.

## Persons with reduced mobility (PRMs)

The cost of the PRM service consists of the direct operating cost, which is primarily the contracted service provider, and allocated costs.

The 2018 category charges were held at the 2017 level and this was achieved by HAL and the Community taking an ambitious savings target of £0.9m. The 2018 forecast outturn assumes that half of the target will be achieved due to a combination of lower PRM numbers than forecast in the first 4 months of the year and efficiency initiatives to be delivered in the second half of the year.

There are two main drivers of the cost increase for 2019 and these are the legislative increase in the minimum wage which is anticipated to have a £1.1m impact on the cost of the service and the growth in PRM volumes. In consultation with PRM Governance and ORCG HAL has agreed to carry a stretch savings target of £0.5m in 2019. HAL, Omniserv and PRM Governance will continue to work on efficiency initiatives to deliver the savings target during the remainder of 2018 and throughout 2019.

In recognition of the importance of pre-notification in delivering the service HAL and PRM Governance have agreed to increase the category pre-notification bandings for 2019. The category 1 threshold will increase to 70% with category 2 increasing to 65%. HAL and Omniserv are committed to working with the airlines to help improve their pre-notification levels.

The pre-notification threshold will remain at 30 hours and it should be noted that a valid pre-notification must include the following:

- Passenger name (first initial and full last name)
- Flight details into or out of LHR (including date)

- Full Special Service Request (SSR) code
- Type of assistance and/or equipment required

As per the Regulation (EC) No.1107/2006 Article 6, an airline has an obligation to pre-notify the airport with the assistance information concerned with the relevant PRM. The above PRM information is required by HAL in order to provide assistance in accordance with the Regulation. The pre-notification performance is important in that it facilitates the most efficient use of resources and therefore cost. The charges for PRMs remain unchanged as follows:

**Category 1** – at 70%+ pre-notification at 30 hours shall be **£0.57** per departing passenger

**Category 2** – between 65% and 69.99% pre-notification at 30 hours shall be **£0.67** per departing passenger (consisting of £0.57 base price + £0.10 supplement)

**Category 3** – less than 65% pre-notification at 30 hours shall be **£3.23** per departing passenger (consisting of £0.57 base price + £2.66 supplement)

### Pre conditioned air (PCA)

Through consultation with the Other Regulated Charges Group (ORCG) it was agreed that effective from 1st August 2018, the PCA price per kWh would change from £1.62 to a new price of £1.00 in order to incentivise airlines to use PCA.

This price of £1.00 per kWh will be held whilst the new hose retriever PCA infrastructure is being installed. At the time of pricing there was an under-recovery of £1.9m

During this period HAL encourages airlines to use PCA at the new, reduced price and will assist with training, best practise and trialling PCA.

Once the operability of PCA has been agreed through the PCA user group, the PCA price will move to the new pricing mechanism, i.e. a split charge – infrastructure and consumption. This new charge is designed to incentivise the use of PCA.

The infrastructure price will be charged per minute parked on a PCA-enabled stand. There will be no infrastructure charge for the first 30 minutes of parking for narrow-bodied aircraft and for the first 90 minutes of parking for a wide-bodied aircraft. There will also be no infrastructure charge during the period of 2200 to 0559.

The consumption charge will be charged per kWh used.

The prices for the new mechanism will be consulted upon at ORCG in line with the ORC Protocol.

### Staff car parking

Staff car parking costs consist of annuities, allocated costs and direct costs, which include bussing, car park management and business rates. A £14 levy is also included in the perimeter pass price to help fund public transport initiatives.

From the 1 January 2019, the perimeter pass price will remain unchanged at £655.26 per annum. The costs of the service for 2019 have remained broadly consistent with the 2018 pricing forecast.

The current bussing and staff car park management contracts end on the 31<sup>st</sup> March 2019 and HAL will be working with the community via Governance and ORCG to determine the service levels to be included in the RFP document.



For further information on car parking products please contact [travel\\_services@heathrow.com](mailto:travel_services@heathrow.com)

## Staff identity cards and vehicle apron passes

The cost of the staff identity card and vehicle apron pass service consists of annuities, allocated and direct costs which include control and administrative costs.

The cost of the ID service in 2019 is increasing due to additional security verification requirements.

Currently approximately 30% of ID applications are abandoned and do not result in an ID pass being issued. However, costs are incurred in processing these abandoned applications which are currently being recovered as part of the ID pass price. After a review by ID Governance and ORCG the HAL proposal to change the charging structure was agreed. From January 2019 the charge will be per originating application rather than per issued ID. The intention is to have a pricing structure that is fairer to those companies that complete their applications correctly and will hopefully reduce the number of abandoned applications.

From the 1<sup>st</sup> January 2019 the charge per originating application will be £16.45.

Due to heightened security threats HAL is introducing a change to the temporary pass process. The changes are needed to improve security and ensure that appropriate background checks are carried out on all people entering the restricted zone. Two types of temporary pass, a visitor pass and an employment pass will be introduced. The visitor pass will be similar to the current temporary pass while the employment pass will be subject to the same checks as a permanent airside application.

The changes described above will be in a DFT directive due to come into effect in the first quarter of 2019.

From the 1<sup>st</sup> January 2019 the temporary employment pass will be £8.23 and the temporary visitors pass will be £3.82.

## Vehicle Apron Passes

The income from vehicle apron passes (VAPs) forms part of the ORC income for the ID Centre. The income that HAL recovers from VAPs is fixed in the Q6 settlement. HAL only adjusts the pass rate if the income differs from the settlement amount due to variations in the number of passes issued.

For 2017 charges, after consultation with the AUC, it was agreed that the single annual charge for a liveried vehicle be split into a three tiered charge based on the Euro emissions category for the vehicle. The purpose of this change was to incentivise the use of low emissions vehicles, the change will not result in any additional income to HAL.

The 2019 charges per emissions category per vehicle per annum will remain unchanged as follows:

Tier A	£16.77
Tier B	£33.53
Tier C	£50.30

Please see below table.

TYPE	FUEL	SIZE	Tier C £50.30	Tier B £33.53	Tier A £16.77
Type of vehicle characterised by the DVLA	Which fuel it runs on (in the case of hybrids it would be the primary fuel)	DVLA or manufacturer category and is either the weight of the vehicle or its power depending whether it is a road going or non-road vehicle	The date during which your vehicles engine was made, identifying which category your vehicle sits within.		
LDV	DIESEL	Passenger Cars	Euro 3 (Jan '00 – Euro 4 (Aug '09)	Euro 5a (Sept '09 – Aug '14)	Euro 6 (Sept '14)
		Light commercial ≤ 1305kg	Euro 3 (Jan '00 – Euro 4 (Aug '09)	Euro 5a (Sept '09 – Aug '14)	Euro 6 (Sept '14)
		Light commercial ≤ 1305kg < 1760kg	Euro 3 (Jan '01 – Euro 4 (Aug '10)	Euro 5a (Sept '10 – Aug '15)	Euro 6 (Sept '15)
		Light commercial ≤ 1760kg ≤ 3500kg	Euro 3 (Jan '01 – Euro 4 (Aug '10)	Euro 5a (Sept '10 – Aug '15)	Euro 6 (Sept '15)
	OTHER	Passenger Cars	Euro 1 (July '92 – Euro 2 (Dec '00)	Euro 3 (Jan '01 – Dec '04)	Euro 4 (Jan '05)
		Light commercial ≤ 1305kg	Euro 1 (Oct '94 – Euro 2 (Dec '99)	Euro 3 (Jan '00 – Dec '04)	Euro 4 (Jan '05)
		Light commercial ≤ 1305kg < 1760kg	Euro 1 (Oct '94 – Euro 2 (Dec '00)	Euro 3 (Jan '01 – Dec '05)	Euro 4 (Jan '06)
		Light commercial ≤ 1760kg ≤ 3500kg	Euro 1 (Oct '94 – Euro 2 (Dec '00)	Euro 3 (Jan '01 – Dec '05)	Euro 4 (Jan '06)
HDV	Diesel	Lorries, Buses over 3500 kg	Euro III (Oct '00) – Euro IV (Sept '08)	Euro V (Oct '08 – Nov '13)	Euro VI (Dec '13)
NON-ROAD	Diesel	> 560 kW	Only exists under proposed Stage V (Jan. '17)		Stage V (Jan. '17)
	Petrol	130 ≤ kW ≤ 560 kW	Stage II (Dec '00) – Stage IIIA (Nov '10)	Stage IIIB (Dec '10 – Nov '13)	Stage IV (Dec '13)
		75 (56kW Stage IV/V) ≤ kW < 130	Stage II (Dec '01) – Stage IIIA (Nov '11)	Stage IIIB (Dec 2011- Nov '12)	Stage IV (Dec '12)
		37 ≤ kW 75 (56kW Stage IV/V)	Stage II (Dec '02) – Stage IIIA (Nov '11)	Stage IIIB (Dec 2011- Nov '12)	Stage IV (Dec '12)
		19 ≤ kW < 37	Stage II (Dec '03) – Stage IIIA (Nov '06)	Stage IIIA (Dec '06)	Stage V (Jan. '17)
		0 ≤ kW < 19	Only exists under proposed Stage V (Jan. '17)		Stage V (Jan. '17)
ELECTRIC/ HYDROGEN	LDV, HDV, NON-ROAD – all free of charge				

For further guidance please contact your Licence Manager.

There will be no change to the charge for temporary or private vehicle apron passes.

The non-surrender of passes represents a compliance issue for the airport. Therefore a charge for un-surrendered passes was introduced which has been effective in reducing the volume of these passes. The ID Centre write to companies to notify them of un-surrendered passes prior to levying charges. However there remain a number of companies with persistent volumes of un-surrendered passes. Ultimately the airport reserves the right to suspend the issuance of further passes to companies with persistent issues.

## Waste services

Waste services costs consist of annuities, allocated and direct costs. Direct costs include: waste contracts and staff costs.

An over recovery of £0.36m is forecast in the period 1 January – 31 December 2018 which will be carried forward and returned in the 1 January to 31 December 2019 pricing period.

Tiered prices are calculated to reflect the greater use of the service by some operators and are set out in the attached schedule.

There are two types of waste charge:

- Refuse Area Charge
- Refuse Bin Room Charge

The Refuse Area base charge will be £73.55 per assessed unit per quarter. Refuse Area prices will continue to be charged on a “per assessed unit basis” where one unit equals 250 sq. ft.

The Refuse Bin Room base charge (only applicable in Terminal 2 and Terminal 5) will be £215 per outlet per quarter. Refuse Bin Room prices will continue to be charged on a “per outlet basis”.

From 1<sup>st</sup> January 2019, there will be an introduction of a ‘Green Tier’ of prices. In line with Heathrow’s sustainability targets, as set out in Heathrow 2.0, a set of reduced prices is being introduced to encourage the sustainable behaviours in regard to waste disposal. Examples of these behaviours include delivering items in reusable packaging such as plastic crates instead of cardboard, increased recycling and an overall significant reduction in waste etc.

The Green Tier Refuse Area base charge will be £66.34 per assessed unit per quarter charged on a “per assessed unit basis” where one unit equals 250 sq. ft.

The Green Tier Refuse Bin room base charge will be £188 per outlet per quarter. Refuse Bin Room prices will continue to be charged on a “per outlet basis”.

The full schedule of waste prices can be found in the attached schedule.

To apply for these incentivised prices, customers must write to [halorc@heathrow.com](mailto:halorc@heathrow.com) explaining why they qualify for the lower price. HAL will assess this application and apply the new charge, if successful, to be live from the following quarter. Successful applications, excluding specific company information, will be available to allow for transparency of how to achieve the lower charge. HAL will audit waste activities to ensure that the agreed behaviours are being maintained and reserves the right to amend the charge to the standard tariff if the correct behaviours are not being displayed.

## Water

Water costs consist of annuities, allocated and direct costs. Direct costs include: purchase costs, staff costs and maintenance costs. Forecast consumption is then used to calculate average unit prices for water.

The Water and Sewerage charge effective from 1 January 2019 is £10.59 per cubic metre.

A breakdown of the individual water prices is set out in the attached schedule to this GN.

In circumstances where a user has a separate trade effluent consent from Thames Water, HAL levies charges for the supply of water only i.e. the sewerage proportion of the charge is removed.

## **Airline Operators Committee (AOC)**

AOC costs consist of allocated and direct costs. Direct costs are made up of facilities and resource costs. The cost and resulting charge is not intended to fund all of the AOC operating costs.

The AOC Contract ends on the 31<sup>st</sup> December 2018. The Other Regulated Charges Group has agreed to extend the contract for 4 months to the 30<sup>th</sup> April 2019. A further General Notice will be issued relating to the period beyond April.

The price will be £0.0201 per departing passenger from 1<sup>st</sup> January to the 30<sup>th</sup> April 2019.

## **Common IT Infrastructure**

Common IT infrastructure consists of three separate categories and therefore prices. They are; “common use” of the Passive local area network (LAN), the Active LAN and the Wireless LAN. The price stated within this GN is for the Passive LAN component only and will be an ORC for the duration of Q6.

The two further IT prices, for the “common use” of both the Active LAN and Wireless LAN, whilst not part of the ORC income forecast in the CAA’s Decision and therefore not officially an ORC, will be priced using ORC principles. The income for these two prices remains within Heathrow’s commercial revenues and therefore will be communicated in a separate notice to this GN.

Users of Common Passive LAN can be defined as any organisation using either Common Use or dedicated Common Use equipment (whether or not provided by means of a service provider), where the service is delivered over the HAL Managed LAN Service.

“Common Use” Passive LAN costs consist of annuities, allocated and direct costs. Direct costs include staff costs. Forecast number of ports are then used to calculate an average unit price.

An under recovery of £0.12m forecast in the period 1 January – 31 December 2018 will be carried forward and returned in the 1 January to 31 December 2019 pricing period.

The Common Passive 2019 price per port per annum is £203.53

## 4.0 FURTHER INFORMATION

If you have any questions concerning the new charges or require further information relating to other regulated charges or Heathrow's Other Regulated Charges Group, please contact HAL's Commercial Team on 0208 745 7072, at [halorc@heathrow.com](mailto:halorc@heathrow.com) or visit Heathrow's website [www.heathrowairport.com/orc](http://www.heathrowairport.com/orc).



Simon Eastburn  
Airline Business Development Director  
For and on behalf of Heathrow Airport Limited

Distribution: Full  
Enc

### HEATHROW AIRPORT LIMITED

#### Pricing Schedule

Product/ service		Effective 01-01-2018	Effective 01-01-2019
	units charged	unit price	unit price
<b>Airside Licences</b>	per licence	£1,809.00	£2,309
<b>Baggage</b>	per bag	£3.52	£3.52
<b>Check-in desks &amp; CUSS †</b>	guideline price per day	£23.95	£26.30
<b>Electricity</b>			
Electricity Low Voltage - supply	per kwh	£0.094	£0.102
Electricity Low Voltage - infrastructure	per kwh	£0.161	£0.164
Electricity High Voltage - supply	per kwh	£0.094	£0.102
Electricity High Voltage - infrastructure	per kwh	£0.091	£0.093
Electricity (Capacity)	per kva/ month	£3.60	£3.92
<b>FEGP</b>			
FEGP (consumption)	per kwh	£0.46	£0.48
<b>Gas</b>			
	per kwh	£0.03	£0.02
<b>Persons with reduced mobility (PRMs)</b>			
Category 1 (Above 65% at 30 hrs)	per departing passenger	£0.55	
Category 2 (50% to 64.99% at 30 hrs)	per departing passenger	£1.29	
Category 3 (less than 50% at 30 hrs)	per departing passenger	£2.65	
Category 1 (Above 70% at 30 hrs)	per departing passenger		£0.57
Category 2 (65% to 69.99% at 30 hrs)	per departing passenger		£0.67
Category 3 (less than 65% at 30 hrs)	per departing passenger		£3.23

<b>Product/ service</b>		<b>Effective 01-01-2018</b>	<b>Effective 01-01-2019</b>
	<b>units charged</b>	<b>unit price</b>	<b>unit price</b>
<b>Pre-conditioned air</b>	per kwh	£1.62 (£1.00 from 1 <sup>st</sup> August 2018)	£1.00
<b>Staff car parking</b>			
Perimeter passes ▲	per pass	£655.26	£655.26
Lost passes	per disc or per card	£30.00	£30.00
<b>Staff identity cards</b>			
Temporary photographic ID pass (Visitor Pass)	per pass	£3.60	£3.82
Temporary photographic ID pass (Employment pass)	per pass		£8.23
Full ID per Originating Application	per pass	£15.52	£16.45
Penalty charge for lost or stolen pass -64k	per pass		
Machine readable ID pass - landside	per pass		
32k machine readable ID pass - amendment	per pass	FREE	FREE
64k machine readable ID pass amendment	per pass		
Application "no show"	per "no show"	£62.00	£62.00
All unsurrendered passes (60 days+ from expiry)	per pass	£150.00	£150.00
<b>Vehicle apron passes</b>			
Liveried vehicle airside pass – annual Tier A	per pass	£16.77	£16.77
Liveried vehicle airside pass – annual Tier B	per pass	£33.53	£33.53
Liveried vehicle airside pass – annual Tier C	per pass	£50.30	£50.30
Liveried vehicle airside pass - temporary (per month)	per pass	£7.93	£7.93
Private vehicle airside pass – annual	per pass	£1,654.50	£1,654.50
Private vehicle airside pass - temporary	per pass	£31.63	£31.63
All unsurrendered passes (60 days+ from expiry)	per pass	£150	£150

<b>Product/ service</b>		<b>Effective 01-01-2018</b>	<b>Effective 01-01-2019</b>
	<b>units charged</b>	<b>unit price</b>	<b>unit price</b>
<b>Waste Services</b>			
<b>Refuse Area Charge:</b>			
Low Waste Use (eg Services)	per assessed unit per quarter	£63.08	£73.55
Low Waste Use GREEN TARIFF			£66.34
Medium Waste Use (e.g. Shops)	per assessed unit per quarter	£72.55	£84.59
Medium Waste Use GREEN TARIFF			£76.29
High Waste Use (e.g. Food and Beverage outlets)	per assessed unit per quarter	£82.01	£95.62
High Waste Use GREEN TARIFF			£86.24
<b>Refuse Bin Room Charge: Δ</b>			
Low Waste Use (eg Services)	per outlet per quarter	£554	£215
Low Waste Use GREEN TARIFF			£188
Medium Waste Use (e.g. Shops)	per outlet per quarter	£1,808	£703
Medium Waste Use GREEN TARIFF			£614
High Waste Use (e.g. Food and Beverage outlets)	per outlet per quarter	£3,345	£1,300
High Waste Use GREEN TARIFF			£1,136
<b>Water</b>			
Water & sewerage	per cubic metre	£10.65	£10.59
Water supply only	per cubic metre	£8.24	£8.19
Waste water only	per cubic metre	£3.18	£3.16
Low Temperature Hot Water	per cubic metre	N/A	N/A
Chilled Water	per cubic metre	N/A	N/A
Domestic Hot Water	per cubic metre	£12.58	£12.51
<b>Airline Operators Committee</b>	per departing passenger	£0.0256	£0.0201
			Agreed until 30 <sup>th</sup> Apr 2019
<b>IT Common Passive □</b>	per port	£169.10	£203.53

**Notes:**

- † The actual invoice will be based on actual time logged on to a check-in desk and will vary slightly from the “guideline” price shown here. Rates in T2, T3 and T4 differ from T5.
- ▲ Price shown represents an annualised price, 1/12<sup>th</sup> of which will be used when calculating a monthly charge when invoicing.
- Δ The refuse bin room charge is only applicable in Terminal 2 and Terminal 5.

- Price shown is for Common Passive LAN only. Other “Common IT Infrastructure” prices are not ORC’s but will be priced using ORC principles and will therefore be subject to a separate notification.