



Dŵr Cymru  
Welsh Water

# Wholesale Tariff Document

2017-18

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## Definition of terms

In this Scheme, unless the context otherwise requires:

**'Accredited Entity'** is an entity which is independently evaluated and accredited under an accreditation scheme established by the Contracting Wholesaler as competent to carry out certain activities including but not limited to Connection Activity and Metering Activity. One such accreditation scheme may include the WIRS administered by Lloyd's Register. Under that scheme accredited entities include WIRS Providers who include SLOs and UCPs;

**'Act'** means the Water Industry Act 1991 and amendments thereto.

**'Company'** means Dŵr Cymru Cyfyngedig.

**'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.

**'Eligible Site'** means any non-household customer site using more than 50MI of water a year.<sup>1</sup>

**'Guaranteed Service Standard'** means any standard set out in the GSS Regulations as may be updated or amended from time to time;

**Meters:** A **'screw in'** meter has concentric ports for a single connection to pipework and is the type generally fitted in the Company's standard boundary box.

An **'in line'** meter has a pipe connection at both ends.

**'Non-household purposes'** refers to a supply for any use except for domestic purposes; for example supplies for manufacturing purposes, to building sites and to field troughs are for non-domestic purposes.

**Non-Market Meter** a water meter, which is not Registered to a Supply Point, which is owned by an Undertaker, and which is a deductive meter on a Meter Network;

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

**'Non-Primary Charge'** means any Wholesale Charges which are not Primary Charges and to avoid doubt this includes all charges that relate to the provision of one off or discrete services performed pursuant to the Operational Terms or as otherwise set out in the Wholesale Tariff Document in relation to specific circumstances or events;

**'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;

1. See Ofwat Guidance <http://www.ofwat.gov.uk/publication/eligibility-guidance-whether-non-household-customers-england-wales-eligible-switch-retailer/> and <http://www.ofwat.gov.uk/publication/supplementary-guidance-whether-non-household-customers-england-wales-eligible-switch-retailer/>

**'Potable water'** means water intended to meet the standards of wholesomeness set out in regulations made under the Water Industry Act 1991.

**Primary Charge(s)** means all those charges in the Wholesale Tariff Document that relate to the supply of Water Services both on an enduring or temporary basis, and including:

- i. fixed and volumetric charges and allowances;
- ii. any other charges set out in the Wholesale Tariff Document in relation to specific circumstances or events,

but excluding,

- i. all charges that relate to the provision of one off or discrete services performed pursuant to the Operational Terms,
- ii. together with all such charges calculated in relation to a Special Agreement by reference to the relevant Factor(s)

**'Retailer'** means the holder of a Restricted Retail Authorisation an authorisation described in paragraph 6 of schedule 2A of the Water Industry Act 1991 i.e. an authorisation to use the supply system of an Undertaker that is wholly or mainly in Wales for the purpose of enabling the Licensee to supply Retail Services to Eligible Premises that use 50 mega litres or more of water a year; or Dŵr Cymru's own retail business.

**'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.

**'Special Agreements Register'** the register of that name published and maintained by the Authority as may be replaced or renamed from time to time;

**SPID** is the abbreviation for Supply Point Identifier (used to identify unique supply points in the Water Supply License Market).

**'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** any physical disconnection of Water Services which is not a Permanent Disconnection and "Temporarily Disconnected" shall be construed accordingly;

**'Value Added Tax'** refers to value added tax chargeable under the Value Added Tax Act 1994 or any tax or duty in substitution thereof;

**'Water Fittings Regulations'** refers to the Water Supply (Water Fittings) Regulations 1999.

## 1. Introduction

This document has been produced to comply with Ofwat's information requirement for publication of wholesale access charges for 2017/18 (IN16/02) for Eligible Premises, that is those premises that could be supplied with water by a water supply licensee with a retail or restricted retail authorisation. They will be applied to any section 66D agreement where a water supply licensee with a retail authorisation or restricted retail authorisation is a party to that agreement.

This document outlines both the primary charges, those that typically involve meter based annual charges and/or volumetric charges, and the non –primary charges additional services offered by the wholesale business.

The scope of the contestable market for companies wholly or mainly in Wales is limited to the provision of water services and covers commercial customers who are supplied by at least 50,000 m<sup>3</sup> of water per year. These customers are provided for by our potable water "industrial tariffs" and our large user non-potable water tariffs.

### The Company Supply Area

The Company supplies water in the area shown on the map below.



## 2. How to Contact us:

Dŵr Cymru Welsh Water  
Wholesale Service Centre  
PO Box 3164  
Cardiff  
CF30 0FF

### Telephone

0800 260 5053 (24 hours)

### Online

[www.wsc.dwrcymru.com](http://www.wsc.dwrcymru.com)

### Email

[WholesaleServiceCentre@dwrcymru.com](mailto:WholesaleServiceCentre@dwrcymru.com)

Our office hours for the receipt of correspondence are 8am to 6pm Monday to Friday (excluding bank holidays)

## 3. How to Pay

### Cheque Payments

Cheque payments should quote the customer reference on the back of the cheque, and crossed 'A/C Payee'. The cheque made payable to 'Dŵr Cymru Cyf' to:

Dŵr Cymru Welsh Water  
Customer Services  
PO Box 690  
Cardiff CF3 5WL

### BACS

By BACS payment: sort code: 52-21-07  
account number 01500007.

By BACS from abroad: IBAN number  
GB51 NWBK 5221 0701 5000 07

BIC number NWBK GB 21 22X please  
include your customer reference when  
making your payment.

## 4. Disputes

All disputes and differences arising out of, or in connection with the wholesale services provided to water supply licensee shall be dealt with and resolved in accordance with Section 17, 18 and 19 of the Business Terms and Schedule 9 of the Market Arrangements Code.

## 5. Value Added Tax

VAT will be added to water supply charges through a section 66D agreement. VAT will be charged at the rate prevailing at the time the bill is issued.

## 6. Liability for Charges

Invoices for Primary and Non Primary Charges will be issued in accordance with Dŵr Cymru's Invoicing timetable.

### Primary Charges

Each Retailer will be charged for the supply of Water Services to connected Supply Points that are registered to it when the services are provided. Charges for Vacant Properties will be levied in accordance with the Market Arrangement Code / Open Water Code.

Fixed charges are apportioned on a calendar day basis.

Water volumetric charges are based on the water used as measured by the meter in cubic metres unless the Company agree a volumetric adjustment for water used for firefighting or lost in leakage as detailed below:

### Water used for firefighting

All water used is chargeable except that used solely for firefighting or testing. Water used for fire tests and drills is chargeable unless 7 days written notice of use is given to the Company.

### Leakage Allowances

Allowances for water volumetric charges for Non-household<sup>2</sup> sites will only be given where the leak was the responsibility of Dŵr Cymru.

Mixed use sites i.e. non-household premises combined with a household, for example, a University Campus with an accommodation block, a water allowance will be granted on the household element of the bill only. The allowance for the household element will be calculated on the basis of the annual consumption figures we use to calculate our household assessed measured tariff.

**Allowances must be applied for within six months of a leak being repaired. No allowances will be given if the leak has been caused through the carelessness of the customer or someone acting on behalf of the customer.**

### Non Primary Charges

By submitting a request for work or information (via the relevant online form) the Retailer will be deemed to have accepted the standard price for that service.

If the price for the service is Non Standard, a "price on application" will be sent to the Retailer and no works will be undertaken until a written acceptance of the estimate is received. The charge will be calculated on a "bottom-up" basis from the activities and materials required for the service. The activities are costed using standard and consistent costing models. Water wholesale business overheads and joint costs are applied to the calculated direct costs in proportion to the direct costs.

## 7. Accredited Entities

Dŵr Cymru does not operate an Accreditation Scheme for Metering or Disconnection activities within its area.

## 8. Incentive Payments including Gap Site and Vacant Properties

Dŵr Cymru does not offer any Incentive Payment schemes within its area.

## 9. Other charging schedules

### Scheme of Charges 2017/18

Water and sewerage charges for household and non-household customers.

### Developer Services Schedule of Charges

Charges for new connections and other activities to support Developers.

### Wholesale Tariff Document 2017/18

Primary charges for eligible premises that could be supplied with water by a water supply license with a retail or restricted retail authorisation. This document also includes Non-primary charges that would, where relevant, be payable by a water retailer.

<sup>2</sup> Non-Household properties may be entitled to a sewerage allowance on the first and subsequent leaks where water lost due to leakage has not returned to the sewer.

## 10. Primary Charges

### 10.1 Potable Water Industrial Tariff – indicative wholesale access charge 2017/18

The potable water Industrial Tariff is made up of several bands reflecting annual consumption. Table 1 below shows the indicative wholesale water large user tariffs for each of the five supply bands over 50,000 m<sup>3</sup>.

The bands that will apply to any section 66D agreement and other charging arrangements will be determined as part of the setting of the agreement and will be determined from time to time as laid out in the agreement.

Each band applies to all consumption between 1 April 2017 and 31 March 2018 and comprises:

- a fixed charge for the year (which includes an annual service charge for the first meter);
- an annual service charge for each additional meter based on the size of meter (shown in table 2 below) and
- a volumetric charge for all consumption.

Charges for future years will be set out in our wholesale charges schedule each year.

**Table 1**

The fixed charge and the volumetric charge for each of the bands is shown below. The fourth column indicates the annual consumption for which the band would be most economic for the customer.

Tariff	Fixed charge (£)	Volumetric charge (£/m <sup>3</sup> )	Indicative consumption (Ml/year)
Standard	*	1.2954	<50
Band 1	19,466.45	0.9185	50 - 99
Band 2	22,372.97	0.8894	100 - 249
Band 3	38,819.72	0.8236	250 - 499
Band 4	86,765.17	0.7278	500 - 999
Band 5	119,157.52	0.6954	>1000

\*See standard wholesale measured service charge

**Table 2**

The annual service charge applies to each meter and is based on the nominal meter size as follows:

Meter size (mm)	£	Meter size (mm)	£
up to 20	8.28	65	622.67
25	74.71	80	832.47
30	147.36	100	995.56
40	294.99	150 and above	1,293.57
50	459.58		



## 10.2 Non Potable Water Industrial Tariff – indicative wholesale access charge 2017/18

The non-potable water Industrial Tariff is available for partially treated water and raw water depending on whether the supply receives any treatment. Table 3 below shows the indicative wholesale large user tariffs for supplies of over 50,000 m<sup>3</sup>.

Each band applies to all consumption between 1 April 2017 and 31 March 2018 and comprises:

- a fixed charge for the year (which includes an annual service charge for the meter);and
- a volumetric charge for all consumption.

Charges for future years will be set out in our wholesale charges schedule each year.

**Table 3**

The fixed charge and the volumetric charge for each of the bands is shown below. The fourth column indicates the annual consumption for which the band would be most economic for the customer.

Tariff	Fixed charge (£)	Volumetric charge (£/m <sup>3</sup> )	consumption (m <sup>3</sup> /year)
Partial	41,145.85	0.4313	> 50,000 m <sup>3</sup> / yr
Raw	41,145.85	0.3322	> 50,000 m <sup>3</sup> / yr

## 10.3 Change of Tariff Requests

The wholesaler will not accept more than one request per calendar month for a change of tariff at any one Supply Point.

## 10.4 Special Agreements – indicative wholesale access charges 2017/18

Welsh Water has two special agreements for supplies to Eligible Premises.

### WSHNONPOT9

This agreement to supply non-potable water is a reservation type agreement for a raw water supply. It began in 1994 to run for 30 years and terminates in 2024. The customer has reserved 14.5 Ml/day. The reservation charge applying to the unused reserved amount increases in line with RPI each year. Used volumes are charged on standard rates. The indicative wholesale water access charge for the reservation element is shown in table 5 below.

Table 5: The indicative wholesale water access charge for Special agreement WSHNONPOT9

Tariff	Fixed charge (£)	Volumetric charge (£/m <sup>3</sup> )
Reservation Charge up to 14.5Ml/d		0.1782
Fixed charge	41,146	

### WSHNONPOTX

With effect from 1 April 2015 and for each subsequent year, charges for water supplied shall be adjusted by the average annual percentage movement in prices, calculated as the average of the annual percentage movements in prices for each of the previous 12 months as recorded by the Retail Price Index.

Tariff	Fixed charge (£)	Volumetric charge (£/m <sup>3</sup> )
Supply charge		0.3491

## 11. Non Primary Charges

### Section A: Relaying/repairing /renewing pipes (incl. the replacement of lead service pipes)

The pipework from the property boundary into the property is the responsibility of the customer. When we find that the level of lead in a water sample is above the regulatory standard we will contact the customer to advise on how to reduce their exposure to lead. We will replace any lead pipes that are our responsibility i.e. between the water main and the property boundary free of charge.

### Section B: The provision and maintenance of fire hydrants

Activity	Charge
The provision and maintenance of fire hydrants	Price on application

Where the Fire Service request a repair or installation to an existing Fire Hydrant we will recover all costs incurred (investigation, administration; statutory noticing and repair/installation).

### Section C: Damage to apparatus

Activity	Charge
Third party damages and remedial work	Price on application

Where a third party damages an asset, we will recover all costs associated with investigation, administration; statutory noticing, customer service loss; repair and re-instatement of the asset.

### Section D: The carrying out of inspections to ascertain whether any provision in or made or having the effect on 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

Activity	Charge
Initial inspection and first follow up	No charge
Repeat Inspections	£44
Abortive Visit	£25

After an initial Water Fittings Regulations inspection where Dŵr Cymru has found contraventions, a programme of work and a timescale for completion will be agreed with the customer/retailer. 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.

<b>Section E: Site Inspections (confirmation and verification of supply arrangements)</b>		
<b>Activity</b>	<b>Charge</b>	
<b>Single Inspector</b>	<b>Initial Appointment</b>	<b>Additional Hour (Same Visit)</b>
Confirmation and verification of supply arrangements where a single inspector is required. One hour appointment.	£45	£27
In the event that we are unable to undertake a follow up survey as access cannot be facilitated by either the retailer or the retailer's customer an abortive visit charge will be made.	£25	
<b>Two Inspectors</b>	<b>Initial Appointment</b>	<b>Additional Hour (Same Visit)</b>
Confirmation and verification of supply arrangements where two inspectors are required. One hour appointment.	£86	£52
In the event that we are unable to undertake a survey as access cannot be facilitated by either the retailer or the retailer's customer an abortive visit charge will be made.	£47	
Where a retail provider requests confirmation of the supply arrangements at their customer site. The standard charge provides for the inspector to be on site for up to 1 hour. Whilst a charge has been included for a single inspector, the supply arrangements for customers receiving over 50ml are often complex and will in most cases require 2 inspectors to be present for safety reasons. There are additional charges if the inspector/s need to be on site beyond the hour appointment or have to return to complete the survey.		
<b>Section F: The provision and use of standpipes</b>		
	<b>22mm Standpipe</b>	<b>65mm Standpipe</b>
Weekly	£33	£85
Six Month Pre-Paid	£480	£1,950
Annually Pre-Paid	£880	£3,500
The hire of a standpipes will be from our appointed agent Aquam Water Services. Standpipes will no longer be available to hire at our local depots. For non-household customers who require access to the water distribution network via an approved standpipe we have an established, easy to use application process which includes guidance on deployment and the correct method of accessing the network. All Standpipes are metered and separate charges are applied for the water utilised.		

**Section G: Meter Surveys, Exchange, Testing and Telemetry.**

<b>Meter Surveys</b>	<b>Charge</b>
Verification of meter details or meter supply arrangements	£45
In the event that we are unable to undertake a follow up survey as access cannot be facilitated by either the either the retailer or the retailer's customer an abortive visit charge will be made.	£25
Where a retail provider requests Dŵr Cymru to undertake a survey in relation to an existing meter or to facilitate the installation, removal or relocation of a meter associated with the supply to a registered or potential SPID and this can be safely and effectively carried out by one person Dŵr Cymru will charge a minimum one hour survey fee and a further charge for every additional hour or part hour thereafter. A charge will be made in the event the survey has to be aborted at either the request of the licensed provider or the licensed provider's customer.	

<b>Meter Exchange</b>	<b>Without Excavation</b>	<b>With Excavation</b>
Up to 25mm	£129	£451
40mm	£194	£555
50mm	£317	£677
80mm	£673	£1,132
100mm	£785	£1,269
150mm	£1,001	£1,642
200mm	£1,340	£2,104
Above 200mm	Price on application	Price on application

<b>Meter Testing</b>	<b>Charge</b>
Meter accuracy test - meter removed, external accreditation	Price on application
Where a retail provider requests Dŵr Cymru to undertake an externally accredited accuracy test of a meter associated with a registered SPID, we will charge a fee which covers the cost of removing the meter, transporting it to the externally accredited organisation and providing a report on the meters accuracy. In addition Dŵr Cymru will charge for the installation of a replacement meter while the original meter is being tested. In the event the original meter is found to be operating outside of the accuracy range associated with the meter, Dŵr Cymru will reimburse the cost of the test and the installation of a replacement meter.	

<b>Non-Cyclical Meter Read (Outside the Market)</b>	<b>Charge</b>
Meter read requested by the retailer or the customer	£21
If the request to read the meter is withdrawn by the retailer or it's customer and Dŵr Cymru acting on the original instruction has read the meter, an abortive fee will be charged.	£21

<b>Telemetry Data from Loggers</b>	<b>Charge (Annual)</b>
Software license to access telemetry from wholesale logging equipment installed at an eligible customer's site.	£27

#### **Section H: The disconnection of a service pipe (or otherwise cutting off a supply of water) to any premises and the reconnection of such supplies to a water main.**

<b>Disconnection</b>	<b>Charge</b>	<b>Abortive Visit Charge</b>
Perform disconnection (temporary isolation) with no enabling works required, i.e. lock off stop tap or remove meter	Price on application	Price on application
Where a retailer or it's customer requests the wholesaler to permanently disconnect their service from the water main we will recover all costs associated with investigation, administration; statutory noticing, disconnection and re-instatement of the asset.	Price on application	Price on application
In the event further enabling works is required to allow the supply to be isolated an estimate for the works will be generated and past to the retailer.		

<b>Reconnection</b>	<b>Charge</b>	<b>Abortive Visit Charge</b>
Re-connection of temporary disconnections	Price on application	Price on application
Requests to reconnect supplies permanently disconnected will be treated as a new supply request and charged accordingly.	Price on application	Price on application

#### **Miscellaneous Charges**

<b>Information &amp; copy documents</b> (including legal documents)	£49 + VAT	Standard charge for any routine information not provided free of charge. Other enquiries will be charged at cost. Information requested under the Environmental Information Regulations will be charged in accordance with our EIR charging policy (available on our website).
<b>Copy invoice stationery</b>	£23 + VAT (up to A3 size)	Per bill or similar document. Normally waived for first request.
<b>Dishonoured Cheques</b>	£20	For each cheque. Charge will be invoiced following each occurrence.