



Dŵr Cymru  
Welsh Water

# Value Added Services

Charging Information for Retailers  
2021-22

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## 1. Introduction

This document outlines value added services available to retailers who have a customer with an eligible site in Dŵr Cymru Welsh Water's operating area. The scope of the contestable market for customers served by companies based wholly or mainly in Wales is limited to the provision of water services and covers non-household customers with an eligible site. An eligible site is any non-household customer site using more than 50 megalitres of water a year.

This document sets out the relevant charges with guidance on how the charges will be applied. For details of legal obligations, please see the Wholesale-Retail Code and the Wholesale Contract. The services in this document can be accessed via the Wholesale Service Centre.

### The Company Supply Area

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



## 2. How to contact us

### Telephone

0800 260 5053 (24 hours)

### Online

wholesale.dwrcymru.com

### Email

WholesaleServiceCentre@dwrcymru.com

### Post

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

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

## 3. How to pay

### BACS payment

Sort code: 52-21-07

Account number: 01500007

### 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. Complaints

On some occasions, we may not get it right first time. If you have any concerns that you would like to discuss, please call us on **0800 260 5053**. If you are not satisfied with the outcome of the conversation, an F/O1 form can be completed via the Wholesale Service Centre website.

## 5. Value Added Tax

VAT will be applied to all value added services at the standard rate with the exception of plans which are outside the scope of VAT.

## 6. Liability for charges

Invoices for additional services charges will be issued alongside non-primary charges as set out in Dŵr Cymru's Settlement Timetable.

### Value added services

Dŵr Cymru offers a range of value-added services via the Wholesale Service Centre.

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 quotation is received.

Charges are calculated on a 'bottom-up' basis using Dŵr Cymru standard costing models. Direct costs such as labour, contractor fees, plant, equipment and materials will be included. Water wholesale business overheads and joint costs will be applied in proportion to the direct costs and a margin will be included where appropriate.

Where a standard abortive visit fee is not stated, abortive visits will be charged at reasonable cost incurred. If Dŵr Cymru incurs additional costs above the standard abortive visit fees, reasonable costs incurred will be charged to the retailer. Where a retailer or the retailer's customer fails to provide reasonable notice, costs are incurred by the wholesaler as a result of incorrect information being provided by a retailer or retailer's customer or costs are incurred by the wholesaler as a result of actions by the retailer or retailer's customer, Dŵr Cymru reserves the right to recover all reasonable costs incurred.

## 7. Other charging schedules

### Scheme of Charges

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

### Schedule of Wholesale Charges

Wholesale elements of Welsh Water's water and sewerage charges for information only.

### Developer Services Schedule of Charges

Charges for new connections and other activities to support Developers.

### Wholesale Tariff Document

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

## 8. Value added services

### Section A: Telemetry and meter services

Activity	Description	Charge (£)
Wholesale Logger Data	Access to online data from existing Dŵr Cymru telemetry equipment where installed. Charge stated is per creation of a user profile. Data for multiple loggers can be added to a user profile.	12.37
Non-market Meter Reading	A non-cyclical non-market meter read.	29.38

### Section B: Miscellaneous charges

Activity	Description	Charge (£)
Standard Information Request	A plan showing a single meter location.	8.00
Standard Information Request	One off copies of logger information or other similar information requests.	11.82
Non-standard Information Request	Where the underlying cost differs significantly from a standard information request, the activity will be charged accordingly.	Price on application