



Dŵr Cymru  
Welsh Water

# Wholesale Tariff Document

2020-21

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Version	Date	Change	Reason
002	30 Mar 2020	Section 7 Accredited Entities	Change To Policy
001	03 Feb 2020	First Issue	

## Definition of terms

In this document, unless the context otherwise requires:

**'Accredited entity'** is an entity which is independently evaluated and accredited under a scheme established by the Contracting Wholesaler as competent to carry out certain activities. One such accreditation scheme is the Lloyd's Register Water Industry Registration Scheme - Accredited Entity (WIRSAE), which approved providers to carry out certain activities for Retailers as an alternative to the relevant Wholesaler.

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

**'Company'** means Dŵr Cymru Cyfyngedig trading as Dwr Cymru Welsh Water.

**'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 50 megalitres 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-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 retailer to supply retail services to eligible sites that use 50 megalitres or more of water a year; or Dŵr Cymru's Commercial Retail Team.

**'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.

**'SPID'** is the abbreviation for Supply Point Identifier (used to identify unique supply points in the Water Supply Licence 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'** means 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 "Wholesale charging rules issued by the Water Services Regulation Authority under sections 66E and 117I of the Water Industry Act 1991" for Eligible sites.

In accordance with the information requirements in A3 of the wholesale charging rules, this document outlines primary charges, those that typically involve meter based annual charges and/or volumetric charges. They would be applied to any section 66D agreement where a Retailer is a party to that agreement.

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. These customers are charged using potable water industrial tariffs, large user non-potable water tariffs, standard tariffs or special agreements.

### 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

wsc.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. Disputes

All disputes and differences arising out of, or in connection with the wholesale services provided to retailers 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 (including water for construction) to retailers.

Where VAT is charged, it will be at the rate prevailing at the time the invoice is issued or at the time the advance payment is made.

VAT will be added to all non-primary charges unless otherwise stated.

## 6. Liability for charges

Invoices for Primary charges will be issued in accordance with Dŵr Cymru's Billing 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 Codes.

Fixed charges are apportioned on a calendar day basis. 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 occupied as a permanent home, 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 Dŵr Cymru uses to calculate household assessed measured tariff as can be found in the Scheme of Charges.

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 negligence 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 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. Accredited entities

Dŵr Cymru operates an Accreditation Scheme for Temporary Disconnections and Reconnections up to 40mm. Dŵr Cymru does not operate an Accreditation Scheme for Temporary Disconnection activities over 40mm, Permanent Disconnections or any Metering 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

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

### Schedule of Wholesale Charges

Wholesale elements of Dŵr Cymru's water and sewerage charges for information only.

### Developer Services Schedule of Charges

Charges for new connections and other activities to support Developers.

### Value Added Services

Further information on the value-added services that we offer to retailers.

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

## 10. Primary charges

### 10.1 Potable water industrial tariff – wholesale access charge 2020/21

The potable water industrial tariff is made up of several bands reflecting annual consumption. Table 1 below shows the wholesale water large user tariffs for each of the five supply bands.

Each band applies to all consumption between 1 April 2020 and 31 March 2021 and comprises:

- A fixed charge for the year;
- An annual service charge for each meter serving the site based on the size of meter (shown in Table 2 below) and;
- A volumetric charge for all consumption.

**Table 1**

The second column indicates the annual consumption for which the band would be most economic for the customer.

Tariff	Indicative consumption (MI/year)	Fixed charge (£)	Volumetric charge (£/m <sup>3</sup> )
Standard	<50		1.3321
Band 1	50 - 99	19,318.30	0.9458
Band 2	100 - 249	23,656.37	0.9024
Band 3	250 - 499	37,181.64	0.8483
Band 4	500 - 999	79,214.56	0.7642
Band 5	>1000	128,589.76	0.7148

**Table 2**

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

Meter size (mm)	Charge (£)	Meter size (mm)	Charge (£)
Up to 20mm	15.35	65mm	646.00
25mm	83.83	80mm	859.65
30mm	160.43	100mm	1,023.71
40mm	311.91	> 150mm	1,320.50
50mm	479.67		



## 10.2 Non potable water industrial tariff — wholesale access charge 2020/21

The non-potable water industrial tariff is available for supplies of partially treated water and raw water depending on whether the supply receives any treatment. Table 3 below shows the wholesale non-potable tariffs.

Each band applies to all consumption between 1 April 2020 and 31 March 2021 and comprises:

- A fixed charge for the year;
- An annual service charge for each meter serving the site based on the size of meter (see table 2) and;
- A volumetric charge for all consumption.

**Table 3**

The second column indicates the annual consumption for which the band would be most economic for the customer.

<b>Tariff</b>	<b>Consumption (Ml/year)</b>	<b>Fixed charge (£)</b>	<b>Volumetric Charge (£/m<sup>3</sup>)</b>
Partially treated water	< 50		1.2410
Raw water	< 50		1.1635
Partially treated water	> 50	40,650.69	0.4550
Raw water	> 50	41,262.93	0.3523

## 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 — wholesale access charge 2020/21

Dŵr Cymru has three special agreements for supplies to Eligible sites.

### 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 is adjusted by the average annual percentage movement in the Producer Price Index. Used volumes and fixed charges are charged using standard rates. The wholesale water access charge for the reservation element is shown in table 4 below.

**Table 4**

The indicative wholesale water access charge for special agreement WSHNONPOT9

Tariff	Volumetric charge (£/m <sup>3</sup> )
Reservation charge	0.1869

### WSHNONPOT10a & WSHNONPOT10b

Charges for water supplied shall be charged on a volumetric basis only adjusted by the average annual percentage movement in the CPIH (Consumer Price Index including Housing).

Tariff	Volumetric charge (£/m <sup>3</sup> )
Supply Charge	0.3768

## 11. Non primary charges

### Section A: Replacement of lead service pipes

The pipework from the property boundary into the property is the responsibility of the customer. If Dŵr Cymru find that the level of lead in a water sample is above the regulatory standard, the customer will be contacted to advise on how to reduce their exposure to lead. Dŵr Cymru will replace any lead pipes that are its responsibility i.e. between the water main and the property boundary free of charge.

### Section B: Provision and maintenance of fire hydrants

Activity	Description	Charge (£)
Install hydrant	On new main (80-200mm diameter)	695.15
Install hydrant	On existing main (80-200mm diameter)	1274.41
Install marker	Install marker post/plate	127.74
Remove marker	Remove marker post/plate	127.74
Remove hydrant	From existing main (80-200mm diameter)	598.88
Repair hydrant	Category 1 (e.g. lid and frame)	229.99
Repair hydrant	Category 2a (e.g. lid, frame & chamber piece)	434.44
Repair hydrant	Category 2b (e.g. lid, frame, repack, rewasher)	702.56
Repair hydrant	Category 3 (replace hydrant complete)	778.10

Where the Fire Service request an installation or repair to an existing Fire Hydrant, Dŵr Cymru will recover all costs associated with investigation, administration, statutory noticing and repair/installation. Abortive visits will be charged at reasonable cost.

### Section C: Damage to apparatus (Outside the scope of VAT)

Where a third party damages an asset, Dŵr Cymru will recover all costs associated with investigation, administration, statutory noticing, customer service loss, repair and re-instatement of the asset. Abortive visits will be charged at reasonable cost.

Activity	Description	Charge (£)
Damage	Third party damages and remedial work	Price on application

### Section D: Water fittings inspections

The carrying out of an inspection to ascertain whether any provision contained in or made or having effect under 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. 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 retailer/customer. Where the action agreed is not undertaken and additional visits are required to ensure compliance, an hourly charge for repeat inspections will be applied.

Activity	Description	Charge (£)
Inspection	Initial inspection and first follow up	No charge
Inspection	Repeat inspection	49.39
Inspection	Abortive visit	27.17

### Section E: Site inspections

Activity	Description	Charge (£)
Single inspector	Confirmation and verification of supply arrangements or meter relocation/replacement survey where a single inspector is required.	49.39
Single inspector	Additional hour (same visit)	29.64
Single inspector	Abortive visit	27.17
Two inspectors	Confirmation and verification of supply arrangements or meter relocation/replacement survey where two inspectors are required.	94.93
Two inspectors	Additional hour (same visit)	56.96
Two inspectors	Abortive visit	52.21

Where a retailer requests confirmation of the supply arrangements or a meter relocation/replacement survey at their customer's site. The standard charge allows for the inspector to be on site for up to one hour. The supply arrangements for customers with eligible sites are often complex and will in most cases require two inspectors to be present for safety reasons. There are additional charges if the inspector or inspectors need to be on site beyond the hour appointment or have to return to complete the survey. A charge will be made in the event the survey has to be aborted at either the request of the retailer or the retailer's customer.

### Section F: Provision and use of standpipes

Standpipes are available for hire via Dŵr Cymru's appointed agent. The hire of a standpipe is restricted for certain use. Only standpipes hired from an appointed agent, with our consent, are allowed to be used on our network. All standpipes are metered and VAT will be added to water charges. Abortive visits will be charged at reasonable cost. For full details, visit [dwcymru.com](http://dwcymru.com).

### Section G: Testing of meters and meter exchanges

Where a retailer requests Dŵr Cymru to undertake an externally accredited meter accuracy test of a meter associated with a registered SPID, the charge will include all costs associated with the meter exchange cost, meter testing and the report on the meter's accuracy. In the event the original meter is found to be operating outside of the accuracy range associated with the meter, Dŵr Cymru will not recharge the cost of the test or the meter exchange. Abortive visits for all charges listed in the table below will be charged at reasonable cost.

Activity	Description	Charge (£)
Testing of meters	Externally accredited meter accuracy test, meter accuracy report and associated costs	Price on application
Meter exchange	Without excavation up to 25mm meter	154.68
Meter exchange	Without excavation for 30mm meter	240.53
Meter exchange	Without excavation for 40mm meter	285.67
Meter exchange	Without excavation for 50mm meter	517.31
Meter exchange	Without excavation for 80mm meter	562.06
Meter exchange	Without excavation for 100mm meter	607.63
Meter exchange	Without excavation for 150mm meter	889.06
Meter exchange	Without excavation for 200mm meter	997.80
Meter exchange	Without excavation above 200mm meter	Price on application
Meter exchange	With excavation up to 25mm meter	488.96
Meter exchange	With excavation for 30mm meter	574.81
Meter exchange	With excavation for 40mm meter	619.95
Meter exchange	With excavation for 50mm meter	851.59
Meter exchange	With excavation for 80mm meter	896.34
Meter exchange	With excavation for 100mm meter	941.91
Meter exchange	With excavation for 150mm meter	1565.65
Meter exchange	With excavation for 200mm meter	1674.38
Meter exchange	With excavation above 200mm meter	Price on application

## Section H: Disconnection and reconnection of the water supply

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. In the event that further enabling works is required to allow the supply to be isolated, an estimate for the works will be provided. Abortive visits will be charged at reasonable cost.

Activity	Description	Charge (£)
Disconnection	Temporary disconnection with no enabling works required i.e. lock off stop tap or remove meter.	Price on application
Disconnection	Permanent disconnection where a non-household customer or retailer requests the wholesaler to permanently disconnect their service from the water main, Dŵr Cymru will recover all costs associated with investigation, administration; statutory noticing, disconnection and re-instatement.	Price on application
Reconnection	Reconnection of temporary disconnections.	Price on application
Reconnection	Requests to reconnect supplies permanently disconnected will be treated as a new supply request and charged accordingly. See New Connections charges in the Developer Services Schedule of Charges.	New connection charges will apply