



Dŵr Cymru  
Welsh Water

# Wholesale Charges Document

2023-24

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## 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 involved meter based annual charges and / or volumetric charges for water. 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 our potable water industrial tariffs, non-potable water industrial tariffs, standard tariffs or special agreements.

## Liability for charges

Invoices for Primary charges will be issued in accordance with the Company's Wholesale Billing Timetable. Each Retailer will be charged for the supply of Water Services to connected SPIDs that are registered to it when the services are provided. Charges for vacant properties will be levied in accordance with the Market Codes.

## Other charging schedules

### Scheme of Charges

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.

### Charging Information for New Appointments and Variations (NAVs)

Bulk supply charging methodology and other relevant charges for NAVs.

## How to contact us

### Telephone

0800 2605053 (24 hours)

### Online

[wholesale.dwrcymru.com](http://wholesale.dwrcymru.com)

### Email

[WholesaleServiceCentre@dwrcymru.com](mailto: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)

## Section 1 – Primary Charges Summary Tables

### Measured Potable Water – Table 1

Description	Unit	Charge (£)	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Meter size up to 20mm	£/annum	15.68	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size 25mm	£/annum	85.62	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size 30mm	£/annum	163.86	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size 40mm	£/annum	318.57	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size 50mm	£/annum	489.91	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size 65mm	£/annum	659.79	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size 80mm	£/annum	877.99	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size 100mm	£/annum	1045.54	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size 150mm +	£/annum	1348.68	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Standard potable water volumetric charge	£/m <sup>3</sup>	1.5402	DC-PW-LT50	Potable Water Standard Rate	D7103	Metered Potable Water Block Tariff

## Measured Potable Water – Table 1

Description	Unit	Charge(£)	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Industrial Tariff Band 1	£/annum	22505.96	DC-PW-50-99	Potable Water 50-99ML	D7102	Metered Potable Water Meter Fixed Charges
Industrial Tariff Band 1	£/m <sup>3</sup>	1.090	DC-PW-50-99	Potable Water 50-99ML	D7103	Metered Potable Water Block Tariff
Industrial Tariff Band 2	£/annum	27162.54	DC-PW-100-249	Potable Water 100-249ML	D7102	Metered Potable Water Supply Point Fixed Charges
Industrial Tariff Band 2	£/m <sup>3</sup>	1.0435	DC-PW-100-249	Potable Water 100-249ML	D7103	Metered Potable Water Block Tariff
Industrial Tariff Band 3	£/annum	41806.48	DC-PW-250-499	Potable Water 250-499ML	D7102	Metered Potable Water Supply Point Fixed Charges
Industrial Tariff Band 3	£/m <sup>3</sup>	0.9849	DC-PW-250-499	Potable Water 250-499ML	D7103	Metered Potable Water Block Tariff
Industrial Tariff Band 4	£/annum	83291.08	DC-PW-500-999	Potable Water 500-999ML	D7102	Metered Potable Water Supply Point Fixed Charges
Industrial Tariff Band 4	£/m <sup>3</sup>	0.9019	DC-PW-500-999	Potable Water 500-999ML	D7103	Metered Potable Water Block Tariff
Industrial Tariff Band 5	£/annum	160882.82	DC-PW-GT1000	Potable Water GT 1000ML	D7102	Metered Potable Water Supply Point Fixed Charges
Industrial Tariff Band 5	£/m <sup>3</sup>	0.8243	DC-PW-GT1000	Potable Water GT 1000ML	D7103	Metered Potable Water Block Tariff

## Measured Non Potable Water – Table 2

Description	Unit	Charge (£)	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Meter sizes 20mm to 150mm+	£/annum		Various	See charges in Potable water table above	D7151	Metered Non-Potable Water Meter Fixed Charges
Standard raw water volumetric charge	£/m <sup>3</sup>	1.3353	DC-RW-LE50	Raw Water LE 50ML	D7153	Metered Non-Potable Water Block Tariff
Industrial Tariff - raw water	£/annum	46356.34	DC-RW-GT50	Raw Water GT 50ML	D7152	Metered Non-Potable Water Supply Point Fixed Charges
Industrial Tariff - raw water	£/m <sup>3</sup>	0.4082	DC-RW-GT50	Raw Water GT 50ML	D7153	Metered Non-Potable Water Block Tariff
Standard partially treated water volumetric charge	£/m <sup>3</sup>	1.4323	DC-PT-LT50	Partially Treated LT 50ML	D7153	Metered Non-Potable Water Block Tariff
Industrial Tariff - partially treated water	£/annum	45488.94	DC-PT-GT50	Partially Treated GT 50ML	D7152	Metered Non-Potable Water Supply Point Fixed Charges
Industrial Tariff - partially treated water	£/m <sup>3</sup>	0.5225	DC-PT-GT50	Partially Treated GT 50ML	D7153	Metered Non-Potable Water Block Tariff

## Special Agreements – Table 3

Description	Unit	Charge (£)	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
<b>WSHNONPOT 9</b>						
Meter sizes 20mm to 150mm+	£/annum		Various	See charges in Potable water table above	D7101	Metered Non-Potable Water Meter Fixed Charge
Industrial Tariff - raw water	£/annum	46356.34	DC-RW-SAG	Raw water SAG	D7152	Metered Non-Potable Water Supply Point Fixed Charges
Reserved volume charge per day	Price (£/a per m <sup>3</sup> /day)	0.2272	DC-RW-SAG	Raw water SAG	D7154	Metered Non-Potable Water Capacity Charge
Tolerance factor	100		DC-RW-SAG	Raw water SAG	D7155	Metered Non-Potable Water Premium Tolerance Factor
Price per m <sup>3</sup> less the reservation price per m <sup>3</sup>	£/m <sup>3</sup>	0.181	DC-RW-SAG	Raw water SAG	D7156	Metered Non-Potable Water Daily Standby Usage Volume Charge
Industrial Tariff - raw water volumetric charge	£/m <sup>3</sup>	0.4082	DC-RW-SAG	Raw water SAG	D7157	Metered Non-Potable Water Daily Premium Usage Volume Charge
<b>WSHNONPOT10a &amp; WSHNONPOT10</b>	£/m <sup>3</sup>	0.4332	DC-PT-SAG	Partially Treated SAG	D7153	Metered Non-Potable Water Block Tariff

## Water charges applied when no supply – Table 4

Description	A: Fixed and vol charges	B: No charges apply	C: Volume charges only
Vacancy Charging Method		X	
Temporary Disconnection Charging Method			X

## Section 2 – Primary Charges Supporting Information

### Primary Charges

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>1</sup> sites will only be given where the leak was the responsibility of the Company.

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, will be granted a water allowance on the household element of the bill only. The allowance for the household element will be calculated based on the annual consumption figures the Company uses to calculate our 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 carelessness of the customer or someone acting on behalf of the customer.

### Potable water industrial tariff

The potable water industrial tariff is made up of several bands reflecting annual consumption.

Table 1 shows the wholesale water large user tariffs for each of the five supply bands using over 50 megalitres (Ml) or 50,000m<sup>3</sup> each year.

Each band applies to all consumption between 1 April 2023 and 31 March 2024 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 1) and;
- A volumetric charge for all consumption.

### Non-potable water industrial tariff

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 2 shows the wholesale non-potable tariffs.

Each band applies to all consumption between 1 April 2023 and 31 March 2024 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 1) and;
- A volumetric charge for all consumption.

### Change of tariff requests

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

### Charges for vacant properties and disconnected supplies

Table 4 details the charges that will apply where property are vacant and where there is water use on a disconnected supply.

<sup>1</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.



## Section 3 – Non Primary Charges Summary Tables

### Metering Services

Activity	Description	Charge (£)
Testing of meters	Externally accredited meter accuracy test, meter accuracy report and associated costs	Price on application
Meter exchange	Without excavation for 25mm meter	80.59
Meter exchange	Without excavation for 30mm meter	195.70
Meter exchange	Without excavation for 40mm meter	256.22
Meter exchange	Without excavation for 50mm meter	557.70
Meter exchange	Without excavation for 80mm meter	622.64
Meter exchange	Without excavation for 100mm meter	694.62
Meter exchange	Without excavation for 150mm meter	797.43
Meter exchange	Without excavation for 200mm meter	898.64
Meter exchange	Without excavation above 200mm meter	Actual Cost
Meter exchange	With excavation for 25mm meter	306.99
Meter exchange	With excavation for 30mm meter	422.11
Meter exchange	With excavation for 40mm meter	482.63
Meter exchange	With excavation for 50mm meter	784.10
Meter exchange	With excavation for 80mm meter	849.05
Meter exchange	With excavation for 100mm meter	921.02
Meter exchange	With excavation for 150mm meter	1,023.84
Meter exchange	With excavation for 200mm meter	1,125.05
Meter exchange	With excavation above 200mm meter	Actual Cost
Wholesale logger data	Access to online data	12.43
Non market meter read	A non-cyclical non market meter read	33.49

## Verification site inspections

Activity	Description	Charge (£)
Single inspector	Confirmation and verification of supply arrangements or meter relocation/replacement survey where a single inspector is required.	90.90
Single inspector	Additional hour (same visit)	60.60
Single inspector	Abortive visit	45.45
Two inspectors	Confirmation and verification of supply arrangements or meter relocation/replacement survey where two inspectors are required.	174.62
Two inspectors	Additional hour (same visit)	116.41
Two inspectors	Abortive visit	87.31

## Disconnection and Reconnection services

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, the Company 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

## Water services

Replacement of lead service pipes - see Section 4D

Provision and use of standpipes - see Section 4D

### Provision and maintenance of fire hydrants

Service	Description	Charge (£)
Install hydrant	On new main (80-200mm diameter)	792.40
Install hydrant	On existing main (80-200mm diameter)	1,452.70
Install marker post/plate		145.62
Remove marker post/plate		145.62
Remove hydrant	From existing main (80-200mm diameter)	682.67
Repair hydrant	Category 1 (e.g. lid and frame)	262.17
Repair hydrant	Category 2a (e.g. lid, frame and chamber piece)	495.21
Repair hydrant	Category 2b (e.g. lid, frame, repack, rewasher)	800.85
Repair hydrant	Category 3 (replace hydrant complete)	886.96

## Accredited Entities

See Section 4E

## Incentive Schemes

See Section 4F

## Provision of information services

Activity	Description	Charge (£)
Standard information requests	A plan showing a single meter location.	6.60
Standard information requests	One off copies of logger information or other similar information requests	6.60
Non-standard information requests	Charged as applicable	Price on application

## Other charges

<b>Activity</b>	<b>Description</b>	<b>Charge (£)</b>
Inspection	Initial inspection and first follow up	No charge
Inspection	Repeat inspections	90.90
Inspection	Abortive visit	45.45

## Damage to apparatus

<b>Activity</b>	<b>Description</b>	<b>Charge (£)</b>
Damage	Third party damages and remedial work	Price on Application

## Section 4 – Non Primary Charges Supporting Information

### A: Metering Services

#### Testing of meters and meter exchanges

Where a Retailer requests the Company 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, the Company 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.

#### Telemetry and meter services

Access is provided to online data from Dŵr Cymru telemetry equipment in accordance with the standard terms and conditions available [here](#).

### B: Verification Site inspections

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 must 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.

### C: 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

### D: Water Services

#### Replacement of lead service pipes

The pipework from the property boundary into the property is normally the responsibility of the customer. If the Company finds 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. The Company will replace any lead pipes that are its responsibility i.e. between the water main and the property boundary free of charge.

#### Provision and use of standpipes

Standpipes are available for hire via the Company'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 [dwrcymru.com](http://dwrcymru.com).

#### Provision and maintenance of fire hydrants

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

## E: Accredited Entities

The Company operates an accreditation scheme for temporary disconnections and reconnections up to 40mm. The Company does not operate an accreditation scheme for temporary disconnection activities over 40mm or permanent disconnections within its area.

## F: Incentive Schemes

The Company does not offer any incentive payment schemes within its area.

## G: Provision of information Services

Standard information requests for plans, one off copies of logger information or similar information requests are outside the scope for VAT.

## H: Other Services

### 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 the Company 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.

### Damage to apparatus (Outside the scope of VAT)

Where a third party damages an asset, the Company 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.

## Section 5 – Payment Terms

### 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.

### 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 and value added services charges unless otherwise stated.

### 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 and 18 of the Business Terms and Section 17, 18 and Schedule 9 of the Market Arrangements Code.

## Section 6 – Definitions

In this document, 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. One such accreditation scheme is the **LRQA Water Industry 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.

**'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>2</sup>

**'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 Charges 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.

**'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 Charges 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 Charges 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).

2. See Ofwat Guidance <https://www.ofwat.gov.uk/regulated-companies/markets/business-retail-market/who-is-eligible/>

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

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

## The area we serve

