

## Form H/01: Request for an allowance to wholesale charges and/or a volumetric adjustment

For use by Retailers

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To: Dŵr Cymru Welsh Water

Number	Section
1.	Retailer details
2.	Supply Point details
3.	Reason for the request
4.	Fire fighting allowance
5.	Burst allowance leading to a volumetric adjustment
6.	Additional information
7.	Consent to visit the eligible premises
8.	Declaration

Sections 1-3, 6-8 are mandatory. Complete other sections as indicated by section 3.

This form is available in Welsh on request.

## 1. Retailer details

Retailer Name	.....
Retailer ID	.....
Retailers own reference	.....
Contact Name	.....
Contact number	.....
Contact e-mail	.....

## 2. Eligible premises details

SPID	.....
Address of Premises	
Building number	.....
Building name	.....
Address line 1	.....
Address line 2	.....
Town	.....
Postcode	.....
Meter Manufacturer	.....
Meter serial number	.....

## 3. Reason for the request

### 3.1 Type of allowance

Please indicate the allowance being requested and complete the relevant section below

- ☐ Fire fighting allowance ..... Please complete section 4
- ☐ Burst allowance ..... Please complete section 5

### 3.2 New or existing allowance

Please indicate if this request is for a new allowance or a review to an existing allowance at this Supply Point

- ☐ New allowance
- ☐ Review to existing allowance

## 4. Fire fighting allowance

### 4.1 Volumetric charges

4.1.1 Please provide the reason for the use of water in relation to the allowance request

- ☐ Fire fighting
- ☐ Testing fire fighting apparatus
- ☐ Fire fighting training
- ☐ Other, please specify .....

4.1.2 Date and times on which the services were utilised for the purpose indicated above

.....

4.1.3 Volume reduction which is being applied for

.....m3

4.1.4 In the case of fire-fighting training or testing fire-fighting apparatus, please provide meter reads from immediately before and after the testing or training

Meter reading before testing/training .....

Meter reading after testing/training .....

If available, please provide logger data showing the period of use

## 5. Burst allowance leading to a volumetric adjustment

5.1 Please provide the reason for the allowance request

- ☐ Allowance due to a burst between the meter and the property boundary where the meter is located outside the property boundary
- ☐ Allowance due to a burst on the Non-Household Customer side between the supply and the meter as a consequence of negligence on the part of the Wholesaler
- ☐ Other, please specify .....

.....

If contact was made with Dŵr Cymru during the period of the leak, please provide the relevant reference number where available .....

5.2	Please provide an actual meter read following the repair of the burst	
	Meter reading	.....
	Date of meter reading	.....
	If available, please provide logger data showing the period of the leak	
5.3	Estimated start date of burst	.....
5.4	Date of repair of burst	.....

## 6. Additional information

Please provide any additional information in support of the allowance request. If supporting information is provided separately please list this below.

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## 7. Consent to visit the eligible premises

Dŵr Cymru may wish to visit the eligible premises for purposes such as to take a meter reading. Please indicate whether you consent for Dŵr Cymru to contact the Non-Household Customer directly to arrange a visit to the premises consistent with the nature of the application.

☐ Yes ☐ No

Where consent is being given to contact the Non-Household Customer, please provide two points of contact at the site

Contact Name 1 .....

Contact number and email address .....

.....

Contact Name 2 .....

Contact number and email address .....

.....

Please indicate if you want to be notified of the date of any visit

☐ Yes ☐ No

## 8. Declaration

I hereby acknowledge and declare that the information provided in this form is correct to the best of my knowledge and up to date at the date of submission

### Your details

Signature .....

Date(dd/mm/yy) .....

Full Name (in capitals) .....

Role in the company or job title .....