

Form F/01: Enquiries including record of drinking water enquiries

For use by Retailers

To Dŵr Cymru Welsh Water

.....

This form relates to Process F4 of the Operational Terms and is to be used by the Retailer when it receives an enquiry from one of its Non-Household Customers that relates to

- ☐ any category of information listed in Section 3 of this form; or
- ☐ any other matter on which the Retailer needs information from Dwr Cymru in order to be able to respond to its Non-Household Customer.

If the enquiry relates to information from its Non-Household Customer about an unplanned change to Water Services and/or Sewerage Services, including a Drinking Water Supply Change, Sewer Flooding or Other Public Health Risk, it shall not use this form, but follow the Processes set out under part E (Unplanned events and incidents) of the Operational Terms.

If the enquiry relates to Water Fittings Regulations or Trade Effluent the Retailer will follow the processes set out in parts F (Monitoring, investigations, complaints and enquiries) and G (Trade Effluent) of the Operational Terms respectively relating to such enquiries.

The form is divided into sections as follows:

Number	Section
1.	Retailer details
2.	Eligible premises details
3.	Reason for the request
4.	Drinking water enquiries
5.	Details of enquiry
6.	Consent to contact the Non-Household Customer
7.	Declaration

Sections 1,2,3,5,6 and 7 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
Building number
Building name
Address line 1
Address line 2
Address line 3
Town
Postcode

3. Reason for the request

Please indicate the nature of the enquiry being made

Drinking water enquiry (Please complete section 4)

Other Non-Household Customer enquiry

4. Drinking water enquiries or concerns

Please tick below if the enquiry relates to any of the following and the Retailer cannot answer the enquiry by directing the Non-Household Customer to public sources or providing it with information that is publicly available

An enquiry about the composition of the water supplied, including any routine enquiry about drinking water quality which does not indicate a Drinking Water Supply Change

Request for information about fluoride levels

Request for information about water hardness

Request for obtaining a water quality report

Request for information about the water supplied, including information about how the water is treated, applicable drinking water quality standards or how drinking water is regulated

The drinking water quality available to pets and other animals such as zoos

Levels of lead within the water, e.g. any lead analysis report

Water quality prompted by information which the Non-Household Customer has received from public sources

5. Details of enquiry

6. Consent to contact the Non-Household Customer

Dwr Cymru may wish to contact the Non-Household Customer to arrange a visit to the premises. Please indicate whether you give consent for Dwr Cymru to contact the Non-Household Customer directly to arrange a visit to the premises.

Yes Please provide contact details below

No

Where consent is being given to contact the Non-Household Customer to arrange a visit to the premises, 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

7. 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 time of submission.

Signature

Date(dd/mm/yyyy)

Full Name (in capitals)

Role in the company or job title