# Form H/01:

# Request for an allowance to wholesale charges and/or a volumetric adjustment

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

For use by Retailers

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**To Water Wholesaler** .....

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**To Sewerage Wholesaler** .....

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.....

**To Other Retailer** .....

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.....

Application for an allowance or volumetric adjustment relating to

☐ Water

☐ Sewerage

☐ Trade Effluent

This form should be used in the case of a Wholesaler providing for an allowance under Process H1 of the Operational Terms.

This form should be completed for each Supply Point to which it relates. Where Water and Sewerage Services at the eligible premises are provided by the same Wholesaler, an application relating to the same event/ type, for example a burst allowance, may be made to the single Wholesaler. Otherwise separate applications may need to be made to each Wholesaler as applicable.

The form is divided into sections as follows

| 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. | Change to a non-return to sewer allowance |
| 7. | Change in surface area draining to the Sewerage system |
| 8. | Change in Trade Effluent allowance |
| 9. | Additional information |
| 10. | Consent to visit the eligible premises |
| 11. | Declaration |

Sections 1-3, 10 and 11 are mandatory. Complete other sections as indicated by section 3.

Mandatory means that the Retailer must provide the requested information wherever it applies to the particular request. If a piece of information does not exist or is not applicable in the circumstances, the Retailer must note this and, where relevant, provide a reason why it is not applicable.

## 1. Retailer details

| | |
|---|---|
| Retailer name | …… |
| Retailer ID | …… |
| Retailer's own reference | …… |
| Contact name | …… |
| Contact number | …… |
| Contact e-mail | …… |

## 2. Supply Point details

Reference to which this allowance relates

| | |
|---|---|
| SPID | …… |
| DPID | …… |

UPRN, (if not available please provide a reason)
……

VOA BA Ref, (if not available please provide a reason)
……

Address of premises

| | |
|---|---|
| Secondary Addressable Object | …… |
| Primary Addressable Object | …… |
| Address line 1 | …… |
| Address line 2 | …… |
| Address line 3 | …… |
| Address line 4 | …… |
| Address line 5 | …… |
| PAF Address Key (if available) | …… |
| Postcode | …… |

| | |
|---|---|
| Meter manufacturer | …… |
| Meter serial number | …… |
| Physical meter size[1] | …… |
| Chargeable meter size | …… |

[1] Nominal size of the meter in mm e.g. for a DN15 meter the Physical Meter Size is 15

## 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 |
| ☐ | Change to a Non-Return to Sewer Allowance | Please complete section 6 |
| ☐ | Change to surface area draining to the Sewerage system | Please complete section 7 |
| ☐ | Change in Trade Effluent allowance | Please complete section 8 |

Include any additional information in support of your application in section 9.

### 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 Please indicate whether an allowance is being requested in respect of volumetric or meter based annual charges

| | | |
|---|---|---|
| ☐ | Volumetric charges | Please complete section 4.2 |
| ☐ | Meter based annual charges | Please complete section 4.3 |

### 4.2 Volumetric Charges

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

☐ Fire fighting

☐ Testing of fire fighting apparatus

☐ Fire fighting training

☐ Other

If other please specify ……..……

……..……

**4.2.2** Date on which the services were utilised for the purpose indicated above

……

**4.2.3** Volume reduction which is being applied for

……$m^3$

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

Meter reading before testing/training ……

Meter reading after testing/training ……

The assessment of an allowance will be dependent on the availability of consumption data at the Market Operator for the Supply Point spanning at least the last 12 months.

*Please go to section 9.*

**4.3 Meter Based Annual Charges** (***Please also fill in Appendix A – Meter Size Data Assessment Sheet)***

The assessment of an allowance will be dependent on the availability of consumption data at the Market Operator for the services at the Supply Point spanning at least the last 12 months.

*Please go to section 9.*

## 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

☐ An allowance in respect of sewerage volumetric charges where it can be demonstrated that water escaping through a burst has not subsequently entered the Sewerage system (please provide a description of where the water has drained in Section 7, and attach any evidence in support of the allowance request)

☐ Other

If other please specify ……

……

……

……

**5.2** Please provide actual (not customer) meter read following the repair of the burst

Actual meter read ……

Date of meter reading ……

**5.3** Estimated start date of burst ……

**5.4** Date of repair of burst ……..……

The assessment of an allowance will be dependent on the availability of consumption data at the Market Operator for the services at the Supply Point spanning at least the last 12 months. Please note that the Wholesaler may take further meter readings.

*Please go to section 9.*

## 6. Change to a non-return to sewer allowance

**6.1** Please indicate the type of business at the Supply Point

☐ Sports Ground/Golf Course

☐ Swimming Pool

☐ Other

If other please specify type of business and provide details of usage of water not returned to the Sewerage system

……..……

……..……

……..……

### 6.2 Additional information required for Sports Grounds/Golf Courses

**6.2.1** Please indicate the type of grounds and usage (for example "Bowling club with 2 greens, real grass")

……..……

……..……

**6.2.2** Are there catering or other indoor facilities at the premises?

☐ Yes ☐ No

### 6.3 Additional information required for swimming pools

**6.3.1** Average annual consumption based on actual meter reads

……..…$m^3$

**6.3.2** Surface area of swimming pool(s)

……..…$m^2$

### 6.4 Additional information required for headage assessment

**6.4.1** Total annual consumption based on actual meter reads

……..…$m^3$

**6.4.2** Annual volume used in process

……..…$m^3$

**6.4.3** Number of full-time employees

……

**6.4.4** Number of part-time employees

……

**6.4.5** Is there a canteen on the premises?

☐ Yes ☐ No

*Please go to section 9.*

## 7. Change in surface area draining to the sewerage system

**7.1** Please indicate if Surface Water from **any** part of the roof or hard standing areas drains to the Sewerage system

☐ Yes Please complete Section 7.3 and 7.4

☐ No Please complete Section 7.2 and 7.4

**7.2** If the answer to 7.1 above is No, where does the Surface Water discharge?

☐ Watercourse/river/stream

☐ Lake or pond

☐ Soak-away or lagoon

☐ Other

If Other, please specify

……

Please provide any other available evidence.

**7.3** If the answer to 7.1 above is Yes, what is the percentage of the total site is connected to the Sewerage system for Surface Water drainage?

……..%

**7.4** For all applications for change in Surface Water draining, please provide a plan for the site which shows the following information in respect of drainage

☐ The site boundary

☐ The approximate location of the Wholesaler's sewers (if known) and any connection from the site

☐ The approximate route of the private pipes carrying water that has been used at the site (waste water) including the position of any manholes, gullies and inspection chambers

☐ The approximate route of the pipes which carry Surface Water from the site including the position of any manholes, gullies and inspection chambers

☐ The position of any nearby watercourse, lagoon or soak-away etc to which Surface Water may drain

☐ Please indicate any area of the site that is hardstanding where Surface Water drains to the Sewerage system

☐ Please indicate any area of the site that is hardstanding where Surface Water does **not** drain to the Sewerage system (it drains elsewhere to a watercourse or soak-away etc.)

☐ Please indicate any area of the site that is **not** hardstanding where Surface Water does **not** drain to the Sewerage system (grassed, unmade or gravelled areas)

*Please go to section 9*

## 8. Change in Trade Effluent allowance

**8.1** Water consumption

Average number of days worked per week ……

Average number of weeks worked per year ……

Any regular or seasonal closure (if Yes state approximate dates and total days per year) ……

Number of Full Time Equivalent[2] employees working at the premises ……

Is there a staff canteen where full meals are provided?

☐ Yes ☐ No

If Yes, how many full meals are provided each day? ……

Number of shifts worked per day ……

Number of residential staff ……

**8.2** Water loss

Calculated water used on site and not discharged to sewer – e.g., ice making or water used in products such as soft drinks (please attach details in support of your calculations)

(i) by evaporation ……(% of water in or $m^3$ per day)

(ii) in product ……(% of water in or $m^3$ per day)

(iii) other

Volume lost ……(% of water in or $m^3$ per day)

and specify how lost ……

[2] Full Time Equivalent - A full time employee is expected to work 1800 hours per annum (8 hours per day, 5 days per week, 52 weeks per year with 35 days leave). The number of full time equivalent employees should therefore be calculated as follows:

$$\text{Average Annual Full-Time Equivalent} = \frac{\text{Total hours worked per annum for all employees at the premises}}{1800}$$

## 9. Additional information

Please provide any additional information in support of the allowance request. If supporting information is provided separately please indicate here. List of items included

……

……

……

## 10. Consent to visit the eligible premises

The Wholesaler may wish to visit the eligible premises for purposes such as to take a meter reading or to assess the volume returning to the Sewerage system or the drainage arrangements at the eligible premises. Please indicate whether you consent for the Wholesaler to contact the Non-Household Customer directly to arrange a visit to the premises consistent with the nature of the application.

☐ Yes Please provide contact details below

☐ No

Customer Contact Details

Contact name at premises ……..

Contact number ……..

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

☐ Yes

☐ No

## 11. Declaration

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

Signature ……..

Date (dd/mm/yyyy) ……..

Full name (in capitals) ……..

Role in the company or job title ……..

# Appendix A – Meter Size Data Assessment Sheet:

Please note this form is for use in assessing existing supplies and new supplies.

Where there is a new supply or supplies to a new eligible premises, proposed number of meters to be installed

……..

| 1. Site Information | Details of all available data items should be completed | | | |
|---|---|---|---|---|
| | Meter 1 | Meter 2 | Meter 3 | Meter 4 |
| Size of any existing meters or the design standard for new meters; as defined by-<br>the value $Q_3$ (in $m^3$/hr),<br>- the ratio $Q_3/Q_1$, and<br>- the value DN.<br>Defined in BS EN ISO 4064-1:2014 Water meters for cold potable water and hot water. Metrological and technical requirements. (See note for older meters[3]). | | | | |
| Any existing meter serial numbers at the premises | | | | |
| Supply pressure (Bar) if known | | | | |
| Diameter of incoming pipe into building/premises (mm) | | | | |
| Fire supply (Y/N)<br>If YES, please complete section 4 – Fire Supplies | | | | |
| Contaminated land (Y/N) | | | | |

[3] Older meters may not carry the newer designations (described above), and may carry the older meter designation used in BS 5728. In these cases the existing meter should be defined by:
- the value Qn,
- the Class letter (B, C or D), and
- the value DN.
Defined in BS 5728 Measurement of flow of cold potable water in closed conduits.

| 1. Site Information | Details of all available data items should be completed | | | |
|---|---|---|---|---|
| | Meter 1 | Meter 2 | Meter 3 | Meter 4 |
| Operational time period: please select all time periods that apply<br><br>00:00 - 08:00;<br><br>08:01-12:00;<br><br>12:01 – 18:00;<br><br>18:01 – 24:00<br><br>If no time period is selected, 24 hours will be used as the default | | | | |

| 2. Number of Water Fittings | Please provide details of the number of water fittings (as listed) and indicate whether they are fed from the mains or from a storage tank. If no information is available, please complete section 3 – Flowrate. | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Meter 1 | | Meter 2 | | Meter 3 | | Meter 4 | |
| Storage tank supply pipe size (mm) | | | | | | | | |
| Maximum fill rate for storage tank l/sec | | | | | | | | |
| | Mains | Storage | Mains | Storage | Mains | Storage | Mains | Storage |
| WC flushing cistern | | | | | | | | |
| Domestic sized wash basin | | | | | | | | |
| Commercial sized wash basin | | | | | | | | |
| Bath (tap nominal size 20mm) | | | | | | | | |
| Bath (tap nominal size larger than 20mm) | | | | | | | | |
| Shower | | | | | | | | |
| Power shower | | | | | | | | |
| Sink (tap nominal size 15mm) | | | | | | | | |
| Sink (tap nominal size larger than 15mm) | | | | | | | | |
| Spray tap | | | | | | | | |
| Bidet | | | | | | | | |
| Domestic sized washing machine | | | | | | | | |
| Domestic sized dishwasher | | | | | | | | |
| Domestic sized waste disposal unit | | | | | | | | |
| Commercial sized washing machine | | | | | | | | |
| Commercial sized dishwasher | | | | | | | | |
| Commercial sized waste disposal unit | | | | | | | | |
| Outside tap | | | | | | | | |
| Swimming pool capacity $m^3$ or max fill rate l/sec | | | | | | | | |
| Water re-use system | | | | | | | | |
| Water treatment unit | | | | | | | | |
| Any other water fitting or outlet | | | | | | | | |

| 3. Flowrate | Where no information is available for the number of water fittings, please complete either section 3.1 or 3.2 | | | |
|---|---|---|---|---|
| | Meter 1 | Meter 2 | Meter 3 | Meter 4 |
| **3.1 Existing supplies**<br>**From Logging Data, if applicable**<br>Please note that this is not applicable to new connections | Please provide details of all three flowrates requested | | | |
| Minimum (l/sec) | | | | |
| Maximum (l/sec) | | | | |
| Typical (l/sec) | | | | |
| **3.2 New supplies**<br>**Estimate of Flowrate** | Please provide details for the daily water requirement | | | |
| Daily requirement (l/day) | | | | |
| Estimate of maximum flow rate (l/sec) | | | | |

| 4. Fire Supplies | Please provide details for the number of fire supplies and their estimated flowrates. Fire supplies may not be metered. | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Meter 1 | | Meter 2 | | Meter 3 | | Meter 4 | |
| Number of fire hydrants | | | | | | | | |
| Estimated flowrate (l/sec) | | | | | | | | |
| | Mains | Storage | Mains | Storage | Mains | Storage | Mains | Storage |
| Number of fire hoses | | | | | | | | |
| Estimated flowrate (l/sec) | | | | | | | | |
| Number of sprinkler system heads | | | | | | | | |
| Estimated flowrate (l/sec) | | | | | | | | |
| Fill rate for any tank if the fittings are not fed directly from the mains | | | | | | | | |