



Form H/01:

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

Change History

Version Number	Date of Issue	Reason for Change	Change Control Reference	Sections Affected
Draft 20150714	14 July 2015	For pre-vendor MAP		All
ICP Housekeeping	25 August 2015	Non -material housekeeping changes	ICP/WRC/CP001	All
ICP Quality Assurance	22 September 2015	Clarificatory and syntax changes following review of the texts	ICP/WRC009	Section 2 Section 7
20150930	30 September	For post-vendor MAP		As per Quality Assurance version.
ICP Housekeeping	21 September 2016	Changes to reflect ICP Change Proposal ICP/WRC049	ICP/WRC049	4.2, 4.3, 5.4, 6.4.5, 7.4
ICP Operational Forms – Consistency Alterations	13 October 2016	Changes to reflect ICP Change Proposal ICP/WRC044	ICP/WRC044	2
ICP Trade Effluent Updates Form H01	13 October 2016	Changes to reflect ICP Change Proposal ICP/WRC057	ICP/WRC057	Section 2
20161013	13 October 2016	For 20161013		As per ICP/WRC049; ICP/WRC044 and ICP/WRC057

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

For use by Retailers

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 size¹

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

- | | | |
|--------------------------|--|---------------------------|
| <input type="checkbox"/> | Fire fighting allowance | Please complete section 4 |
| <input type="checkbox"/> | Burst allowance | Please complete section 5 |
| <input type="checkbox"/> | Change to a Non-Return to Sewer Allowance | Please complete section 6 |
| <input type="checkbox"/> | Change to surface area draining to the Sewerage system | Please complete section 7 |
| <input type="checkbox"/> | 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

- | | |
|--------------------------|------------------------------|
| <input type="checkbox"/> | New allowance |
| <input type="checkbox"/> | 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

- | | | |
|--------------------------|----------------------------|-----------------------------|
| <input type="checkbox"/> | Volumetric charges | Please complete section 4.2 |
| <input type="checkbox"/> | 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

- | | |
|--------------------------|------------------------------------|
| <input type="checkbox"/> | Fire fighting |
| <input type="checkbox"/> | Testing of fire fighting apparatus |
| <input type="checkbox"/> | Fire fighting training |
| <input type="checkbox"/> | 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
.....m³

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

.....m³

6.3.2 Surface area of swimming pool(s)

.....m²

6.4 Additional information required for headage assessment

6.4.1 Total annual consumption based on actual meter reads

.....m³

6.4.2 Annual volume used in process

.....m³

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 Equivalent² 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 m³ per day)

(ii) in product(% of water in or m³ per day)

(iii) other

Volume lost(% of water in or m³ 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 the value Q_3 (in m^3/hr), - the ratio Q_3/Q_1 , and - the value DN. 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) 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 Q_n ,
- 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
<p>Operational time period: please select all time periods that apply</p> <p style="text-align: center;">00:00 - 08:00;</p> <p style="text-align: center;">08:01-12:00;</p> <p style="text-align: center;">12:01 – 18:00;</p> <p style="text-align: center;">18:01 – 24:00</p> <p>If no time period is selected, 24 hours will be used as the default</p>				

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 From Logging Data, if applicable 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 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								