

Wholesale Tariff Simplification Sub-Group
09.22 / Version 1.0

Wholesale Charges Scheme

Good Practice Guide

RWG



Guide Summary

[Wholesale Charges Document](#)

[Wholesale Tariffs in Excel or TRIF File](#)

[Primary Tariff Summary Table](#)

[Appendices](#)

Background

The RWG Wholesale Tariff Structure Simplification Sub-Group was established in 2021 to explore options for wholesale tariff structure simplification within the NHH Market, with the aim of reducing complexity and improving the efficiency of operation across the market. The Group has identified the potential for a 'quick win', if the wholesale tariff information made available to retailers and NHH customers was harmonised across the market.

Purpose of this Guide

The purpose of this Guide is to provide:

- a standard structure and format for the publication of wholesalers' annual Wholesale Charges Documents, from the 2023/24 charging year; and
- a common format for, and content of, tariff summary tables, to be included in the Wholesale Charges Document and to be made available in excel format at the same time as the document is published (by 13th January each year, or 28th January for small companies).



Contents

1.0	Structure and Content of Wholesale Charges Document	04
2.0	Structure and Content of Primary Tariff Summary Table	04
3.0	Publication and Availability of Wholesale Tariffs in Excel or TRIF File	05

Appendices

Appendix 1	
Standard Wholesale Charges Documents: Structure and Content	06
Appendix 2	
Tariff Summary Tables	09

1.0 Structure and Content of Wholesale Charges Document

Ahead of each charging year, wholesalers are obliged to publish their wholesale charges in line with a prescribed timetable contained in Ofwat's [Wholesale Charging Rules](#). In the past, there has been no set format for the way in which charges are published, or the extent of information included in the Wholesale Charges Documents. Consequently, there has been considerable variation in the format, length and content of documents, which can make them onerous to navigate and difficult for customers and retailers to find the same information for different wholesale regions. In response to an initial consultation conducted by the RWG Sub-Group, there was widespread support for streamlining the Charging Documents. Further consultation on a draft format and structure also received widespread support. A number of amendments have been made to reflect comments received.

Appendix I outlines the structure and content of the Wholesale Charges Document that it is recommended should be used by wholesalers from the charging year commencing 1st April 2023. Ofwat supports the use of consistent presentation and structure of Wholesale Charges.

This format seeks to accommodate all of the relevant information included in existing Wholesale Charges Documents¹, but presented in a common order, and using the same structure. It outlines the information that should be included in and excluded from the document and the broad content of each section, as well as a common format and order for presenting the charges themselves (see following section).

The main purpose was to structure information relating to primary charges, but the recommended structure also includes the presentation of non-primary charging information.

¹ In response to the consultation, several wholesalers were concerned that relevant information may be lost under the proposed structure/content. Please note, the intent is not to remove relevant content. For example, where additional information is currently included in documents to help interpretation or understanding of the Charges, this should continue to be provided, but moved to Section 2 of the document – see outline in Appendix I.

2.0 Structure and Content of Primary Tariff Summary Table

One of the key issues for retailers in using the Charges Documents is the ease (or otherwise) of finding the charges themselves and then being able to determine the applicable tariff elements.

Appendix II (also attached as an excel spreadsheet) contains the proposed structure of summary tariff tables that should form Section 1 of the Wholesale Charges Documents.

The content of the summary table is a sub-set of the TRIF file that wholesalers currently send to MOSL, filtering the information of most relevance for the Charges Documents.

In order to make the Wholesale Charges Documents simple to use, it is recommended that the tariffs are always listed in the same order. The template in Appendix II lists most of the available tariff elements for illustration, but wholesalers would only be required to include the tables and rows relevant to them. (There is also an 'example' sheet in the excel version which pulls examples from a number of different Wholesale Charges Documents, again purely for illustration. There are a few 'instructions' included for guidance).

In order to remove the existing risk of application error, it is proposed that the summary tables would include the CMOS tariff code, CMOS tariff name, CMOS charge element and CMOS charge element name. In the consultation we asked retailers which of these elements was of least importance in the event that there was insufficient space to include them all. All four data items were named by at least one retailer as being of most importance, therefore even if the names have to be abbreviated to save space, all four should be included.

3.0 **Publication and Availability of Wholesale Tariffs in Excel or TRIF File**

In the past, CSV/excel versions of wholesalers' tariffs have been made available only relatively late in the tariff setting process, which means that retailers have to use the PDF Wholesale Charges Documents as the basis for updating their billing systems. This can be prone to transposition error.

It is recommended that wholesalers publish the summary tables from the Charges Document (as above), in excel format, at the same time as the PDF Charges Documents (i.e. by 13th January) on their own website. Alternatively, if they are available, TRIF files themselves should be published. It is also recommended that the files are available from the MOSL website in the same timescales.

Appendix 1 – Standard Wholesale Charges Documents: Structure and Content

Content

One document that includes:

- Water and sewerage/TE (as applicable)
- Primary and non-primary charges

And excludes:

- Household wholesale charges – to be in separate document
- Developer charges, including infrastructure charges, capital contributions – to be in separate document
- Board Assurance Statement – to be in separate document

Initial Section - Introduction

- Title page – Wholesale Charges Document
- Relevant contact details, directing charging queries to the appropriate phone/email/portal. If wholesalers currently use the document to provide additional contacts (e.g. Wholesale Service Desk, Operations/24hr emergency phone, website address) these should also be included in this section
- Links to other key documents (e.g. Board Assurance Statement, Developer charges)
- Contents list
- Introduction/purpose (e.g. legal and regulatory provisions, period covered, scope of services/activities/premises/area covered, general liability)

Section 1 – Primary Charges Summary Tables

Primary Charges summary tables – see Appendix II for format and content

- If a wholesaler has different charges in different areas, list all charges in Area 1 followed by all charges in Area 2 etc., using the same ordering for each area.
- Where a wholesaler has sub-area charges for only some services e.g. unmeasured water/waste, it is suggested that a pragmatic approach is taken, avoiding unnecessary duplication of tables. The aim is to ensure that a customer or retailer with a site(s) in Area X is able to see all relevant charges in one place.
- Ordering of tariffs as follows, using CMOS tariff codes in ascending order:

Measured potable water
Measured sewerage
Surface Water Drainage
Highway Drainage
Trade Effluent
Unmeasured water
Unmeasured sewerage
Assessed water
Assessed sewerage
Measured non-potable water
Special Agreements
Vacant premises
Temporary Disconnected premises

- Excessive duplication should be avoided. For example, if multiple metering charges apply to multiple Metered Potable Water (MPW) tariffs, it would not be expected that all metering charges are duplicated for each MPW tariff, if it would be more pragmatic to produce the metering charges table once, with cross references to all of the tariffs (including CMOS codes) to which they are applicable.
- Similarly, any bespoke or unusual arrangements should be treated pragmatically, but with the aim of allowing retailers and customers to access the relevant tariff data in one place.

Section 2 – Primary Charges Supporting Information

Primary Charges supporting information (e.g. principles, policies, provisions, application, eligibility, explanation/basis for calculating)

- General information, including water meter installation, leakage allowances, water used for firefighting etc.
- Tariff specific information, providing contextual or additional information that helps the understanding or interpretation of the tariff data in the summary tables, following the same order as the summary tables (using the CMOS Charge Element Codes in ascending order):
 - Measured potable water
 - Measured sewerage
 - Surface Water Drainage
 - Highway Drainage
 - Trade Effluent
 - Unmeasured water
 - Unmeasured sewerage
 - Assessed water
 - Assessed sewerage
 - Measured non-potable water
 - Special Agreements
 - Vacant premises
 - Temporary Disconnected premises

Section 3 – Non-Primary Charges Summary Tables

Non-Primary Charges summary tables, ordered as follows:

Metering services
Verification and Deregistration of services
Disconnection and Reconnection services
Water services
Accredited Entities
Incentive schemes
Provision of Information Services
Other
Waste services
Trade Effluent

Section 4 – Non-Primary Charges with Supporting Information

Non-Primary Charges supporting information (e.g. principles, policies, provisions, application, eligibility, explanation/basis for calculating)

- General information
- Tariff specific information, follow ordering above, including the charge plus any relevant information to help understand how it is applied:
 - Metering Services e.g. survey, installation, change of size, change of model, change of location, repair or replacement, accuracy testing, data logging, site visits, abortive visits, meter reading services, out of hours meter services, clearing of meter chamber, chamber lid replacement,
 - Verification and Deregistration Services e.g. online portal access, via wholesaler systems, via site visit, aborted site visit, new registration requests, deregistration requests, provision of information, data amendment requests
 - Disconnection and Reconnection Services e.g. survey, inspection, warrant of entry, temporary disconnection, permanent disconnection, reconnection following temporary disconnection, reconnection following permanent disconnection, abortive visits, standard and non-standard variants, disconnection for illegal use, disconnection for breach of Water Fittings Regulations
 - Water Services e.g. new connections for building water, replacement of lead service pipes, relay or repair of pipes, fire hydrants – request, installation, repair, removal, flow and pressure tests, provision and use of standpipes,
 - Accredited Entities e.g. charges for assistance, aborted site visits,
 - Incentive Schemes e.g. gap sites, vacancy
 - Provision of Information Services e.g. asset location plans, sampling services, laboratory services, provision of information under Environmental Information Regulations,

- Other e.g. erroneous gap sites, Water Fitting Regulation inspections, illegal connections, general site visits, general abortive visits, general appointments, damage to assets/apparatus, GSS, inspections in respect of Water Industry Act 1991 contraventions, Traffic Management expenses, CCTV surveys, provision of information and advice
- Waste Services e.g. septic tanks and cesspools, tankered non-domestic discharges, surface water drainage inspections, final effluent – application, supply volumes, supply charges, drain cleaning and drainage enquiries,
- Trade Effluent Services e.g. consent application, consent/agreement/permit variation, non-receipt of a TE notice, consent termination, temporary TE discharges, scheduled sampling, non-routine sampling, sample analysis certificate, non-standard charges, TE consultation, provision of information from TE register, additional costs including Environment Agency applications

Section 5 – Payment Terms

Where these are currently provided, payment terms including methods, invoicing, interest, VAT, credit terms, disputes.

Section 6 - Definitions

Definitions/Interpretation (e.g. all words/phrases/terms requiring definition).

Appendices

Anything else useful (e.g. Water large user tariff examples and supplementary notes).

Back page

Map of area served.

Appendix 2 – Tariff Summary Tables

Measured Potable Water

[insert cross-reference to any relevant contextual or supporting information in Section 2]
(add a new box for each separate tariff)

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
	£/annum				D7101	Metered Potable Water Meter Fixed Charges
	£/annum				D7102	Metered Potable Water Supply Point Fixed Charges
	£/m3				D7103	Metered Potable Water Block Tariff
	£/per m3/day				D7104	Metered Potable Water Capacity Charge
	Number				D7105	Metered Potable Water Premium Tolerance Factor*
	£/m3				D7106	Metered Potable Water Daily Standby Usage Volume Charge
	£/m3				D7107	Metered Potable Water Daily Premium Usage Volume Charge
	£/m3				D7108	Metered Potable Water Maximum Demand Tariff

* Lines shaded grey may not be needed in the table, but should be included in the text if applicable.

Measured Sewerage

[insert cross-reference to any relevant contextual or supporting information in Section 2]

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
	£/annum				D7301	Metered Sewerage Meter Fixed Charges
	£/annum				D7302	Metered Sewerage Supply Point Fixed Charges
	£/m3				D7303	Metered Sewerage Block Tariff

Surface Water Drainage

[insert cross-reference to any relevant contextual or supporting information in Section 2]

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
	Number				D7451	Surface Water Area Band*
	£/annum				D7452	Surface Water Band Charge
	Number				D7453	Surface Water Community Band*
	£/annum				D7454	Surface Water Fixed Charge
	£/RV				D7455	Surface Water RV Poundage
	RV				D7456	Surface Water RV Threshold*
	£/annum				D7457	Surface Water RV Maximum Charge
	£/annum				D7459	Surface Water Meter Fixed Charges
	£/m3				D7460	Surface Water Block Tariff

* Lines shaded grey may not be needed in the table, but should be included in the text if applicable.

Highway Drainage

[insert cross-reference to any relevant contextual or supporting information in Section 2]

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
	Number				D7501	Highway Drainage Area Band*
	£/annum				D7502	Highway Drainage Band Charge
	Number				D7503	Highway Drainage Community Band*
	£/annum				D7504	Highway Drainage Fixed Charge
	£/RV				D7505	Highway Drainage RV Poundage
	RV				D7506	Highway Drainage RV Threshold*
	£/annum				D7509	Highway Drainage Meter Fixed Charges
	£/m3				D7510	Highway Drainage Block Tariff

* Lines shaded grey may not be needed in the table, but should be included in the text if applicable.

Trade Effluent

[insert cross-reference to any relevant contextual or supporting information in Section 2]

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
	£/annum				D7551	Trade Effluent Band Charge
	£/m3				D7552	Reception Capacity Charging Component
	£/m3				D7553	Volumetric Capacity Charging Component
	£/m3				D7554	Additional Volumetric Capacity Charging Component
	£/m3				D7556	Biological Capacity Charging Component
	£/m3				D7557	Sludge Capacity Charging Component
	£/m3				D7559	Reception Block Tariff
	£/m3				D7560	Volumetric Charging Component
	£/m3				D7561	Additional Volumetric Charging Component
	£/m3				D7562	Marine Treatment Charging Component
	£/m3				D7563	Secondary Treatment Block Tariff
	£/m3				D7564	Sludge Treatment Charging Component
	£/m3				D7565	Ammoniacal Nitrogen Charging Component
	mg/l				D7566	Chemical Oxygen Demand Base Value
	mg/l				D7567	Suspended Solids Base Value
	Number				D7568	Ammoniacal Nitrogen Base Value
	Number				D7569	Minimum value of Ammoniacal Nitrogen content which is charged
	£/annum				D7570	Trade Effluent Minimum Operational Charge
	£/annum				D7571	Trade Effluent Fixed Charge

Trade Effluent (Continued)

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
					D7575	Trade Effluent Component X Charging Component*
					D7576	Trade Effluent Component Y Charging Component*
					D7577	Trade Effluent Component Z Charging Component*
					D7578	Trade Effluent Component X Base Value*
					D7579	Trade Effluent Component Y Base Value*
					D7580	Trade Effluent Component Z Base Value*
					D7581	Minimum value of Additional Charging Component X which is charged*
					D7582	Minimum value of Additional Charging Component Y which is charged*
					D7583	Minimum value of Additional Charging Component Z which is charged*

* Lines shaded grey may not be needed in the table, but should be included in the text if applicable.

Unmeasured Water

[insert cross-reference to any relevant contextual or supporting information in Section 2]

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
	£/annum				D7251	Unmeasured Water Fixed Charge
	£/RV				D7252	Unmeasured Water RV Poundage
	RV				D7253	Unmeasured Water RV Threshold*
	£/annum				D7254	Unmeasured Water RV Maximum Charge
	£/annum				D7255	Unmeasured Water RV Minimum Charge
	£/annum				D7256	Unmeasured Water Miscellaneous Type A Charge
	£/annum				D7257	Unmeasured Water Miscellaneous Type B Charge
	£/annum				D7258	Unmeasured Water Miscellaneous Type C Charge
	£/annum				D7259	Unmeasured Water Miscellaneous Type D Charge
	£/annum				D7260	Unmeasured Water Miscellaneous Type E Charge
	£/annum				D7261	Unmeasured Water Miscellaneous Type F Charge
	£/annum				D7262	Unmeasured Water Miscellaneous Type G Charge
	£/annum				D7263	Unmeasured Water Miscellaneous Type H Charge
	£/annum				D7264	Unmeasured Water Pipe Fixed Charge

* Lines shaded grey may not be needed in the table, but should be included in the text if applicable.

Unmeasured Sewage

[insert cross-reference to any relevant contextual or supporting information in Section 2]

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
	£/annum				D7401	Unmeasured Sewerage Fixed Charge
	£/RV				D7402	Unmeasured Sewerage RV Poundage
	RV				D7403	Unmeasured Sewerage RV Threshold*
	£/annum				D7404	Unmeasured Sewerage RV Maximum Charge
	£/annum				D7405	Unmeasured Sewerage RV Minimum Charge
	£/annum				D7406	Unmeasured Sewerage Miscellaneous Type A Charge
	£/annum				D7407	Unmeasured Sewerage Miscellaneous Type B Charge
	£/annum				D7408	Unmeasured Sewerage Miscellaneous Type C Charge
	£/annum				D7409	Unmeasured Sewerage Miscellaneous Type D Charge
	£/annum				D7410	Unmeasured Sewerage Miscellaneous Type E Charge
	£/annum				D7411	Unmeasured Sewerage Miscellaneous Type F Charge
	£/annum				D7412	Unmeasured Sewerage Miscellaneous Type G Charge
	£/annum				D7413	Unmeasured Sewerage Miscellaneous Type H Charge
	£/annum				D7414	Unmeasured Sewerage Pipe Fixed Charge

* Lines shaded grey may not be needed in the table, but should be included in the text if applicable.

Assessed Water

[insert cross-reference to any relevant contextual or supporting information in Section 2]

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
	£/annum				D7201	Assessed Water Fixed Charge
	£/annum				D7202	Assessed Water Meter Fixed Charges
	£/m3				D7203	Assessed Water Volumetric Charge
	£/annum				D7204	Assessed Water Band Charge

Assessed Sewerage

[insert cross-reference to any relevant contextual or supporting information in Section 2]

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
	£/annum				D7351	Assessed Sewerage Fixed Charge
	£/annum				D7352	Assessed Sewerage Meter Fixed Charges
	£/m3				D7353	Sewerage Volumetric Charge
	£/annum				D7354	Assessed Sewerage Band Charge

Measured Non-Potable Water

[insert cross-reference to any relevant contextual or supporting information in Section 2]

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
	£/annum				D7151	Metered Non-Potable Water Meter Fixed Charges
	£/annum				D7152	Metered Non-Potable Water Supply Point Fixed Charges
	£/m3				D7153	Metered Non-Potable Water Block Tariff
	£/per m3/day				D7154	Metered Non-Potable Water Capacity Charge
	Number				D7155	Metered Non-Potable Water Premium Tolerance Factor*
	£/m3				D7156	Metered Non-Potable Water Daily Standby Usage Volume Charge
	£/m3				D7157	Metered Non-Potable Water Daily Premium Usage Volume Charge
	£/m3				D7158	Metered Non-Potable Water Maximum Demand Tariff

* Lines shaded grey may not be needed in the table, but should be included in the text if applicable.

Special Agreements

Add details as appropriate

Charges Applied when no Supply

[insert cross-reference to any relevant contextual or supporting information in Section 2]
(Tick as appropriate)

	A: Fixed and vol charges	B: No charges apply	C: Volume charges only	D: Drainage charges only	E: Volume and drainage charges
Vacancy Charging Method Water					
Vacancy Charging Method Sewerage					
Temporary Disconnection Charging Method Water					
Temporary Disconnection Charging Method Sewerage					

Link to Excel Template

For publication on wholesalers’ and MOSL websites (or TRIF file if available).

[Primary Charges Summary Table FINAL 23-09-22.xlsx](#)