

Wholesale Tariff Simplification Sub-Group
09.22 / Version 1.0

Wholesale Charges Scheme 2023-24

Good Practice Guide

RWG



Guide Summary

[Wholesale Charges Document](#)

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

[Primary Tariff Summary Table](#)

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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).



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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](#)