

Trade Effluent

WMU

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Trade Effluent for Open Market

Why

The wholesale Trade Effluent standard is an integral part of Hafren Dwfrdwy wholesale operations and provides further clarification in respect of the policy.

Who

All wholesale Trade Effluent activities within Hafren Dwfrdwy, in relation to market opening, will be managed in accordance with this standard and its supporting processes, practices and procedures. This standard applies to, and is the responsibility of all employees.

Scope

The objective of this standard is to set out the company's approach to wholesale Trade Effluent activities. Hafren Dwfrdwy need to ensure that they understand the requirements for the wholesale Trade Effluent activities, regularly measure and report compliance and ensure that any corrective actions are established and delivered where the desired level of performance is not present.

1 Market Codes

Latest version of Market Codes can be found on www.mosl.co.uk/open-water/codes (30/09/15)

Hafren Dwfrdwy will comply with the service level agreements as set out in the Market Codes.

1.1 Trade Effluent enquiry received by Hafren Dwfrdwy (process G1)

Upon receipt of a Trade Effluent enquiry that is listed as being in scope for this process, either from a Retailer or a Non-Household customer, Hafren Dwfrdwy will make a substantive response to the party who submitted the enquiry within 10 business days of receiving the enquiry, sending a copy of the response to the Retailer where the enquiry came directly from the Non-Household customer.

Enquiries that are in scope for this process include details or processing of a Trade effluent consent, quality, analytical or monitoring information, and enforcement activity.

Where Hafren Dwfrdwy receives any Trade Effluent enquiry that is out of scope (e.g. regarding billing) directly from a Non-Household customer, and that customer has already selected a Retailer, we will redirect the customer to their Retailer without delay. If the Non-Household customer has not selected a Retailer, Hafren Dwfrdwy will request the Non-Household customer to do so.

1.2 Application for Trade Effluent Consent¹ (process G2)

Where Hafren Dwfrdwy receive an application for a Trade Effluent Consent directly from a Non-Household customer, and that customer has not already selected a Retailer, we will reject the application and request that the Non-Household customer selects a Retailer.

Upon receipt of a Trade Effluent Consent application from a Retailer, or a Non-Household customer who has selected a Retailer, Hafren Dwfrdwy will notify the Retailer within two business days of receipt if it has been received from the Non-Household customer, and will then determine if the application is sufficiently complete.

If the application is not sufficiently complete; Hafren Dwfrdwy will provide the applicant with an explanation of what further information is required, within five business days of receipt of the application. Hafren Dwfrdwy will provide the Retailer with a copy of any correspondence to the Non-Household customer.

Hafren Dwfrdwy will acknowledge receipt of a sufficiently complete application within five business days of receipt of the application.

Hafren Dwfrdwy will; where necessary, refer applications to any appropriate agency within a two month period beginning on the calendar day after receipt of the application. Hafren Dwfrdwy will also notify the Retailer and Non-Household customer; if originator, of that referral and will provide updates on any communications or progress regarding that referral.

Hafren Dwfrdwy may request further information via the Retailer, but may also contact the Non-Household customer directly if necessary, and subsequently inform the Retailer.²

¹ Hafren Dwfrdwy are not offering discontinuations. Hafren Dwfrdwy will not reactivate a Trade Effluent Consent.

² Please refer to the Finance and Commercial Standard for guidance on Appointments

Hafren Dwfrdwy may make a request for a site visit via the Retailer, or may contact the Non-Household customer directly, after asking the Retailer for their permission. If a site visit is carried out as part of the consent application process, the Retailer will receive copies of any subsequent correspondence.

If there are no material inaccuracies identified in the Trade Effluent Consent application; Hafren Dwfrdwy will provide a non-binding indicative decision on the application within 30 business days of receipt of the application unless the application has been referred to an appropriate agency.

If Hafren Dwfrdwy are unable to make a final decision within two months of receiving the application due to circumstances other than awaiting the outcome of a referral from an appropriate agency, the non-household customer may appeal our actions or omissions. Hafren Dwfrdwy will work with the Retailer to ensure that any necessary notices or other information are shared with each other and the Non-Household customer in respect of that appeal. Additionally, the Market Operator will be updated if there is any change to position.

Unless a referral has been made, Hafren Dwfrdwy will make a final decision on the application within two months, beginning on the calendar day after the date the application was submitted. In doing so, Hafren Dwfrdwy will notify the Retailer and the Non-Household customer, any known prospective occupier and consultees previously notified of that final decision.

Where an application is rejected, reason for the rejection will be provided.

Hafren Dwfrdwy will notify the Market Operator within two business days of granting a Trade Effluent Consent or; if later, within five business days of Registration of Supply Point.

1.3 Variation of Trade Effluent Consents (process G3)

Hafren Dwfrdwy may vary a Trade Effluent Consent under section 125 of the Water Industry Act 1991 at any time it considers necessary to do so in order to provide proper protection for persons likely to be affected by the discharges. The Non-Household customer or the retailer on behalf of its Non-Household Customer, may also request or agree to a variation to an existing Trade Effluent Consent at any time. Hafren Dwfrdwy may wish to vary a Trade Effluent Consent for any reason including those listed below:

- To reflect changes in customer processes, name or ownership
- To allow the management of available treatment capacity
- To respond to legislative or regulatory change
- to manage unused capacity at individual customers
- in response to change of ownership, process modification, regulatory or legislative change within sewage works catchments
- in response to changes in sewage treatment process, regulatory or legislative change
- to remedy problems not foreseen when the Consent was issued
- where existing limits do not reflect the normal quality of discharges which are otherwise satisfactory

Under section 124 of the Water Industry Act 1991, after a period of two years from the date of a Trade Effluent Consent or any variation of that Trade Effluent Consent which was not made with the consent of the Non-Household Customer, Hafren Dwfrdwy reserves the right to vary the terms of a Trade Effluent Consent, or shall review the terms of a Trade Effluent Consent when requested by the Non-Household Customer or the Retailer on behalf of its Non-Household Customer. Certain public agencies may also review Trade Effluent Consents.

Hafren Dwfrdwy will notify the Retailer and Non-Household customer if it wishes to initiate a Variation to a Trade Effluent Consent. A reason for the Variation request will be provided as well as an initial view to what the new Variation may be.

If a Non-Household customer initiates a variation of a Trade Effluent Consent; Hafren Dwfrdwy will notify the Retailer and provide a copy of the request within two business days of receiving the variation request.

If the Retailer initiates a variation of a Trade Effluent Consent on behalf of its Non-Household customer; Hafren Dwfrdwy will notify the Retailer and the Non-Household customer of any intention to amend or add to a requested variation

Hafren Dwfrdwy will notify the relevant body or agency of a Variation request to a Trade Effluent Consent.

Following a Variation request by Hafren Dwfrdwy, the Retailer and the Non-Household customer will be given a two month consultation period, allowing them to raise any representations against the Variation request. Where no representations are made, Hafren Dwfrdwy may make a Direction to change the Consent and in doing so notify both the Retailer and the Non-Household customer. The Direction will not take effect any earlier than two months from the date that Hafren Dwfrdwy notified both parties of its intention to raise a Variation.

Where an appropriate body or agency directs a Variation to a Trade Effluent Consent, Hafren Dwfrdwy will notify the Retailer and Non-Household customer of that Direction as soon as possible.

Where Hafren Dwfrdwy has varied the consent, Hafren Dwfrdwy will notify the Market Operator within two business days of the Variation taking effect.

If Hafren Dwfrdwy, the Non-Household customer or the Retailer appeal against any Variation to a Trade Effluent Consent, Hafren Dwfrdwy will work with the Retailer to ensure any necessary notices or other information are provided to each other and the Non-Household customer.

1.4 Trade Effluent monitoring (process G4)

1.4.1 Routine sampling visits

Hafren Dwfrdwy will make visits at various times to provide representative Trade Effluent samples. Frequency of visits will depend upon various factors, such as the nature and volume of Trade Effluent, or risk associated with consent non-compliance.

Hafren Dwfrdwy may make arrangements for automated sampling and monitoring, and for recording data remotely in accordance with the Trade Effluent Consent.

Hafren Dwfrdwy will provide the Retailer and Non-Household customer with the sample results in respect of any samples obtained, within one business day of the full sample results being made available. Hafren Dwfrdwy considers the sample results to be available once all of the sample analysis is complete in Hafren Dwfrdwy systems and the results have been validated by a member of the Trade Effluent team within Hafren Dwfrdwy.

Hafren Dwfrdwy will notify the Market Operator of any change to operational parameters within two business days of confirming the changes.

1.4.2 Non-routine sampling visits

If there are reasonable grounds to suspect non-compliance with a Trade Effluent Consent, Hafren Dwfrdwy may make a non-routine visit to collect samples and monitor discharges.

Hafren Dwfrdwy will provide the Retailer and Non-Household customer with the sample results within 1 business day of the full sample results being made available. Hafren Dwfrdwy considers the sample results to be available once all of the sample analysis is complete in Hafren Dwfrdwy systems and the results have been validated by a member of the Trade Effluent team within Hafren Dwfrdwy.

Hafren Dwfrdwy will inform the Non-Household customer of any follow-up action that is required and will submit a copy of this notice or correspondence to the Retailer.

Hafren Dwfrdwy will otherwise inform the Retailer of any follow-up action that is required within two business days of informing the Non-Household customer.

Hafren Dwfrdwy will notify the Market Operator of any changes to Operational parameters within two business days of confirming the changes.

1.5 Discontinuation of Trade Effluent Consent (process G5)

Hafren Dwfrdwy does not offer a discontinuation service for Trade Effluent Consents. As such any Non-Household customer's Trade Effluent consent will be considered a live document until the date it has been terminated. Therefore, the Non-Household customer's Trade Effluent Consent will be subject to the monitoring, control and enforcement measures as outlined in the Consent document until the date it is terminated. If a discontinuation of a Trade Effluent Consent is requested, Hafren Dwfrdwy will assess the request and may adjust the billing calculation method for the Trade Effluent discharges if it is deemed appropriate by Hafren Dwfrdwy.

If a change is deemed appropriate, Hafren Dwfrdwy will then update the Market Operator within two Business days of any change in status.

1.6 Termination of Trade Effluent Consent (process G6)

Hafren Dwfrdwy can initiate the termination of a Trade Effluent Consent, and if it does so, will inform both the Retailer and Non-Household customer of its intention to proceed with the Termination of Trade Effluent Consent.

If the Retailer or a Non-Household customer requests to terminate a Trade Effluent Consent; Hafren Dwfrdwy will acknowledge the request and ensure both parties are informed.

If Hafren Dwfrdwy decides not to proceed with the termination of the Trade Effluent Consent, we will notify the Retailer and Non-Household customer.

If Hafren Dwfrdwy decides to proceed with the termination of the Trade Effluent Consent, we will notify the Retailer and the Non-Household customer of the effective date of the termination.

Hafren Dwfrdwy will notify the Market Operator within two business days of the termination date of the Trade Effluent Consent.

1.7 Trade Effluent Meter Activities (Process B12 – B14)

Hafren Dwfrdwy will not repair, replace, test, exchange or install any Non-Household customer private trade effluent meters. In the event of the Non-Household Customer failing to comply with the request from Hafren Dwfrdwy relating to section 1.8, Hafren Dwfrdwy reserves the right to estimate the total volume of trade effluent discharged for billing purposes.

1.8 Installing Private Meters necessary for the calculation of Primary Charges for Trade Effluent Services, or Trade Effluent Services and Foul Sewerage Services.

Hafren Dwfrdwy shall procure that the Non-Household customer notify us of its intention to install a new private meter. We shall then notify the Retailer of the Non-Household Customer's intent to install a private meter.

Hafren Dwfrdwy shall procure that within five business days of the meter installation, the details of the meter, together with photographic evidence including initial read, shall be provided to us by the Non-Household Customer.

Where the photographic evidence is insufficient, Hafren Dwfrdwy will visit the premises within five business days of the receipt of the details to confirm the details provided by the Non-Household customer.

Within five business days of the confirmation of meter details, we shall inform the Market Operator of the meter details in accordance with the Market Terms.

Where an earlier site visit was not required to confirm details, Hafren Dwfrdwy shall visit the eligible premises within one month of its receipt of the meter details from the Non-Household customer, to confirm the meter details provided.

1.8.1 Testing, repairing, and replacing Private Meters necessary for calculation of Primary Charges for Trade Effluent Services, or Trade Effluent Services and Foul Sewerage Services.

When Hafren Dwfrdwy becomes aware, or is notified by the Retailer, that a private meter is faulty or may not be recording consumption accurately, we shall contact the Non-Household Customer, requesting that they repair, replace, or test the meter as appropriate. We will then send a copy of this request to the Retailer.

Hafren Dwfrdwy shall procure that the Non-Household Customer arrange for the private meter to be repaired, replaced, or tested as appropriate within an agreed timescale.

In the event of a private meter replacement, Hafren Dwfrdwy shall procure that within five business days of the meter replacement, the details of the meter replacement shall be provided by the Non-Household Customer, together with photographic evidence. The photographic evidence must include the Final Read of the old meter and details of the new meter including the Initial Read, the make and meter serial number(s).

In the event of repair of the Private Meter, Hafren Dwfrdwy shall procure that within five Business Days of the meter repair the Non-Household Customer shall provide us with details of the Meter Read and supporting photographic evidence. The photographic evidence must include the Meter Read and the meter serial number.

In the event of testing of the Private Meter, Hafren Dwfrdwy shall procure that the Non-Household Customer provide us with the test results within 20 Business Days of the testing. We will then contact the Non-Household Customer within five Business Days of that notification advising whether repair or replacement of the meter is necessary.

Where the photographic evidence is insufficient, Hafren Dwfrdwy shall visit the premises within five business days of the receipt of the details to confirm the details provided by the Non-Household customer.

Within five business days of confirmation of meter details, we shall inform the Market Operator of the meter details in accordance with the Market Terms.

Where an earlier site visit was not required to confirm the meter details, Hafren Dwfrdwy shall visit the eligible premises within one month of its receipt of the meter details, to confirm the details provided.

1.8.2 Exchanging Private Meters necessary for calculation of Primary Charges for Trade Effluent Services, or Trade Effluent Services and Foul Sewerage Services

Hafren Dwfrdwy shall procure that the Non-Household Customer shall agree the exchange of the Private Meter with Hafren Dwfrdwy. Hafren Dwfrdwy will subsequently notify the Retailer of the Non-Household Customer's intent to install the meter.

We shall procure that within five Business Days of the meter replacement, the Non-Household Customer shall provide the details of the meter removal and installation including meter serial numbers, meter location, Final Read of the old meter and the Initial Read of the new meter (and the dates of the Final Read and Initial Read) and supporting photographic evidence. The photographic evidence must include the Final Read of the old meter, the Initial Read and the make and serial number(s) of the new meter(s).

Where the photographic evidence is insufficient, Hafren Dwfrdwy shall visit the premises within five business days of the receipt of the details to confirm the details provided by the Non-Household customer.

Within five business days of confirmation of meter details, Hafren Dwfrdwy shall inform the Market Operator of the meter details in accordance with the Market Terms.

Where an earlier site visit was not required to confirm the meter details, Hafren Dwfrdwy shall visit the eligible premises within one month of its receipt of the meter details, to confirm the details provided.

2 Hafren Dwfrdwy Trade Effluent

2.1 Change of company name

Where the Non-Household customer requests a change of name on the Trade Effluent Consent, Hafren Dwfrdwy shall require that the request is formally submitted, and it will then be treated as a consent variation. Hafren Dwfrdwy will require a certificate of incorporation issued by Companies House which shows the previous and new company names' and the registered company number.

2.2 Change of company name and registered Company number

Where the Non-Household customer requests a change of company name and registered company number on the Trade Effluent Consent, Hafren Dwfrdwy will seek to terminate any existing consents under that registered company number. Hafren Dwfrdwy will then require that a new application to discharge Trade Effluent be submitted under the new company name and number. This will then be treated as a new consent application.

2.3 Service Request

Any service requested from the Wholesale Scheme of Charges³ must be submitted by a retailer using a recognised communication method (i.e. bilateral form sent in electronic or manual format). Any standard request accepted by Hafren Dwfrdwy will be deemed authorised by the Retailer, and grants authority to Hafren Dwfrdwy to complete any works necessary and any relevant cost charged to the Retailer. Where the work is non-standard, a quotation will be provided prior to the work being completed. Service requests made by telephone will not be accepted.

2.4 Follow on Work

If a job Hafren Dwfrdwy has quoted for changes due to non-household customer/retailer activity on site; we will consider this an abortive visit, which is chargeable⁴ and a new quote from Hafren Dwfrdwy will be required.

³ Please refer to Wholesale Scheme of Charges

⁴ Please refer to Wholesale Scheme of Charges