

Yorkshire Water Wholesale Charges Scheme 2019-20 – What's new?

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What's new in the Yorkshire Water 2019-20 Wholesale Non-Household charges scheme?

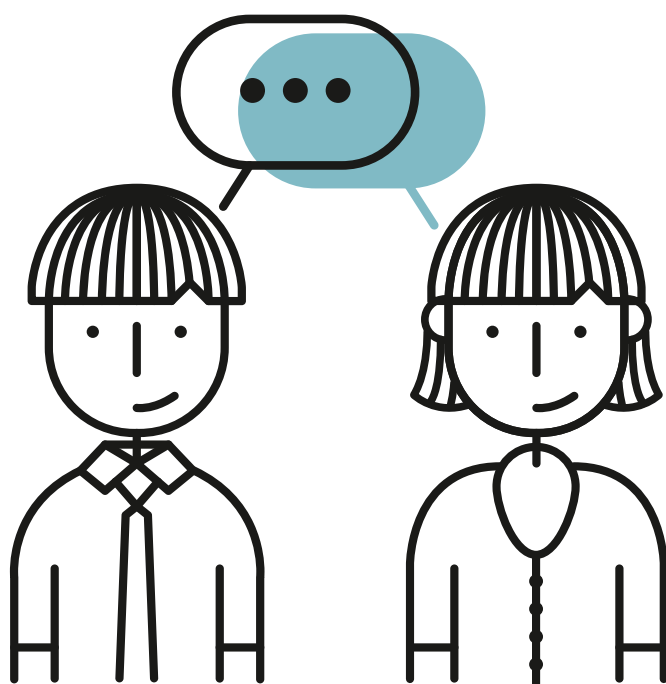
As stated in the **Yorkshire Water Wholesale Board Assurance Statement 2019-2020** Yorkshire Water committed to consulting with our stakeholders in a timely and effective manner. This was done by way of a Retailer Survey and the key findings are detailed below.

Retailer Feedback

In August 2018 Yorkshire Water launched a consultation on its Wholesale Non-household Charges Scheme. The aim of this consultation was to capture retailers' feedback on the 2018/19 Charges Scheme and to explore opportunities on how it could be improved or enhanced. The survey focused on three key areas Transparency, Ease of Use and Simplicity.

The table below shows a summary of the key findings.

Retailer Feedback	
Transparency & Ease of Use	Retailers thought that improvements could be made to the overall transparency and ease of use of the Yorkshire Water charges scheme
Simplicity	50% of responses said that in some parts the format of the Yorkshire Water charges scheme lacked clarity and was difficult to interpret
Comparison to previous years	60% thought that the changes implemented in the 2018-19 charges scheme had been unsuccessful, with 80% saying they did not know what had changed
Large User Tariffs	Retailers requested improved explanation of the Large User Tariff and how it applies in the Central Market Systems



Changes to the 2019-20 Wholesale non-household charges scheme

(1) The layout and format have been restructured and tailored to be made easier for retailers to use. It also now follows the same structure as the Wholesale Retail Code suggests:

- (a) Primary charges,
- (b) Non-primary charges,
- (c) all information in respect of charges, incentives, contribution offers, adjustment and allowances.

(2) In a continued drive for transparency and clarity around our charges, Yorkshire Water have included five new lines within the Non-Primary charges section;



Section G: Metering services

- Installation of a non-standard meter
- Meter repair/replacement
- Meter Survey has been moved to Section G



Section H: Confirmation and verification of supply arrangements

- Complex verification of services
- Change of address



Section I: The disconnection of a service pipe (or otherwise cutting off a supply of water) to any premises and the reconnection of such supplies to a water main.

- Urgent Reconnection

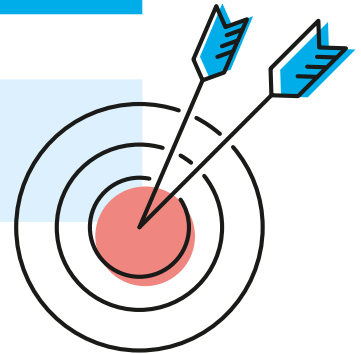
(3) To help retailers understand the application of the Large User Tariff (also described as Falling Block Tariffs) a policy has been created and can be found in the policies section on the **Yorkshire Water website**

(4) Although there are no formal incentives detailed in the Charges Scheme, Yorkshire Water is planning to pilot some incentive schemes during 2019/20. For more information on these pilots, or if you are interested in participating, please contact your Client Relationship Manager wholesalecontracts@yorkshirewater.co.uk



Yorkshire Water 2019-20 Charges Scheme Publication Dates

What?	Publication Date
Final Wholesale Charges Scheme	On or before 11th January 2019
Retailer Invoicing Timetable for Primary Charges, Non-Primary Charges and other payments to and from the Contracting Wholesaler.	On or before 15th February 2019



Further information

As stated in our 'Statement of Significant Changes', published on our website in July 2018 there have been no significant changes to our current charges structure for 2019-20.

yorkshirewater.com/business/wholesale-charges



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