

Non-hydropower abstractors: A guide to completing your electronic water abstraction return

Request for two years of data

The returns notification e-mails you have received is a request for two years' worth of data to cover 2016-17 and 2017-18. You should have one e-mail for each return year, per licence per purpose/abstraction point, depending on your licence. The titles of the e-mails will include the return period year. You will need to complete a return spreadsheet for both 2016-17 and for 2017-18

What is the return spreadsheet?

The return spreadsheet is an Excel spreadsheet consisting of two different tabs which both need completing:

- Tab 1: CoverSheet
- Tab 2: DailyReturn / WeeklyReturn / MonthlyReturn

The relevant sheets are provided according to the frequency you are required to provide a return on your licence and the type of licence you have.

Please note: We cannot accept alternative spreadsheets or information on earlier return forms as they are not compatible with our system – if you do use an incompatible version we will have to return it to you.

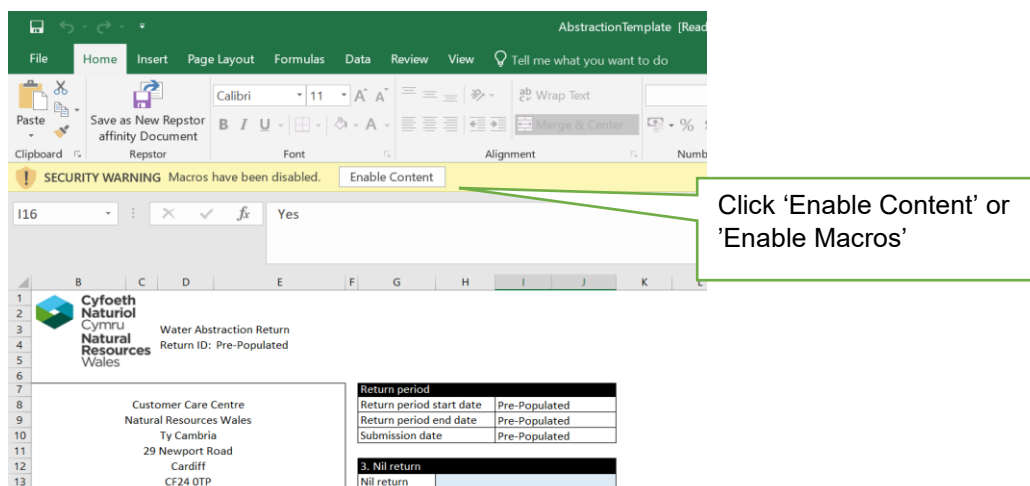
Users without access to Excel

If you do not have access to a full version of Excel or cannot open the attachment then please contact our Customer Care Centre by telephone on 0300 065 3000 or by email at waterresources.returns@naturalresourceswales.gov.uk

Please include the title of your attachment in any correspondence with us.

How to open the return spreadsheet

The return spreadsheet is provided as an Excel spreadsheet attachment to the return notification emails we send you. To open the spreadsheet double-click on the attachment. No login details are required. Click 'Enable Content' or 'Enable Macros'. You may also need to click 'Enable Editing' before you complete the form.



The screenshot shows an Excel spreadsheet with a green ribbon at the top. A yellow security warning bar is visible, stating 'SECURITY WARNING: Macros have been disabled.' with a button to 'Enable Content'. A green callout box points to this button with the text 'Click 'Enable Content' or 'Enable Macros''. The spreadsheet content includes the Cyfoeth Naturiol Cymru Natural Resources Wales logo, contact information for the Customer Care Centre, and a table for the return period.

Return period	
Return period start date	Pre-Populated
Return period end date	Pre-Populated
Submission date	Pre-Populated

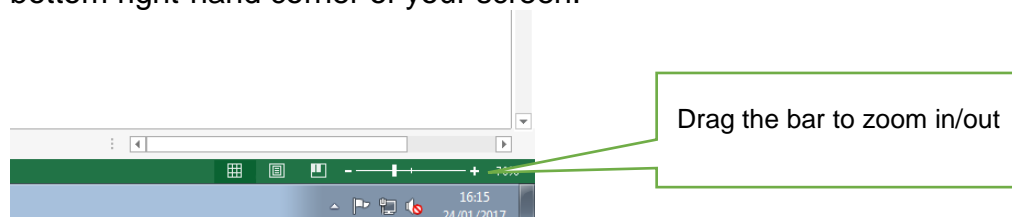
3. Nil return	
Nil return	

Save the spreadsheet

Before you enter any information, save the spreadsheet (Go to 'File' then click 'Save As'). Make a note of where you have saved it because the final return file created for submission to NRW will be saved in the same folder. If you leave your return at any time and wish to return to it later, please remember to press save.


Adjusting the size

To adjust the size of the text on the spreadsheet you can use the zoom bar at the bottom right-hand corner of your screen.




Guidance pop up boxes to help you complete your return

Extra help boxes will appear once you start entering information, if these boxes are blocking your view, click on the box and drag it out of the way.

	B	C	D	E	F	G	H	I	J	K	L
1	 Cyfoeth Naturiol Cymru Natural Resources Wales										
2	Water Abstraction Return										
3	Return ID: Pre-Populated										
4											
5											
6											
7											
8	Customer Care Centre										
9	Natural Resources Wales										
10	Ty Cambria										
11	29 Newport Road										
12	Cardiff										
13	CF24 0TP										
14											
15											
16	1. Operator and site details										
17	Site name	Pre-Populated									
18	Licence number	Pre-Populated									
19	Two-part tariff	Pre-Populated									
20	Purpose	Pre-Populated									
21											
22											
23	2. Return contact details										
24											
25											
26											
27											
28											
29											
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31											
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Pre-populated boxes

Pre-populated boxes

	B	C	D	E	F	G	H
1			Unique return identification number, known as the Return ID				
2							
3			Water Abstraction Return				
4			Return ID: Pre-Populated				
5							
6							
7							
8			Return period				
9			Return period start date Pre-Populated				
10			Return period end date Pre-Populated				
11			Submission date Pre-Populated				
12			3. Nil return				
13			Nil return <input type="checkbox"/>				
14							
15			4. Measurement details				
16			Was a water meter used? Yes				
17			If yes, go to section 4.1				
18			1. Operator and site details				
19			Site name Pre-Populated				
20			Licence number Pre-Populated				
21			Two-part tariff Pre-Populated				
22			Purpose Pre-Populated				
23			2. Return contact details				
24			Title Pre-Populated				
25			Forename Pre-Populated				
26			Surname Pre-Populated				
27			Telephone Pre-Populated				
28			Email Pre-Populated				
29			4.1 Water meter details				
30			Meter make				
31			Serial number				
32			4.2 Assessment details				
33			Method of non-meter assessment. For example, Volume calculated from pump capacity by hours run, number of head of livestock, site Hydro Abstraction Factor (HAF) and kilowatt-hours generated.				

Please complete all relevant blank boxes in blue. Please check to see if these boxes have a drop-down list, otherwise please manually enter the relevant information. A more detailed table (Table 3) of the information required is in the Appendix.

	B	C	D	E	F	G	H	I	J				
4	Natural Resources Wales		Return ID: Pre-Populated										
5													
6													
7	Customer Care Centre Natural Resources Wales Ty Cambria 29 Newport Road Cardiff CF24 0TP				Return period								
8					Return period start date					Pre-Populated			
9					Return period end date					Pre-Populated			
10					Submission date					Pre-Populated			
11													
12					3. Nil return								
13					Nil return								
14													
15													
16	1. Operator and site details												
17	Site name	Pre-Populated											
18	Licence number	Pre-Populated											
19	Two-part tariff	Pre-Populated											
20	Purpose	Pre-Populated											
21													
22													
23	2. Return contact details												
24	Title	Pre-Populated											
25													
26	Forename	Pre-Populated											
27	Surname	Pre-Populated											
28	Telephone	Pre-Populated											
29	Email	Pre-Populated											
30													
31	5. Further information												
32	Are you attaching further information?												

3. A 'nil' return indicates no water has been abstracted during the return period. Select **Yes/No**. If 'Yes' proceed to next page

4. Select **Yes/No** to indicate if a **water** meter was used to measure abstracted water

4.1 Provide details of the water meter. If more than 1 meter was used provide details in Section 5 Further information

5. Select **Yes/No** from the dropdown list to indicate whether you are providing further information. If 'Yes', include the licence number and Return ID on any attachment

4.2 If you did not use a water meter, specify the method of assessment. Provide any further information if required as a separate sheet(s) attached to the reply email

To complete 'DailyReturn / WeeklyReturn / MonthlyReturn' then please follow the guidance below. A more detailed table (Table 3) of the information required is in the Appendix.

7. Please indicate whether the figures being provided are from meter readings or calculated abstraction volumes

Is the entry an estimate? The estimated column needs to be completed for each entry in the table. There is an option above the table to pre-populate the column quickly (Yes/No), you can still type over the values

Enter the meter reading or abstraction volume against each relevant pre-populated date.
If you want to copy information from another sheet then see the 'Copy and Paste of returns data' guidance on page 6.
When the return form is submitted, any blank boxes will be populated with a zero

8. You must enter the date and meter reading for the last abstraction during this abstraction return period. The date should be entered in the format dd/mm/yyyy or dd-mm-yy

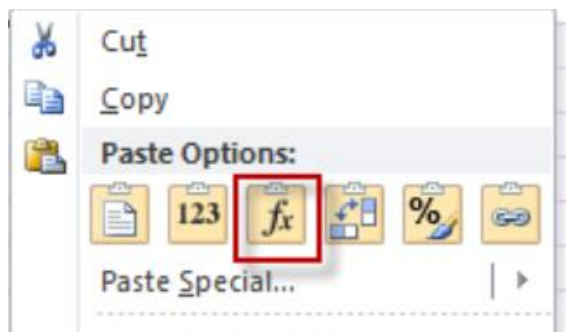
9. Please calculate the total amount of water abstracted during the return period (using the same units as selected in section 7). This box will not auto populate from data entered in Sections 6-8

	A	B	C	D	E	F	G
22	8. End meter reading				Completion Checklist 3. Nil return complete? No 4. Measurement details complete? No 5. Further information complete? No 6. Start meter reading complete? No 7. Readings/ volumes complete? No 7. At least one month's meter reading complete and all fields valid? No 8. End meter reading complete? No 9. Total water abstracted complete? No		
23	Date						
24	Reading						
26							
27	9. Total water abstracted						
28	Amount abstracted						
29							
30							
31	10. Declaration						
32	Signature						
33	(paper return)						
34							
35	Please return the completed form to:				<div>Create XML</div>		
36	Customer Care Centre						
37	Natural Resources Wales						
38	Ty Cambria						
39	29 Newport Road						
40	Cardiff						
41	CF24 0TP						
42							
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You will not be able to create the XML (and therefore submit the return) until 'Yes' or 'N/A' appears next to every 'Completion Checklist' entry. Please review and amend any sections still appearing as 'No'. The numbers relate to the sections that need completing on the CoverSheet and the current sheet. Once all fields are 'Yes' or 'N/A' then click 'Create XML'

Copy and paste of returns data

You can copy information from another Excel sheet and paste the information into column 2 of the returns sheet (tab 2). To do this highlight the data you want to copy on your sheet and right click 'Copy' (or hold Ctrl and C). Click on the returns sheet, Column 2, and right click 'Paste Options' then 'Formula' or as seen in the screen shot below (this may vary for different versions of Excel).



Submitting the spreadsheet

Once saved and all checkboxes are set to 'Yes' or 'N/A', click on the 'Create XML' button within the 'Completion Checklist' section. This will generate the

.xml file in the same location you saved the Excel file initially. This can then be attached to an email and sent back to us at:

waterresources.returns@naturalresourceswales.gov.uk

Before sending the email please ensure you have attached any necessary further information following the guidance provided in Section 5 of the 'CoverSheet' (tab 1).

The Excel spreadsheet itself is not affected and should be retained for future reference or in case there is a query with your return.

To exit from the spreadsheet, select 'Exit' from the 'File' menu or use the exit cross in the top right-hand corner of the spreadsheet or click the Exit button on the main menu.

Return processing

Once we have processed a file, a reply confirmation email will be sent to notify you of the outcome of the file processing. This will either be a successful processing, or will inform you of any processing failures, which you will need to correct or amend and resubmit.

If you wish to discuss the content of the confirmation email you will need to contact our Customer Care Centre on 0300 065 3000.

Queries and submission problems

If any of the pre populated details are incorrect or you have a query regarding your return, please contact our Customer Care Centre by telephone on 0300 065 3000 or by email at waterresources.returns@naturalresourceswales.gov.uk

Appendix

Table 1: Summary of pre-populated boxes on CoverSheet

Section	Box	Information
Top of return form (next to the logo)	Return ID	This is the unique return identification number, which we refer to as the Return ID. Each return will have its own Return ID created by NRW.
Return period	Return period start date	The start and end dates of the period for which the return information is being requested. Please check these periods carefully to ensure you are completing the return for the correct return period because we have requested 2 years worth of returns data.
	Return period end date	
	Submission date	This is the latest date we can accept the completed return from you.
1. Operator and site details	Site name	A summary of the abstraction(s) covered by the return.
	Licence number	The abstraction licence number to which the return relates.
	Two-part tariff	Indicates whether a two-part tariff agreement applies to the return (this only applies to irrigation licences).
	Purpose	The licensed purpose(s) authorised by the abstraction licence and covered by the return.
2. Return contact details	Title	Contact details held by NRW for returns and related queries. Please note: This may be different to licence holder details.
	Forename	
	Surname	
	Telephone	
	Email	It is important that these details are accurate so if there is anything missing or wrong please let us know immediately.

Table 2: Summary of boxes to complete on CoverSheet

Section	Box	Required Information
3. Nil return	Nil return	<p>A 'nil' return indicates that no water has been abstracted during the abstraction return period, select 'Yes' or 'No' from the dropdown list.</p> <p>If you are submitting a nil return, please proceed to the next tab to 'Create XML'.</p> <p>If you are not submitting a nil return, please complete the rest of the return spreadsheet.</p>
4. Measurement details	Was a water meter used?	Please select 'Yes' or 'No' from the dropdown list to indicate whether a water meter was used to measure water abstracted.
4.1 Water meter details	Meter make	<p>If 'No' please provide details of alternative assessment method in Section 4.2.</p> <p>If 'Yes' please provide water meter details in Section 4.1. If you have used more than one meter during the abstraction return period, please enter the make and serial number of only one meter and provide further information on a separate sheet(s) attached to the reply email (see Section 5).</p>
	Serial number	
4.2 Assessment details		If you did not use a water meter, please clearly specify the method of assessment. If necessary, provide any further information required as a separate sheet(s) attached to the reply email (see Section 5 below).
5. Further information	Are you attaching further information?	Please select 'Yes' or 'No' from the dropdown list to indicate whether you are providing any further information. If 'Yes', please include the licence number (which you will find in Section 1 – Operator and site details) and Return ID (which you will find at the top of the page) on any attachment.

Table 3: Summary of boxes to complete on **DailyReturn / WeeklyReturn / MonthlyReturn'**

Section	Box	Required Information
6. Start meter reading	Date	Only complete this section if you used a water meter.
	Reading	Please enter the date and the meter reading for the start of the abstraction return period. The date should be entered in the format dd-mm-yy or dd/mm/yyyy (01-01-2018 or 01/01/2018).
7. Return lines	Meter readings / Abstraction volumes	Please indicate whether the return data being provided is from meter readings or abstraction volumes.
	Cubic Metres / Litres / Gallons	Please indicate the unit of measurement for the return data being provided. Please note: Only cubic metres, litres or gallons are acceptable. Meter readings or abstraction volumes recorded / assessed in alternative units will need to be converted prior to being entered.
	Main return information table – Meter readings / abstraction volumes (column 2)	Please enter the meter reading or abstraction volume in column 2 of the table against each relevant pre-populated date. If you want to copy information from another sheet then see the 'Copy and Paste of returns data' guidance on Page 6. When the return form is submitted, any blank boxes in column 2 will be populated with a zero.
	Main return information table - Estimated (column 3)	The estimated column (column 3) needs to be completed for each entry in column 2 of the table. There is an option above the table to 'Make All Blank Fields Yes / No' to help populate this column quicker. You can still manually override some 'Yes' or 'No' entries if required.
8. End meter reading	Date	Only complete this section if you used a water meter. The date should be entered in the format dd/mm/yyyy or dd-mm-yy.
	Reading	Please enter the date and meter reading for the last abstraction during this abstraction return period.

9. Total water abstracted	Amount abstracted	Please calculate and provide the total amount of water abstracted during the abstraction return period using the same units of measurement as selected in section 7. Please note: This box will not auto populate from data entered in sections 6-8.
10. Declaration	Signature	No signature required for electronic returns.