

## 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.**

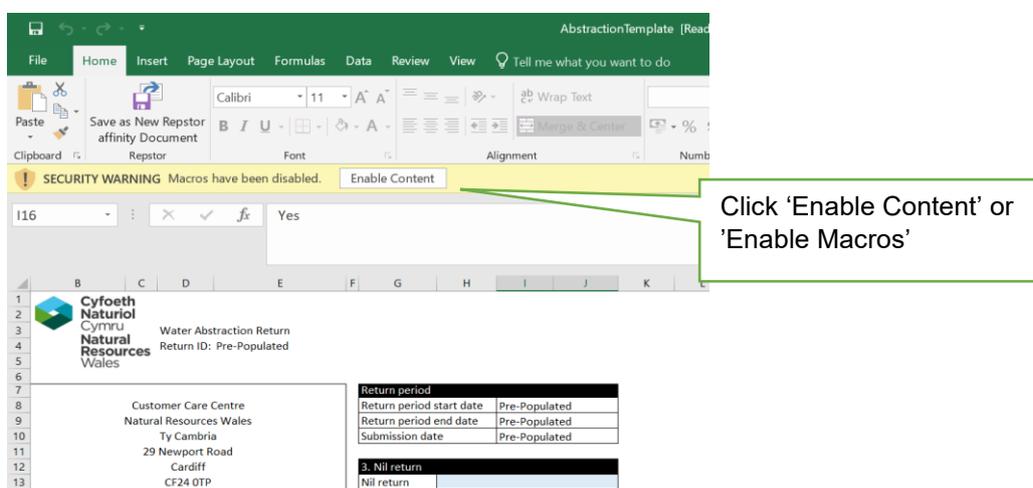
### Users without access to Excel

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](mailto: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 titled 'AbstractionTemplate [Read]'. A yellow security warning banner at the top states 'SECURITY WARNING: Macros have been disabled.' with an 'Enable Content' button. 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 (29 Newport Road, Cardiff, CF24 0TP), and a table for return details.

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.

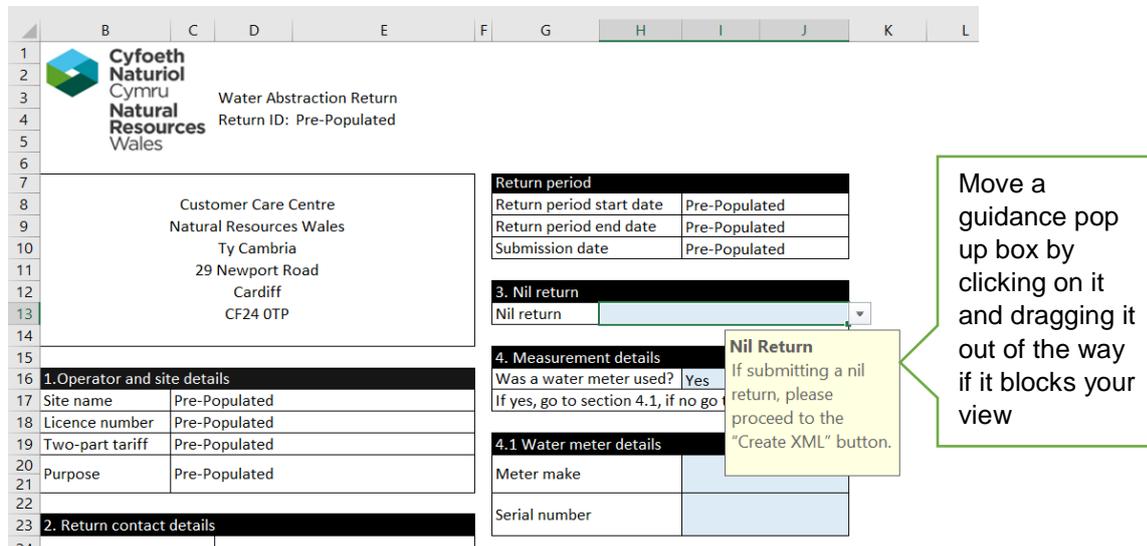
### Adjusting the size

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.



**Cyfoeth Naturiol Cymru Natural Resources Wales**  
Water Abstraction Return  
Return ID: Pre-Populated

Customer Care Centre  
Natural Resources Wales  
Ty Cambria  
29 Newport Road  
Cardiff  
CF24 0TP

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

**3. Nil return**  
Nil return

**4. Measurement details**  
Was a water meter used? Yes  
If yes, go to section 4.1, if no go to section 4.2

**4.1 Water meter details**  
Meter make  
Serial number

**1. Operator and site details**  
Site name: Pre-Populated  
Licence number: Pre-Populated  
Two-part tariff: Pre-Populated  
Purpose: Pre-Populated

**2. Return contact details**

**Nil Return**  
If submitting a nil return, please proceed to the "Create XML" button.

Move a guidance pop up box by clicking on it and dragging it out of the way if it blocks your view

## Completing 'Cover Sheet' (tab 1)

### Pre-populated boxes

Please follow the screen shots below. Many of the boxes on the cover sheet are pre-populated, a description of what each box means is summarised in Table 1 of the Appendix. Please inform us if any of the pre-populated information is incorrect.

	B	C	D	E	F	G	H
1							
2	Water Abstraction Return						
3	Return ID: Pre-Populated						
4							
5							
6							
7							
8	Customer Care Centre				Return period		
9	Natural Resources Wales				Return period start date		Pre-Populated
10	Ty Cambria				Return period end date		Pre-Populated
11	29 Newport Road				Submission date		Pre-Populated
12	Cardiff				3. Nil return		
13	CF24 0TP				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					
					4. Measurement details		
					Was a water meter used? Yes		
					If yes, go to section 4.1		
					4.1 Water meter details		
					Meter make		
					Serial number		
					4.2 Assessment details		
					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.		

Unique return identification number, known as the Return ID

Start and end dates of the return period. Submission date: date due to NRW

Please check the pre-populated fields and inform us if any are inaccurate

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.

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		<b>Return period</b>	
8			Return period start date	Pre-Populated
9			Return period end date	Pre-Populated
10			Submission date	Pre-Populated
11			<b>3. Nil return</b>	
12	Nil return		<input type="text" value=""/>	
13				
14				
15				
16	<b>1. Operator and site details</b>			
17	Site name	Pre-Populated		
18	Licence number	Pre-Populated		
19	Two-part tariff	Pre-Populated		
20	Purpose	Pre-Populated		
21				
22				
23	<b>2. Return contact details</b>			
24	Title	Pre-Populated		
25				
26	Forename	Pre-Populated		
27	Surname	Pre-Populated		
28	Telephone	Pre-Populated		
29	Email	Pre-Populated		
30				
31	<b>5. Further information</b>			
32	Are you attaching further information?			
			<input type="text" value=""/>	

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

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

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



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

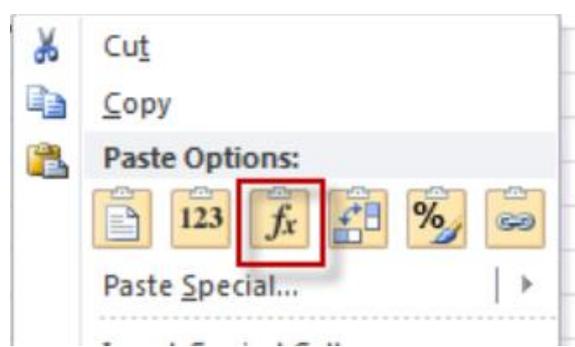
9. Please calculate the total amount of water abstracted during the return period (using the same units as selected in section 7). This box will not auto populate from data entered in Sections 6-8

	A	B	C	D	E	F	G
22	<b>8. End meter reading</b>				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  Create XML		
23	Date						
24	Reading						
26	<b>9. Total water abstracted</b>						
28	Amount abstracted						
29							
30							
31	<b>10. Declaration</b>						
32	Signature						
33	(paper return)						
34	Please return the completed form to:						
35	Customer Care Centre						
36	Natural Resources Wales						
37	Ty Cambria						
38	29 Newport Road						
39	Cardiff						
40	CF24 0TP						
41	Data Protection Act 2018						
42	The information provided by you will be processed by Natural Resources Wales in line with the Information Commission's Principles to enable us to deal with your abstraction return, to monitor compliance with the Act, to process renewals, and for maintaining the relevant public register.						
43	Subject to the conditions, to						
44	process renewals, and for maintaining the relevant public register.						
45	We may process and/or disclose the information in connection with the following:						
46							
47							

**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](mailto: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](mailto: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. <b>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.</b>
	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.  <b>It is important that these details are accurate so if there is anything missing or wrong please let us know immediately.</b>
	Forename	
	Surname	
	Telephone	
	Email	

**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 <b>are</b> submitting a nil return, please proceed to the next tab to 'Create XML'.</p> <p>If you <b>are not</b> 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 <b>water</b> meter was used to measure water abstracted.
4.1 Water meter details	Meter make	If 'No' please provide details of alternative assessment method in Section 4.2.
	Serial number	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).
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****

<b>Section</b>	<b>Box</b>	<b>Required Information</b>
6. Start meter reading	Date	Only complete this section if you used a <b>water</b> 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 <b>water</b> 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.