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Water Abstraction Licence Returns

**A guide to using the water abstraction licence
returns web screens**

We are the Environment Agency. It's our job to look after your environment and make it a better place - for you, and for future generations.

Your environment is the air you breathe, the water you drink and the ground you walk on. Working with business, Government and society as a whole, we are making your environment cleaner and healthier.

The Environment Agency - out there, making your environment a better place.

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1. Getting started

This section provides information that you should be familiar with, before starting to enter returns information.

1.1. Logging in

Having accessed the General Operator Returns (GOR) website, you are directed to the system login page, where you must choose the type of returns that you wish to submit, and provide a valid user name and password to access the system:

System Login

For authorised users only. This system is monitored and suspicious activity may be investigated

Enter Login Details

Return Type:

User Name:

Password:

* Passwords are case sensitive

If you experience any problems logging in please contact the Environment Agency National Customer Contact Service on **08708 506506**

To login, follow the steps below:

1. Use the 'Return Type' drop-down list to select 'water abstraction'.
2. Enter your user name and password.

Tip: if you do not have a user name and password please contact the National Operator Returns Team on 03708 506 506.

3. Click the 'Login' button.

Tip: the first time that you login to GOR you will be asked to change your password.

4. If the user name and password specified is found to be valid for the selected return type, you are directed to the Returns List.

1.2. Changing system password

Change System Password

Password Details

Current Password :

New Password :

Confirm Password :

To change your system password, follow the steps below:

1. Enter your current password
2. Enter a new password

Tip: your new password needs to be familiar to you only and must be between 8 and 12 characters in length. It must be a combination of only letters and numbers and contain at least two upper case letters (from A to Z) and two numbers (from 0 to 9).

3. Re-enter your new password in the 'Confirm Password' field
4. Click the 'Save' button
5. Once the password has been successfully changed the following confirmation screen will be displayed:

System Password Successfully Changed

Confirmation of Password Change

Click 'Continue' to list your returns

6. Click the 'Continue' button to view a list of your returns.
7. If you forget your username and/or password you will need to contact the National Operator Returns team on 03708 506 506 to request a reset. **Please be aware that this will take several days, as for security reasons we have to validate each request.**

1.3. Saving a return

You do not have to complete returns information in one session - if required you can save the returns form and come back at a later date. When a return is saved, all information entered so far is stored (but not submitted) and will be displayed again when you access the return next time.

You can save a return at any time by scrolling to the end of the returns form and clicking the 'Save' button.



Tip: if you save a return and you haven't completed all mandatory fields you will be presented with some warning messages, which at this stage you can ignore and log out without losing any of your data.

1.4. Logging out

You can log out of the GOR system at any time by clicking the 'Logout' button, located on the bottom right of the Water Abstraction Returns list page. Closing your browser window will also log you out of GOR and finish the session.



Tip: so that you don't lose any of the data you have entered you must save your return before logging out. Please refer to the 'Saving a return' section of this guide for information on how you can save a part-completed return before logging out.

2. Understanding the returns list

The following section provides information to help you find your way around the returns list.

2.1. The returns list page

Having successfully logged into the GOR site your details are checked, and any returns due for completion (associated with your details) are displayed in the returns list. The list will also show where some information has been entered and saved for completion at a later time. When a return is completed and submitted, it is removed from the returns list.

Water Abstraction Return - Monthly (March) - Return Reporting Period: 01/04/2009 to 31/03/2010

Option 1 - Please select this link to upload either: the file you created using the new (GOR) return spreadsheet OR the XML file you created. Do not use this link if you have not created your spreadsheet from the GOR template **Upload a returns file for this period**

Option 2 - Use the pre-populated WR GOR spreadsheet Please select this link to download the WR GOR spreadsheet for the returns listed below, up to a maximum of 126 returns per spreadsheet are allowed. Depending on the returns to be submitted you may need to download a separate spreadsheet for each return value (daily, monthly, weekly) and reporting period combination.

Option 3 - Please choose the return you would like to key in from the following returns list table.

Returns currently due for this account. You can sort the table by clicking on the column headers.

Return Due Date	Status	Licence Number	Return ID	Site Description	Purpose(s)	Two Part Tariff	Key in Return
28/04/2010	Not Started	13/43/026/S/126	10030478	River Avon at East Mills, Fordingbridge	Fish Farm/Cress Pond Throughflow	N	Edit 13/43/026/S/126/10030478
28/04/2010	Not Started	15/49/026/S/067	10031681	Roscroggan Mill, Camborne	Pollution Remediation	N	Edit 15/49/026/S/067/10031681
28/04/2010	Not Started	15/49/026/S/068	10031683	Roscroggan Mill, Camborne	Pollution Remediation	N	Edit 15/49/026/S/068/10031683

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Tip: if you are required to submit a combination of return values, for example, monthly and weekly, this screen will display multi lists headed 'Water Abstraction Return – Weekly...' and 'Water Abstraction Return – Monthly..'. A separate spreadsheet should be downloaded for each return value, by selecting 'Option 2' from under the relevant heading.

Tip: in the heading text, the reference to 'March' or 'October' is for system purposes and relates to the last month of the reporting period. It does not mean that we only require a return for the month of March or October.

Tip: if you wish to submit your returns using the web screens please ignore Options 1 and 2 (as shown in the screenshot above).

Tip: if you are required to submit daily data we recommend that you use the pre-populated spreadsheet option, rather than direct entry onto the web screens.

Each return is listed under the following headings:

Field	Description
Return Due Date	The date by which the return for this licence is due.
Status	Indicates what work (if any) has been done on the return to date. If information has already been added and saved, the status is set to 'saved'. If no action has been taken, the status is set to 'not started'.
Licence Number	Your abstraction licence number (also known as a 'permit number'). At least one return is required for each licence number. All required licence numbers are listed here.
Return ID	Each return will have its own Return ID. The Return ID is a reference created by the Agency. The combination of Licence Number and Return ID, make the return unique.
Site Description	A summary of the abstraction point(s) covered by the return.
Purpose	The purpose(s) for which water is used.
Two Part Tariff	Specifies whether a return comes under the two part tariff agreement scheme.
Key in return	The return key for each licence number and return id combination. Click the 'Edit' hyperlink to access the returns form and enter information for that return.

Tip: use the arrow keys in the table header row to sort your returns list, e.g. by licence number.

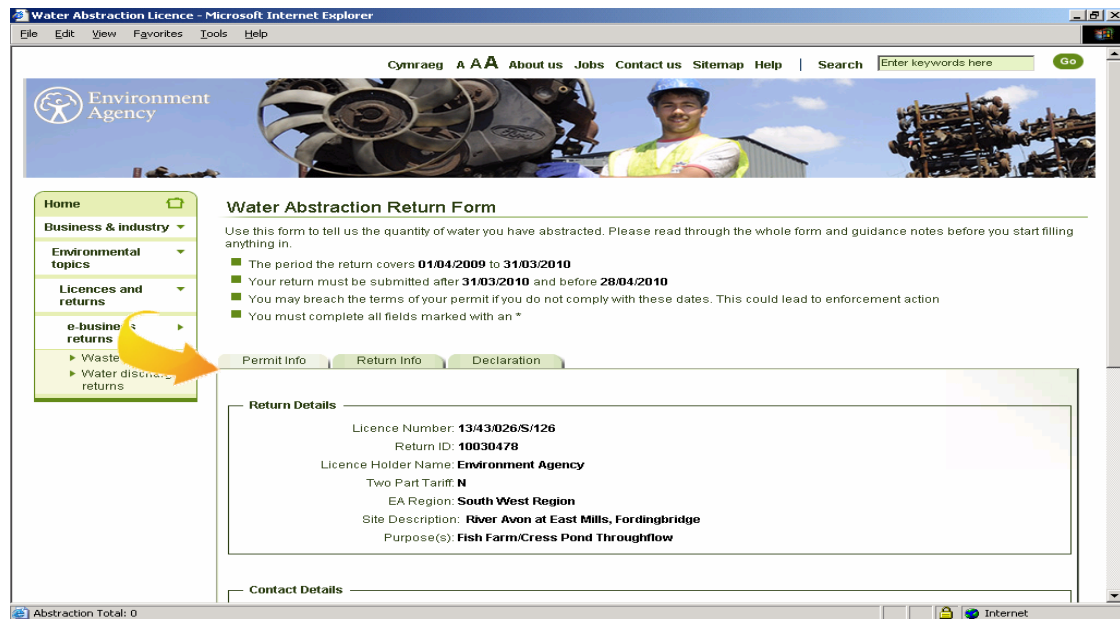
Tip: you can select a return by clicking the 'Edit' link located under the 'Key in Return' heading.

Tip: when keying in a return you can return to the 'Returns List' page by clicking the 'Back to List Returns' button.

3. Keying in water abstraction data

This section provides information about entering return details.

Once you have selected a return to complete from the Returns List by clicking the 'Edit' link located under the 'Key in Return' heading, the water abstraction return form is displayed. This form is divided into three sections. Each section can be accessed by clicking on the appropriate tab – Permit Info, Returns Info, or Declaration.



3.1. Permit Information

3.1.1 Return Details

The return details section displays information related to the return to be completed. This information is pre-populated by the system.

Information that is pre-populated is summarised below:

Field	Description
Licence Number	Your abstraction licence number (also known as a 'permit number').
Return ID	Each return will have its own Return ID. The Return ID is a reference created by the Agency. The combination of Licence Number and Return ID, make the return unique.
Licence Holder Name	The name of the abstraction licence holder.
Two Part Tariff	Specifies whether a return comes under the two part tariff agreement scheme.
EA Region	The Environment Agency Region that the abstraction licence is in.

Field	Description
Site Description	A summary of the abstraction point(s) covered by the return.
Purpose	The purpose(s) for which water is used.

If you do not agree with any of the details shown in these fields, please contact the National Operator Returns Team on 03708 506 506.

3.1.2 Contact details

The contact details section should be used to enter your details or the details of the person you have authorised to submit this return. This information will be used in the event that the Environment Agency needs to contact you regarding the return.

Tip: mandatory fields are indicated with an asterisk (*) symbol; these fields must be completed.

3.1.3 Nil return

The nil return details section enables you to specify whether you are submitting a nil return.

Tip: a nil return indicates that no water has been abstracted during the reporting period.

If you answer 'yes', you will not be able to access the 'Return Information' section. You will be able to access the 'Declaration' section and must complete this section before saving and submitting your return. For further details please refer to the guidance provided for each section.

If you answer 'No' you need to complete both the 'Return Information' and 'Declaration' section before saving and submitting your return. For further details please refer to the guidance provided for each section.

3.2 Returns Information

The screenshot shows the 'Water Abstraction Licence' web portal in Microsoft Internet Explorer. The page title is 'Water Abstraction Licence - Microsoft Internet Explorer'. The navigation menu includes 'Cymraeg', 'AAA', 'About us', 'Jobs', 'Contact us', 'Sitemap', 'Help', and a search bar. The Environment Agency logo is visible in the top left.

The main content area is titled 'Water Abstraction Return Form'. It includes instructions: 'Use this form to tell us the quantity of water you have abstracted. Please read through the whole form and guidance notes before you start filling anything in.' Below this are three bullet points:

- The period the return covers **01/04/2009 to 31/03/2010**
- Your return must be submitted after **31/03/2010** and before **28/04/2010**
- You may breach the terms of your permit if you do not comply with these dates. This could lead to enforcement action
- You must complete all fields marked with an *

The form is divided into three tabs: 'Permit Info', 'Return Info', and 'Declaration'. The 'Return Info' tab is active. It contains the following sections:

- Measurement Details:** 'Was a meter used?*' with radio buttons for 'Yes' and 'No'. Below it is a dropdown menu for 'Method of Non Meter Assessment:*'.
- Start Meter Reading:** Two input fields: 'Date (dd/mm/yyyy):' and 'Reading:'.
- Return Lines:** A section titled 'The information that follows is:'. It has radio buttons for 'Meter Readings' and 'Abstraction Volumes'. Below this is a dropdown for 'Unit of Measurement:*' with options 'Cubic Metres', 'Litres', and 'Gallons'. A table follows with 13 rows of dates from 30/04/2009 to 31/03/2010. Each row has an input field for the value and a dropdown for 'Estimated Indicator:*'. At the bottom of this section is an 'Abstraction Total:' field with the value '0'.
- End Meter Reading:** Two input fields: 'Date (dd/mm/yyyy):' and 'End Meter Reading:'.

At the bottom right of the form are three buttons: 'Back to List Returns', 'Save', and 'Submit'. The status bar at the bottom of the browser window shows 'Abstraction Total: 0' and 'Internet'.

3.2.1 Measurement details

The measurement details section enables you to specify the means of measurement for this return.

You need to answer 'Yes' or 'No' to the question 'Was a meter used'?

If you answer 'Yes', a number of additional fields are displayed for you to complete:

Measurement Details

Was a meter used? *:

Manufacturer Used *:

Other *:

Serial Number *:

These fields are all mandatory and are summarised below:

Field	Description
Manufacturer Used	<p>If a water meter is used, select one of the drop-down options to specify the manufacturer.</p> <p>Tip: if the manufacturer is not present, select 'Other'. If you have used more than one meter, also select 'Other'</p>
Other	<p>If a meter is used but the manufacturer is not shown on the 'Manufacturer Used' drop down list type in the manufacturer name. If not known please enter 'Unknown'.</p> <p>Tip: if you have used more than one meter please enter the number of meters used.</p>
Serial Number	<p>The serial number of the water meter.</p> <p>Tip: if you have used more than one meter you should enter the serial number of only one water meter in this field. If not known please enter 'Unknown'</p>

If you answer 'No', you must complete the 'Method of Non Meter Assessment' field.

Field	Description
Method of non meter assessment	<p>If a water meter is not used to record water abstraction totals, select one of the drop-down options to specify the method of assessment.</p>

3.2.2 Start meter reading

If you answered 'Yes' to using a meter and you intend to submit meter readings rather than actual abstracted volumes (see section 3.2.3) you will need to complete the Start Meter Reading details.

Tip: if you answered 'No' to using a meter or are submitting actual abstracted volumes you do not need to complete these fields.

Tip: if you have used more than one meter you will have to enter actual abstracted volumes rather than meter readings (see section 3.2.3) and should not complete these fields.

Field	Description
Start Meter Reading Date	<p>The date that you took the start meter reading.</p> <p>The date must be on or before the first non zero abstraction total, but not before the start of the return reporting period. This date should be entered in the form DD/MM/YYYY - for example, 01/04/2009.</p>
Start Meter Reading	<p>The first meter reading of this reporting period.</p> <p>Tip: the start meter reading must contain exactly the same number of digits as the meter readings to be entered (see section 3.2.3) and the end meter reading (see section 3.2.4). This applies to digits before and after a decimal point. This will allow GOR to calculate abstracted volumes correctly.</p> <p>Tip: meter readings can be up to a maximum of 10 digits to the left of the decimal point and a maximum of 3 digits to the right of the decimal point, e.g. 0001234567.123.</p> <p>Tip: single and two digit meter readings, for example 9 or 22, will fail validation. Please pad these numbers out so that they are three digit readings, for example 009 or 022</p>

3.2.3 Return lines

These fields must be completed for all non nil-returns and are summarised below:

Field	Description												
Meter Readings/ Abstraction Volumes	<p>Use the options provided to record whether the information to be entered is a Meter Reading or an Abstraction Volume.</p> <p>Tip: meter readings will be treated as if they were taken at the end of each day, week or month.</p> <p>Tip: if you have used more than one meter or your meter broke down whilst you were abstracting, you need to select abstraction volumes. If you enter meter readings in these circumstances, the system will incorrectly calculate your actual abstraction totals.</p>												
Unit of Measurement	<p>Use the options provided to record the unit of measurement of the water abstracted.</p> <p>Tip: all amounts entered in Litres or Gallons will be automatically converted to Cubic Metres when the form is submitted.</p> <p>Tip: if your water meter measures in, for example: 'litres x 10', 'cubic metres x 100' or 'gallons x 1000', you must add the appropriate number of zeros either to the meter reading or abstraction volumes.</p>												
Date Fields	<p>Enter the meter readings or actual abstraction volumes against each date as relevant.</p> <p>Tip: meter readings must use the same number of digits (before and after a decimal point) as the start (see section 3.2.2) and end (see section 3.2.4) meter readings.</p> <p>Tip: use any error messages displayed to help amend meter readings/ abstraction volumes entered.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; border-bottom: 1px solid #ccc;">28/02/2010 *</td> <td style="width: 30%; border-bottom: 1px solid #ccc; text-align: right;">14500.523</td> <td style="width: 20%; border-bottom: 1px solid #ccc;">Estimated Indicator *:</td> <td style="width: 20%; border-bottom: 1px solid #ccc;">No</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">31/03/2010 *</td> <td style="border-bottom: 1px solid #ccc; text-align: right;">155000.000</td> <td style="border-bottom: 1px solid #ccc;">Estimated Indicator *:</td> <td style="border-bottom: 1px solid #ccc;">No</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Abstraction Total:</td> <td style="border-bottom: 1px solid #ccc; text-align: right;">0</td> <td colspan="2" style="border-bottom: 1px solid #ccc;">Total cannot be calculated due to the length of one or more readings not matching the start meter reading</td> </tr> </table> </div> <p>Tip: for a non nil return at least one entry must be greater than zero</p> <p>Tip: meter readings can be up to a maximum of 10 digits to the left of the decimal point and a maximum of 3 digits to the right of the decimal point, e.g. 0001234567.123.</p> <p>Tip: single and two digit meter readings, for example 9 or 22, will fail validation. Please pad these numbers out so that they are three digit readings, for example 009 or 022</p> <p>Tip: warning. If you have chosen to enter actual volumes, the fields are automatically populated with a '0'. If you have chosen to enter meter reading the fields will be blank.</p> <p>Tip: '0' should not be entered for a meter reading, unless for example</p>	28/02/2010 *	14500.523	Estimated Indicator *:	No	31/03/2010 *	155000.000	Estimated Indicator *:	No	Abstraction Total:	0	Total cannot be calculated due to the length of one or more readings not matching the start meter reading	
28/02/2010 *	14500.523	Estimated Indicator *:	No										
31/03/2010 *	155000.000	Estimated Indicator *:	No										
Abstraction Total:	0	Total cannot be calculated due to the length of one or more readings not matching the start meter reading											

Field	Description
	<p>your meter 'rolled over' and read '000.000'.</p> <p>Tip: meter readings fields left blank will be treated as nil abstraction.</p>
Estimated Indicator	<p>Use drop-down options to indicate whether the information entered is an estimated figure. If a meter was used in measuring the amount, or the amount was derived from a meter measurement, it is not estimated. Otherwise it is.</p> <p>Tip: if you have said that you have used a meter this field will have already been set to 'No'.</p> <p>Tip: if you have said that you haven't used a meter this field will have already been set to 'Yes'.</p>

3.2.4 End meter reading

If you answered 'Yes' to using a meter and you have submitted meter readings rather than actual abstracted volumes (see Section 3.2.3) you will need to complete the end meter reading details.

Tip: if you answered 'No' to using a meter or are submitting actual abstracted volumes you do not need to complete these fields.

Tip: if you have used more than one meter you will have entered actual abstracted volumes rather than meter readings (see section 3.2.3) and should not complete these fields.

Field	Description
End Meter Reading Date	<p>The date that you took the last meter reading.</p> <p>The date must be on or after the last non zero abstraction total, but not after the end of the return reporting period. This date should be entered in the form DD/MM/YYYY - for example, 31/03/2010.</p>
End Meter Reading	<p>The last meter reading of this reporting period..</p> <p>Tip: the end meter reading must contain exactly the same number of digits as the start meter reading (see section 3.2.2) and the meter readings entered (see section 3.2.3). This applies to digits before and after a decimal point. This will allow GOR to calculate abstracted volumes correctly.</p> <p>Tip: meter readings can be up to a maximum of 10 digits to the left of the decimal point and a maximum of 3 digits to the right of the decimal point, e.g. 0001234567.123.</p> <p>Tip: single and two digit meter readings, for example 9 or 22, will fail validation. Please pad these numbers out so</p>

that they are three digit readings, for example 009 or 022.

Abstraction Total

The abstraction total for all meter readings or abstraction volumes entered.

Tip: if you have entered meter readings (see section 3.2.3) and this field is '0' please check that the start and end meter readings and meter readings contain exactly the same number of digits. This applies to digits before and after a decimal point.

3.3 Declaration

Before submitting your return you will be asked to set the declaration checkbox.

Tip: the default setting is 'No'. To successfully submit your return to us the checkbox will need to be set to 'Yes'.

Tip: if you want to print a copy of your return, read section 5 before you 'Submit'.

4. Updating a saved return

If you wish to amend (or add to) a saved return you need to:

1. Select the relevant return from the returns list.

Tip: the return will have a status of 'Saved'.

2. Amend the details as required. For further details please refer to the guidance provided for each section of the form.
3. Having updated all required information, you can save the return to resume later, or submit the return to the Environment Agency.

Tip: once you have successfully submitted a return to us you cannot make any changes. If you wish to notify us of any changes you will need to contact the National Operator Returns team on 03708 506 506.

5. Printing a Return

When complete, you can print a copy of your return form to retain for your records.

You can do this by:

1. Saving your return (see section 1.3)
2. Selecting File and then
3. Selecting Print

Tip: select Print Preview to view the information to be printed. If required the page margin settings can be adjusted.

Tip: if you are unable to print your return in this way, try using the 'Print Scrn' key on your keyboard.

6. Submitting a return

When complete you can submit your return form by clicking on the 'Submit' button at the bottom of the water abstraction returns screen.



When a return is submitted a number of administrative checks are carried out to ensure that all required information has been entered for each return. If there are any problems you will be presented with warning messages, some of which you will have to answer to successfully submit your return.

If you have any problems submitting your return contact the National Operator Returns Team on 03708 506 506.

Tip: the administrative checks do not include checks for compliance against your licence conditions.

Tip: if your licence or one of your licences, has been varied or transferred to a new licence holder during the return reporting period (November to October or April to March) your submission might be unsuccessful. If this is the case please contact the National Operator Returns Team on 03708 506 506, who will be able to advise you on what action to take.

If information provided passes all validation checks, the file is submitted to the Environment Agency.

On successful submission click on the 'Back to List Returns' button to select another return to submit or to log out of GOR (see section 1.4).

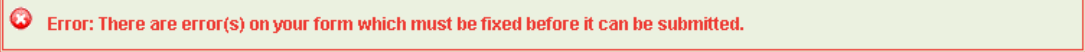
Once the 'Water Abstraction List Returns' page is refreshed the return is cleared from your returns list indicating the return has been submitted successfully.

7. On-screen messages

If you choose to submit a return and it fails any of the validation checks, you will see either a warning and/ or error message is displayed at the top of the page.

7.1. Errors

Error checks are outlined in red and these will prevent submission of a return.

A rectangular box with a red border and a light green background. On the left side, there is a red circular icon containing a white error symbol (a circle with a diagonal slash). To the right of the icon, the text reads: "Error: There are error(s) on your form which must be fixed before it can be submitted."

Error: There are error(s) on your form which must be fixed before it can be submitted.

Tip: you need to correct any errors to successfully submit a return.

7.2. Warnings

Warning checks are outlined in yellow and should be reviewed but will not prevent submission of a return.

A rectangular box with a yellow border and a light green background. On the left side, there is a yellow triangular icon containing a black warning symbol (an exclamation mark). To the right of the icon, the text reads: "Warning: There are values which have caused warnings and should be reviewed / fixed before submitting. Warning messages can be seen by placing your mouse the icon next to the field with a warning. Submitting the form again will overwrite any warnings."

Warning: There are values which have caused warnings and should be reviewed / fixed before submitting. Warning messages can be seen by placing your mouse the icon next to the field with a warning. Submitting the form again will overwrite any warnings.

7.3. Success messages

Success messages are outlined in blue and are for information only.

A rectangular box with a blue border and a light green background. On the left side, there is a blue circular icon containing a white information symbol (a lowercase letter 'i'). To the right of the icon, the text reads: "Info: Your form has been saved."

Info: Your form has been saved