

Application to review your site area charging band

This factsheet explains how we calculate your charges for surface water drainage and highway drainage services, and how to apply for a review of the charging band that has been allocated to your premises.

Background

Your charges for surface water drainage and highway drainage services are calculated based upon the chargeable area of the total site area of your premises. We call this 'site area charging'.

When calculating your chargeable area we measure the total site area of your premises (whether or not the surface is permeable) and then exclude any permanently grassed, cultivated or landscaped areas.

Examples of excluded areas are playing fields, farmland, racecourses, sports grounds, golf courses, parklands or areas of land on which no building is by law permitted.

Depending upon the size of your drained area, your premises will be allocated one of 15 'charging' bands (with charging band 1 being the lowest charge).

Changes can occur which can affect the charging band we use for charging purposes. If a change has occurred, you must provide us with all the details immediately so that we can review your charges.

If we agree to adjust your charges, the adjustment will be applied from the start of the charging year in which you tell us, unless the change occurs during the current charging year when the adjustment will be applied from the date of the change.

If you require more detailed information on how we calculate your charges for surface water drainage and highway drainage please visit unitedutilities.com/sitearea

How to apply

If there has been a change at your premises/site, you can apply for a review of your surface water drainage and highway drainage charges.

You must complete all sections of this form and provide all relevant information requested so that your application can be considered.

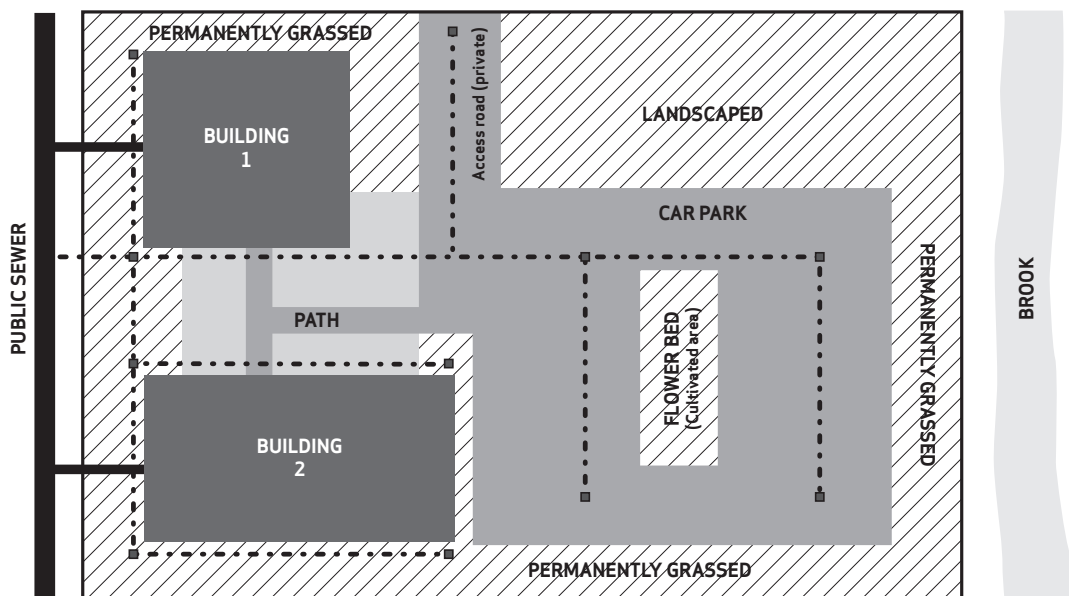
Please note: We reserve the right to recover any costs that we have reasonably incurred where a customer or his agent requests a change to his charging band and it is subsequently demonstrated that our original assessment of the premises was correct.

This form along with all supporting documentation should be returned to:

**United Utilities
Customer Service Centre
PO Box 50
Warrington
WA55 1AQ**

1	Account reference:	
2	Name:	
3	Address: (where bill is sent)	
4	Address of premises requiring re-measurement: (if different from 3 above)	
5	Person to contact:	
	Telephone number:	

6 You must provide a black and white plan showing the total site area of your premises. Any areas within the site which are permanently grassed, cultivated or landscaped must be shown as hatched areas. The boundary must be clearly shown as a thick black line. See example opposite.



Please note: the diagram above shows rainwater from the car park and buildings draining to the public sewer.

- - - - surface water drain
- surface water grid/inspection chamber
- foul sewerage drain

Total area of site - 3000m²
 Building 1 - 250m²
 Building 2 - 500m²

Combined building area - 750m²
 Car park and path - 800m²
 Total chargeable area - 750m² + 800m² = 1550m²
 Site area **band 5** for both surface water drainage and highway drainage

7 Measurement of premises/site (m²):

Total site area of premises/site (m ²) whether or not the surface area is permeable	
Size of area (m ²) with buildings, hard standing areas, paths and car parks	
Size of areas (m ²) that are permanently grassed, cultivated or landscaped e.g. flower beds/grassed areas These should be shown as hatched on your plan	

8 Access to the premises

I agree to allow an authorised representative of United Utilities on to the above premises at any reasonable time, to check the drainage of surface water (please tick)

9 Declaration

I declare that the information I have given is correct to the best of my knowledge and belief and understand that if I have knowingly given any false information I may be liable to prosecution. I will tell you straight away if there are any further changes.

Signature (Customer):	Signature (Third party):
Print name:	Print name:
Position in company:	Position in company:
Date:	Date:

Note: If you are a third party, this application must contain a signature of the person(s) on whose behalf you are making the application.

unitedutilities.com

United Utilities Water PLC
 Haweswater House
 Lingley Mere Business Park
 Lingley Green Avenue
 Great Sankey
 Warrington
 WA5 3LP

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