

# Assessed charges for household customers 2011-2012

This factsheet explains about the option of an assessed charge, including our single person household tariff, when we are unable to fit a water meter at your home. An application form is included.

If we were unable to fit a water meter in your property, you are eligible to apply for an assessed charge.

The amount you pay depends on the type of property you live in, unless you live alone, in which case the single person household tariff will apply.

We have carried out studies into the amount of water typically used in different types of properties. Information from these studies helped us decide the level at which we should set the assessed charge. The assessed charge reflects the typical bill a customer would expect to pay if we had been able to fit a water meter in their property.

The charges for this year are shown in the table below.

## Assessed charges 2011 – 2012

Type of premises	Water	Sewerage	Total
Single person household	£112.14	£143.82	£255.96
Detached (includes houses, link-detached and detached bungalows)	£238.89	£241.61	£480.50
Semi-detached (includes houses and semi-detached bungalows)	£218.50	£225.87	£444.37
Other household premises (includes flats and terraced houses)	£167.50	£186.53	£354.03

## Questions and answers

### Who is eligible to choose the assessed charge?

If you have applied to have a water meter fitted and we are not able to do so, you can apply for an assessed charge related to your property type or for the single person household tariff. The most common reasons we are unable to fit a water meter are:

- if the internal pipework is inaccessible, obstructed, in poor condition or does not comply with the Water Supply (Water Fittings) Regulations 1999
- if you have more than one incoming water supply
- if you share your water supply with other properties
- if you have access to communal facilities such as a laundry room
- if we are unable to find a suitable place to fit the water meter outside your property

### Will I be better off by changing to the assessed charge?

You need to compare your current bill with the amount you would pay on the assessed charge. For information on your current charges, please refer to your latest bill or call us on **0845 746 1100** or textphone 0808 143 1195.

### If I apply for the assessed charge, when will I start to pay it?

When we receive your application we'll change your account details so you will pay the assessed charge from the date that we decided your property could not be metered. Usually this is the date that our contractor carried out a survey at your property. The start date for your assessed charge account is shown on the attached application form.

## Getting in touch

If you have any queries about the assessed charge:

Please call **0845 746 1100** and speak to one of our billing customer advisors. You can call any time between 8am and 8pm on weekdays and between 8am and 5pm on Saturdays.

Or, if you prefer, write to:

**United Utilities**  
**PO Box 246**  
**Warrington**  
**WA55 1EA**  
[unitedutilities.com](http://unitedutilities.com)

### How long have I got to register for the assessed charge?

Your application for an assessed charge must be received within three months from the date we notify you that we are unable to fit a water meter.

### If I choose the assessed charge, can I go back to paying based on rateable value at a later date?

Yes, although it is unlikely that you would want to. If you would be better off on an assessed charge now, you are likely to continue to benefit in the future. If you do wish to go back to charges based on the rateable value of your property, you must tell us in writing within 13 months of the start date for your assessed charge account. The start date of your account is shown on the application form.

### What happens if I move house?

If you decide to pay your water services charges based on the assessed charge and then move out, any subsequent occupiers of that property will continue to pay on this basis too.

If you are eligible for the single person household tariff, any subsequent occupier(s) will be billed on a property-based assessed charge unless they are also eligible for the single person household tariff.

### How often will I get a bill?

You will receive a bill every six months and will be billed for six months' charges in advance.

#### Can I pay my bill by Direct Debit?

Yes. Direct Debit is one of the easiest and most convenient ways to pay your bill. And you will receive a **£5 discount** off your annual charges. Simply call us on **0845 303 7744** and have your bank details handy. We will set you up on Direct Debit straight away.

#### Can I claim a lower sewerage charge if my premises are not connected to a public sewer for surface water drainage?

Yes, we will reduce your sewerage charge by **£34** once we have verified there is no connection.

#### What will happen to my rateable value account?

We will recalculate the charges on your current account and apply the assessed charge from the date agreed.

Any overpayment or money owing will be added to your assessed charge bill.

Any existing payment arrangements will be recalculated automatically.

#### How do I apply for the assessed charge?

Fill in the application form opposite and return it to:

**United Utilities**  
**PO Box 246**  
**Warrington**  
**WA55 1EA**

#### WaterSure

Customers who have a water meter or an assessed charge and use water for essential purpose may benefit from our WaterSure scheme. This may apply if you receive certain benefits and **in addition, either** have a large family or you or a member of your household has a medical condition which requires a significant amount of water.

For further information contact us on **0845 309 3001** or textphone 0808 143 1195 for an information pack which includes an application form.

## How to complete this application form.

**If you live alone**, please complete **Form A** to apply for our single person household tariff.

**All other customers** should complete **Form B** to apply for an assessed charge.



[unitedutilities.com](http://unitedutilities.com)

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

Registered in England and Wales  
Registered Number 2366678

02/11/50/4443

# Form A: Single person household tariff

## Application for single person household tariff - declaration

**We have been unable to fit a water meter in your property for the reason shown below. If you would like to apply for the single person household tariff, please fill in this form and return it to: United Utilities, PO Box 246, Warrington, WA55 1EA.**

I hereby confirm that I live alone at the address below and that I am therefore eligible for the single person household tariff.

I understand that:

- the single person household tariff only applies if one person is living at the address below. Children do count as occupiers, even if they normally only live at my home for part of the week. A single parent therefore does not qualify for this tariff
- I am required to notify United Utilities immediately if my circumstances change and there is no longer just one person living at the address below
- I may be committing an offence if I knowingly provide false information or withhold information which affects my eligibility for the single person household tariff
- United Utilities has the right to turn down my application if it is known that my water usage is significantly higher than would normally be expected for a single person, for example where the property has a swimming pool
- United Utilities has the right to turn down my application or subsequently to remove me from the single person household tariff where there is evidence that I am not eligible for it
- if I move to another address, my charges there may be based upon metered water usage or upon the rateable value of the property, rather than the single person household tariff

**Please use block capitals**

Your customer reference number:

**Single person household tariff for 2011-2012: £255.96**

Name (Mr/Mrs/Ms): \_\_\_\_\_

Address \_\_\_\_\_

Postcode: \_\_\_\_\_

Daytime telephone: \_\_\_\_\_

Evening telephone: \_\_\_\_\_

Property type:  Detached  Semi-detached  Other

**I wish to be charged on the single person household tariff from the start date below.**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**If you do not live alone, complete the property based assessed charges application form overleaf.**

### FOR UNITED UTILITIES' USE ONLY

**JTE reference:** \_\_\_\_\_

#### Reason water meter could not be fitted

##### Internal

- Internal stop tap and pipework obstructed
- Pipework alterations (>1m) required
- Other

##### External

- Shared supply
- More than one supply
- Major pipework alterations required
- Other
- Communal facilities
- Unable to locate supply

Date of visit:

**Approved by United Utilities**

**Print name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Date:**

# Form B: Property based assessed charges application

**We have been unable to fit a water meter in your property for the reason shown below. If you would like to apply for an assessed charge, please fill in this form and return it to: United Utilities, PO Box 246, Warrington WA55 1EA.**

**Please use block capitals**

Your customer reference number:

Name (Mr/Mrs/Ms): \_\_\_\_\_

Address \_\_\_\_\_

Postcode: \_\_\_\_\_

Daytime telephone: \_\_\_\_\_

Evening telephone: \_\_\_\_\_

## Property type

Please tick your property type (the assessed charge for each property type is also shown):

Detached (£480.50)       Semi-detached (£444.37)       Other (£354.03)

**I agree to be charged by a property-based assessed charge from the start date below.**

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**If you live alone, please complete the single person household tariff application form overleaf.**

## FOR UNITED UTILITIES' USE ONLY

**JTE reference:** \_\_\_\_\_

### Reason water meter could not be fitted

#### Internal

- Internal stop tap and pipework obstructed
- Pipework alterations (>1m) required
- Other

#### External

- Shared supply
- More than one supply
- Major pipework alterations required
- Other

- Communal facilities
- Unable to locate supply

Date of visit:

**Approved by United Utilities**

**Print name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Date:**

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