

# Surface water drainage - non-household 2011-2012

This factsheet explains how to claim a reduction in your wastewater charges if you believe that surface water (rainwater) from your property doesn't drain to the public sewer.

## What is surface water drainage and highway drainage?

Your sewerage charges pay for three main services:

- (i) The removal and treatment of all the wastewater that you discharge from your property (this includes all the dirty water that goes down the plughole, toilet flushes, etc)
- (ii) Taking away and treating all the rainwater that falls on your property (we call this 'surface water drainage')
- (iii) A payment for the drainage of water from roads and the public highway (we call this 'highway drainage')

In some cases, surface water from your property may not drain into the public sewer. If this applies to you, you can claim a reduction in your annual sewerage charges. This factsheet explains what you need to do to claim this reduction.

Highway drainage charges pay for the removal and treatment of rainwater from roads and public footpaths and is provided for the benefit of the general public. All our sewerage customers must pay a contribution towards this part of our sewerage service and we do not offer a reduction on this element of your bill.

## Do I qualify for a reduction?

To claim a reduction in your sewerage charges you must be able to demonstrate that, in the case of

- i) Customers **without** a water meter:
  - none of your surface water drains to a public sewer; or
- ii) Customers **with** a water meter:
  - none of your surface water drains to a public sewer; or
  - surface water from an area equivalent to at least 10% or more of your chargeable area does not drain to a public sewer (known as partial surface water connection).

If your premises do not have an exposed roof area, but lie underneath another premises that does discharge surface water to the public sewer, you will not qualify for a reduction in your charges.

Some customers pay a third party (such as the Environment Agency or British Waterways Board) to take away some or all of their surface water. If this applies to you, we may reduce the surface water drainage element of your sewerage charges.

If you are a trade effluent customer, your surface water may go through an effluent meter before going to a public sewer. You may be eligible for a reduction in your charges.

## How much is this reduction worth?

It depends. For most customers, if no surface water from your premises drains into a public sewer, no charge will be made for the surface water drainage part of the sewerage services charges.

## How do I claim?

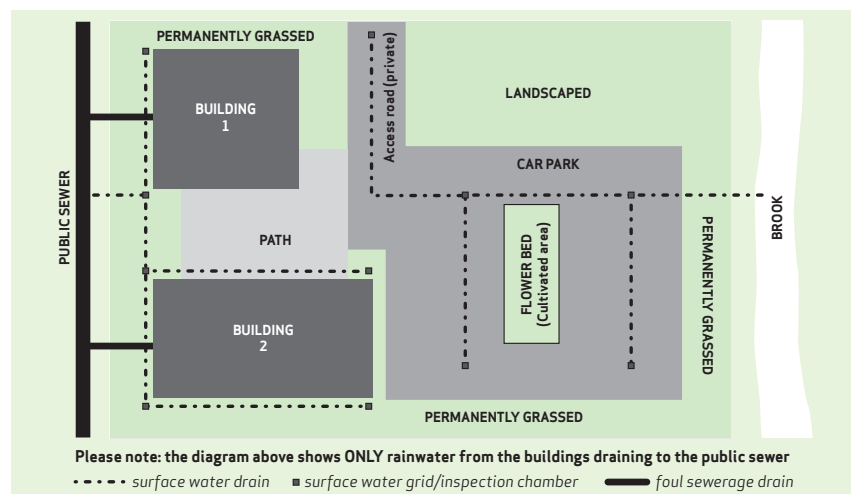
1. Find out where the surface water from your premises flows to and draw an accurate diagram (black and white only). This must show the following:

- roads, car parks, footpaths and neighbouring premises;
- any permanently grassed, cultivated or landscaped areas. Examples are playing fields, farmland, racecourses, sports ground, golf course, parkland etc
- the boundary of your premises; or the site you are on if applicable
- any nearby public sewers; and
- where your surface water drains to.

**We've included an example diagram at the bottom of this page to help you.**

If the chargeable area of your premises is greater than 3000 m<sup>2</sup> (which is Band 6 and above for your surface water and highway drainage services - refer to a recent bill to check your banding), the plan must be drawn and certified by a qualified professional such as an architect or a surveyor. They will also be able to help you if you are in any doubt about your site drainage.

2. Fill in the claim form overleaf and send it to the address shown, together with the completed plan and any other evidence to support your claim. If you have paid another company to take away your surface water, please send us a copy of their bill.
3. Please carry on paying your bills as normal. We will write to tell you when we have received your claim form and may contact you to arrange a visit to your premises.
4. We will verify your claim and write to tell you whether we will reduce your sewerage charges. If we agree to adjust your charges, the adjustment will be applied from the start of the charging year in which we received the completed claim form and plan, unless the change occurs during the current charging year when the adjustment will be applied from the date of the change.



**Please complete the form and return it to the address shown below.**

<b>1 Details of customer</b>																																																																																					
Customer's name (BLOCK CAPITALS):																																																																																					
Address of premises to which claim refers:																																																																																					
	Postcode:																																																																																				
Name and address of person making claim (if different to above):																																																																																					
	Postcode:																																																																																				
Name and telephone number of representative to contact on site if we need to visit the premises to check the surface water drainage connection	Name																																																																																				
	Telephone																																																																																				
<b>2 Account number(s) relating to the above premises</b>	<table border="1"> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>																																										<table border="1"> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>																																										
<b>3 Please complete this section if no surface water from the premises drains to a public sewer, or if surface water only enters a public sewer after passing through a trade effluent meter or if 10% or more of the chargeable area of the site does not drain to a public sewer.</b>																																																																																					
<p><b>I certify that (please tick appropriate box):</b></p> <p><input type="checkbox"/> no surface water from the above premises drains to a public sewer</p> <p><input type="checkbox"/> surface water only enters a public sewer from the above premises after passing through a trade effluent meter</p> <p><input type="checkbox"/> 10% or more of the chargeable area of the above premises does not drain to a public sewer. (Measured customers only.)</p> <p><i>Note: Any single areas within a site, which when combined with other single areas, would comprise less than 10% of the chargeable area will not be considered as an excluded area.</i></p> <p>and</p> <p><input type="checkbox"/> surface water is taken away by the means shown on the diagram</p> <p><b>The attached plan was prepared by (please tick appropriate box):</b></p> <p><input type="checkbox"/> a registered architect, surveyor, civil engineer, or other qualified professional. (This is a requirement for large premises, or premises with a charging value of more than £1,000 or premises with a chargeable area &gt;3000m<sup>2</sup> which is Band 6 or greater.)</p> <p><input type="checkbox"/> me in accordance with the guidelines explained within this factsheet</p> <p><b>Access to the premises</b></p> <p><input type="checkbox"/> 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</p>																																																																																					
<b>4 Please complete this section if some surface water from your premises drains to a public sewer and you also pay a third party for taking away some surface water</b>																																																																																					
<p>Surface water from the above premises is taken away partly by United Utilities and I pay a third party for taking away some surface water. I am enclosing:</p> <p><input type="checkbox"/> A copy of an invoice from the third party</p>																																																																																					
<b>5 This section of the claim form must be completed by all claimants</b>																																																																																					
<p>I declare that the information I have provided is correct to the best of my knowledge and belief and understand that if I have knowingly provided any false information I may be liable to prosecution.</p>																																																																																					
Signature (Customer):	Signature (Third party):																																																																																				
Print name:	Print name:																																																																																				
Date:	Date:																																																																																				
<p><b>Notes:</b> (i) If you are a third party, this application must contain a signature of the person(s) on whose behalf you are making the application. (ii) Incomplete application forms and plans that do not include full information to enable us to verify the claim will be returned and will not be processed until all relevant information is provided. In such cases any adjustment in charges will be applied from the date the claim is resubmitted with full information.</p>																																																																																					

**Please enclose all supporting documentation and send it with this form to:  
United Utilities, Customer Service Centre, PO Box 50, Warrington WA55 1AQ**

[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