

Surface water drainage-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.



How is my bill calculated?

The way your charges are calculated will depend on whether you have a water meter installed in your home. The two main services shown on your bill are:

Water

If you have a water meter, your charges are calculated based upon the amount of water that you use. If you don't have a water meter in your home, your water charges are calculated using your property's rateable value. Visit unitedutilities.com/bill for a more detailed explanation of how we calculate your water charges.

Wastewater

Your wastewater charges cover three main services:

- (i) The removal and treatment of all the wastewater that you discharge from your home (this includes all the dirty water that goes down your plughole, toilet flushes, bathwater etc)
- (ii) Taking away and/or 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 (a service we call 'highway drainage')

How we calculate your wastewater charge for these three services will depend on whether or not you have a water meter installed in your home. If you have a water meter, your charge for (i) is actually based on how much water you have used, while (ii) and (iii) is a fixed charge per year.

If you don't have a water meter, all three services are calculated using your property's rateable value.

This factsheet explains how you may be able to reduce the wastewater element of your bill if you believe that **no** surface water (rainwater) from your home drains to the public sewer.

What is surface water?

Surface water is the water that falls as rain and is collected by drains and gullies on your property and removed by United Utilities, via a public sewer,

protecting your property from damage.

However, if you can show that **no** surface water from your property drains to a public sewer, you may be entitled to a reduction in charges.

You could be entitled to a reduction if:

- **All** the rainwater from your roof or shared roof drains directly to the ground via a soakaway to both the front or rear of your property **and**
- **All** the rainwater or ground water from your garden or hard standing areas e.g. drive, patio or yard, drains directly to the ground.
- **All** the rainwater or ground water from your property drains directly into a watercourse, brook or stream.
- You pay a third party e.g. British Waterways to dispose of your surface water.

You are not entitled to a reduction if:

- Any proportion of your surface water drains to a public sewer.
- Only part of your surface water goes to a soakaway with some surface water still draining to the public sewer.
- You have re-directed your roof drainage into water butts.
- You drain to a watercourse, brook or stream via a public sewer.

How can I apply for a reduction?

1. Please ensure you have carried out a full investigation in determining where your surface water drains to. We have also provided further information and scenarios at unitedutilities.com/surfacewaterhome to help you.
2. If you believe that **none** of your surface drains to a public sewer, complete the application form on the back of this fact sheet answering all the questions.
3. Finally, draw a diagram of your property showing the house, garden and hard standing areas indicating where you think your surface water drains to. This will help us if we need to visit your property to carry out a test to check whether your property drain to the public sewer.

Your questions answered

1. How much is the reduction?

If you have a water meter: for 2011-2012 the wastewater fixed charge will be reduced from **£66.00** to **£32.00**.

If you don't have a water meter: for 2011-2012 the wastewater charge per £ of rateable value of your property will reduce from **£1.297** to **£0.995**, e.g. if you have a rateable value of **£164** you will save **£49.53**.

2. If I am eligible, when will the lower charge apply from?

It will apply from the start of the charging year in which you make your application. The charging year runs from 1st April until the 31st March.

3. Will the lower charge be backdated to cover previous years?

No, in accordance with our published Charges Scheme which is approved by Ofwat, the lower charge is given from the start of the charging year in which you apply.

4. If I am eligible, do I need to apply every year?

No, your charges will be amended automatically each year. However, if you make any alterations to your property or existing drainage, please let us know. This may affect future charges.

5. If my claim for surface water is allowed, will the highway drainage charge also be removed?

No, we cannot offer a reduction in this charge. Rainwater drains to our public sewer network from roads and highways, which we then collect and treat before discharging back into rivers and seas. Since the community in general benefits from this service then all our wastewater customers must pay a contribution.

6. My neighbour has recently received an allowance - will I be entitled to one?

Each claim is assessed on an individual basis. For further information please visit our website unitedutilities.com/surfacewaterhome.

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

03/11SD/4432



Application to claim reduced wastewater charges when no surface water drains to the public sewer

Please complete this application form and return to:

United Utilities
Customer Services
Centre
PO Box 50
Warrington
Cheshire WA55 1AQ



Customer account number:
(you can find this on the front of your water bill)

Your name and address (please use block capitals):

Title	<input type="text"/>	First name	<input type="text"/>
Surname	<input type="text"/>		
House/flat no.	<input type="text"/>		
House/flat name	<input type="text"/>		
Street	<input type="text"/>		
District	<input type="text"/>		
Town	<input type="text"/>		
County	<input type="text"/>		
Postcode	<input type="text"/>		

Daytime telephone number

Mobile telephone number

Evening telephone number

Type of property - please tick

Detached house Semi-detached house Terraced house
Bungalow Flat Link detached

Other (please indicate)

Approximate year built

If your property is a flat, office or other property with a shared roof, where does the surface water from the roof drain to?

Does your property have a soakaway?

Yes No

To help us consider your application, please draw a diagram overleaf of your house, garden/yard showing where your surface water drains to. If your property has a soakaway please include its approximate position.

Diagram of your property showing where the surface water drains and the position of a soakaway (if you have one).

Declaration (please tick each statement)

- I will notify United Utilities if the drainage arrangements for my property change.
- I agree to allow a representative of United Utilities access to my property at any reasonable time to verify the drainage arrangements.
- I have read the information contained in this leaflet and on the website at unitedutilities.com/surfacewaterhome and I can confirm that **no** surface water drains to the public sewer, either directly or indirectly from the roof, shared roof, drive, yard etc of the property to which the bill relates.

Signature

Date

Please return the form to:
United Utilities
Customer Services Centre
PO Box 50
Warrington
Cheshire WA55 1AQ

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