




SEVERN

TRENT

WATER

# Surface water drainage

How to claim a lower sewerage charge 2011/2012



# Claiming lower sewerage charges

For most of our customers, the rain that falls onto your roofs, yards and other parts of your property drains to the public sewers. We call this water surface water. We include the cost of removing surface water in the sewerage charges on your bill.

There are some properties where surface water or groundwater does not drain to the public sewer. If you think you fall in to this category this leaflet will explain how you can claim a reduction in your sewerage charges.

## How will I know if I am eligible to claim?

If you can show that no surface water or groundwater from your property drains to a public sewer (directly or indirectly) you can make a claim to pay a lower sewerage charge. If surface water (such as rainwater) from any part of your property drains to a public sewer you will have to pay full charges.

If you live on the borders of our region you may receive sewerage services from another water company. Your bill tells you if this applies to you. If it does you may not be able to claim a lower sewerage charge.

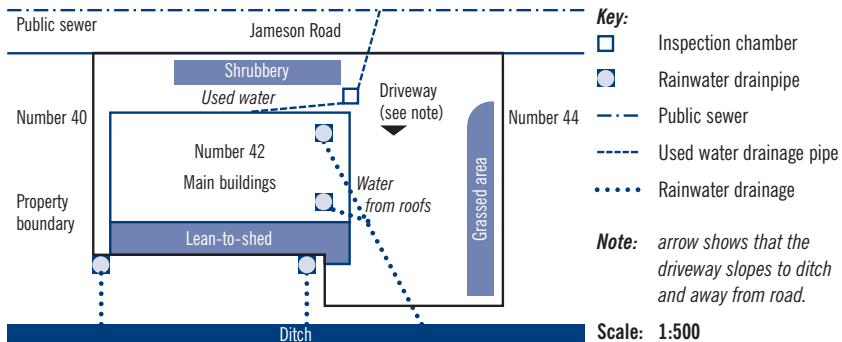
## How can I claim a lower sewerage charge?

- You will need to prove to us that no surface water or groundwater from your property drains to a public sewer. To do this fill in the attached application form and send us an accurate plan of your property on a scale big enough to show the following:
  - Any roads, footpaths or other properties near your property.
  - Your property's boundary.
  - The public sewer and your connections to it; and
  - The way surface water drains from the property, including any gullies, manholes, inspection chambers, underground drainage pipes and areas where water soaks into the ground.
- Please use the attached graph paper for your plan. There is an example of a plan opposite which will help you.
- If the Rateable Value of your property on 31 March 1990 (shown on the front of your unmetered bill) was £1000 or more, you will need to have the plan approved by a registered architect, chartered or corporate surveyor, chartered civil, municipal or structural engineer or a member of the Chartered Institute of Building. Their approval should be set out like it is in our example.
- If the Rateable Value of your property on 31 March 1990 was below £1,000 you can approve the plan yourself. If you are not sure how your property is drained, we strongly recommend that you get professional advice.

- Please keep paying your bills until we agree that your claim has been successful. If you are eligible to pay a lower sewerage charge, we will reduce your account. This reduction will normally apply from 1 April before we received your application or the date you moved into the property if this is later. If this means that you have paid us too much, we'll take this off your future charges. If this is not practical, we'll refund you what we owe you. You won't get a reduction on charges we have made before the adjustment date. You must tell us about any future changes to your property's drainage.

### Example

*I, James William Godber, Chartered Surveyor of 1A Ash Crescent, Birmingham B18 6CL, certify that this is an accurate plan of the drainage arrangements at 42 Jameson Road. I have surveyed this in line with the instructions of Severn Trent Water Ltd.*



**Note:** This scale is only an example. The scale you use must be large enough to clearly show the information we ask you for.

## How will my bills be affected?

Your 2011/2012 sewerage charge will be reduced by approximately 36%.

## What if my property isn't connected to the public sewer at all?

If your property isn't connected to the public sewer and your used water together with surface water does not drain into it, there should be no sewerage charge on your bill. If there is one, please phone us on **08457 500 500** (local rate) and we will do our best to resolve the issue.

Application to pay a lower sewerage charge for a property where no surface water or groundwater drains to the public sewer

Account reference number from your bill for unmetered water charges

Account reference number from your bill for metered water charges (if your supply is by meter)

Your name (block capitals)

Address where bills are sent (if different):

**• I Confirm:**

- No surface water or ground water from the above property drains to the public sewer, and
- the plan shows how the surface water is removed.

**• The plan was prepared:** (please tick one box)

- by a registered architect, chartered or corporate surveyor, chartered civil, municipal or structural engineer or a member of the Chartered Institute of Building whose certificate is attached. (This should be provided for properties of £1000 Rateable Value or more.)
- by me in line with your instructions. (This should be provided for properties of less than £1000 Rateable Value.)

**• I agree to allow** your representative on to the above property at any reasonable time to check the drainage arrangements. I will tell you straight away if any of the arrangements shown on the plan change.

Signature of the person who pays the sewerage charges for the property:

Date:  Home telephone no:  inc STD

Work telephone no:  inc STD

Send this application with your plan to:  
Severn Trent Water Limited, Customer Relations,  
PO Box 5310, Coventry, CV3 9FJ.



**Severn Trent Water Ltd**  
PO Box 5309,  
Coventry,  
CV3 9FH.  
[www.stwater.co.uk](http://www.stwater.co.uk)



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For further information please:

call 08457 500 500

textphone 0800 328 1155

[customer.relations@severntrent.co.uk](mailto:customer.relations@severntrent.co.uk)



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