

# Surface water drainage - non-household customers 2016/2017



## Saving for a rainy day

It always seems to be raining in the North West. So it's good news that our vast network of underground sewer pipes help to drain away the drops.

Part of your water bill pays for taking away the rainwater that falls onto your premises - including your roof, car park and other hard standing areas.

The amount you pay is based on the size of your premises' chargeable area that drains to the public sewer. You'll find this charge itemised in your bill, under the heading 'Surface water and highway drainage' and it will be shown as a 'band' (the smallest chargeable area being charging band 1, increasing up to charging band 15 for very large premises). Visit [unitedutilities.com/sitearea](http://unitedutilities.com/sitearea) for a detailed explanation of how we calculate your chargeable area.

A relatively small number of premises, however, are drained naturally. The rainwater flows directly into a brook, stream, or soak-away, without ever entering the sewer system.

If your premises fits this description, you could qualify for a welcome reduction in your bill.

## Do your premises fit the bill?

(i) If you have a water meter you need to demonstrate that:

- none of your surface water drains to a public sewer; or
- 10 per cent or more of your premises' chargeable area (including your roof, car park, grounds etc) drains naturally, rather than into our sewers.

(ii) If you're not on a meter, you need to demonstrate that your whole premises drains naturally, without the rainwater ever passing through a public sewer.

Please be aware that if your building's roof is not exposed to the clouds, because it is sheltered by another premises which drains rainwater to a public sewer, you are still liable for your surface water 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 overleaf to help you.**

If the chargeable area of your premises is greater than 3000 m<sup>2</sup> (which is charging band 6 and above for your surface water drainage and highway drainage services - refer to a recent bill to check your charging band), we would prefer a plan 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. However, if such a plan is not available we will accept a detailed drawing that shows where the surface water drains to and includes all manholes, grids and approximate line of drains for the premises.

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 surface water charges. If we agree to adjust your charges, the adjustment will be applied from the 1 April 2015, or the date of the change (if later than 1 April 2015).

## How to contact us about the information in this leaflet



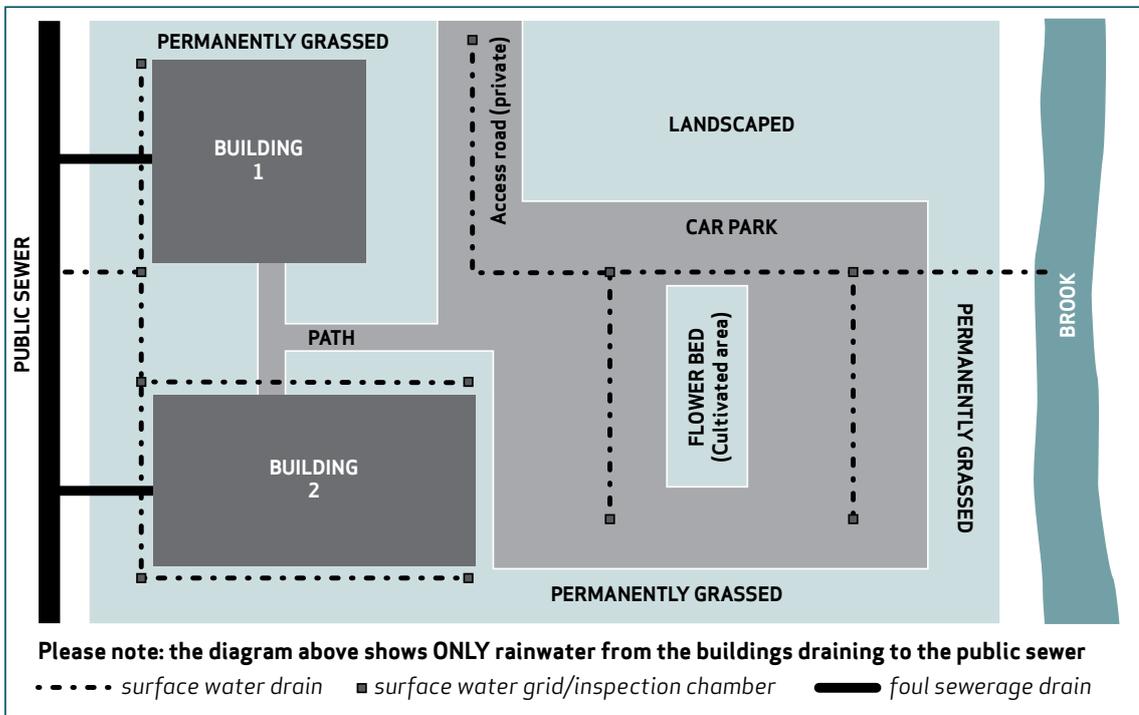
[unitedutilities.com/sitearea](http://unitedutilities.com/sitearea)



**0345 072 6072**  
Opening hours:  
8.30am-5.30pm  
Monday to Friday



**United Utilities**  
PO Box 1259  
Warrington  
WA4 1AQ



## Trade effluent customers

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 – so please fill in the form attached.

## How much could you save?

The good news is, we may agree to waive your surface water drainage charges entirely, if the whole of your premises drains away rainwater naturally.

If you're on a water meter, and only part of your premises drains naturally, we'll work out an appropriate reduction based on the size of the chargeable area which doesn't drain to the public sewer. We will allocate a revised chargeable area, for surface water drainage, to cover the area that drains to our public sewer.

Once the changes to your bill have been made, they will apply automatically each year. However, please do let us know if you make any subsequent alterations to your premises which could affect your drainage arrangements.

Unfortunately your highway drainage charges will remain unaffected by any reduction in your surface water drainage charges. Highway drainage charges pay for the removal and treatment of rainwater from roads and footpaths, which we all benefit from, which is why all our sewerage customers pay a contribution towards this part of our sewerage service.

### Important

Once your property has been vacated we will not be able to consider your claim as it is unlikely we will be able to make the necessary investigations to establish if you were connected to our drainage system during the time you occupied the property.

## For more information

You can find out a lot more detail about how we work out your surface water drainage charge, and ways you can take action to reduce it, at our website.

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



## About us

United Utilities is the North West's water company. We keep the taps flowing and toilets flushing for seven million customers every day. From Crewe to Carlisle, we work hard behind the scenes to help your life flow smoothly.

United Utilities Water Limited, Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Warrington WA5 3LP. Registered in England and Wales. Registered Number 2366678.

# Application to reduce surface water drainage charges for business and non-household 2016/2017



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

**Important:** We can only backdate your reduction in surface water charges to 1st April 2015, or the date of the change (if later than 1 April 2015).

<b>1</b>	<b>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 from 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</b>	<b>Account number(s) relating to the above premises</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> </table>					
<b>3</b>	<b>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 total chargeable area of the site does not drain to a public sewer.</b>						
	<b>I certify that (please tick appropriate box):</b>						
	<input type="checkbox"/> no surface water from the above premises drains to a public sewer <input type="checkbox"/> surface water only enters a public sewer from the above premises after passing through a trade effluent meter <input type="checkbox"/> 10% or more of the total chargeable area of the above premises does not drain to a public sewer. (Measured customers only.) <i>Note: Any single areas within a site, which when combined with other single areas, would comprise less than 10% of the whole site will not be considered as an excluded area.</i> and <input type="checkbox"/> surface water is taken away by the means shown on the diagram <b>The attached plan was prepared by (please tick appropriate box):</b> <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 >3000m <sup>2</sup> which is charging band 6 or greater. However, if such a plan is not available we will accept a detailed drawing that shows where the surface water drains to and includes all manholes, grids and approximate line of drains for the premises). <input type="checkbox"/> me in accordance with the guidelines explained within this factsheet <b>Access to the premises</b> <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						
<b>4</b>	<b>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>						
	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: <input type="checkbox"/> A copy of a paid invoice from the third party						
<b>5</b>	<b>This section of the claim form must be completed by all claimants</b>						
	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.						
	Signature (Customer):	Signature (Third party):					
	Print name:	Print name:					
	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.							

**Please enclose all supporting documentation and send it with this form to:  
United Utilities, PO Box 1259, Warrington WA4 9QZ**



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