

# An explanation of site area charging 2016/2017



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, as well as public roads and pavements. This service is shown on your bill as 'Surface water and highway drainage'.

The amount you pay for this service is directly related to the chargeable area of your premises that drains to the public sewer. The next section explains how we measure your chargeable area, and on page 2 we have included a diagram to help explain this in more detail.

## How we measure your chargeable area

Your chargeable area comprises the total site area of your premises (whether or not the surface is permeable) but excludes any permanently grassed, cultivated or landscaped areas where no surface water or ground water drains either directly or indirectly to a public sewer. Examples of excluded areas are playing fields, farmland, racecourses, sports grounds, golf courses, parklands or areas of land on which no building is by law permitted. Public highways are excluded from calculations where they fall within site boundaries.

Once your total chargeable area has been calculated, your premises will be placed in a particular site area charging band, which determines your bill (see the reverse of this factsheet for details on our charges). Please refer to a recent bill to see what site area charging band has been allocated to your premises.

## How to check your site area charging band

We work out your site area charging band using a number of information sources, from our own digital mapping systems to publically available Ordnance Survey maps.

You can check the map we have used to calculate your site area charging band via our website [unitedutilities.com/sitearea](http://unitedutilities.com/sitearea). You will need your account number or mapping reference number to access this service.

If, having viewed this information, you feel we have put your premises in the wrong site area charging band, please call us on **0345 072 6072**.

We'll ask you to submit your own alternative map, and may even make a site visit to do our own calculation.

## Tips for reducing your bill

There are a number of options worth considering to see whether it is possible to reduce your bill:

### (i) Find another way to drain your surface water

*Please note: claiming a reduction in the surface water drainage element of your bill will **not** affect your highway drainage charge.*

If you can find a practical way of draining your property, so that you don't need to use our sewer system, you could reduce the surface water drainage element of your bill.

For example, you may be able to drain your surface water directly into a nearby watercourse, such as a river or brook. You'll need permission from the Environment Agency or British Waterways before attempting this.

Another option is to construct a soak-away – a hole in the ground filled with stones or gravel. You then divert your surface water into the soakaway instead of the public sewer, allowing the water to drain away naturally. You'll need to speak to your local authority about building regulations and planning permission before going ahead.

If you can reduce the amount of surface water that enters the sewer you may be able to claim a reduction in your surface water drainage charges. Visit [unitedutilities.com/reducing-site-area-charges](http://unitedutilities.com/reducing-site-area-charges) for information and to download a claim form.

### (ii) Reduce the size of your chargeable area

*Please note: reducing the size of your chargeable area will reduce both the surface water drainage and highway drainage elements of your bill.*

Anything you can do to reduce the size of your chargeable area may help to send your bill in the right direction – down!

Remember that permanently grassed, cultivated or landscaped areas are not included in our site area calculations. If it is practical to convert an area, such as a car park, into a grassed area, then your property could qualify for a lower site area charging band. You can download a claim form by visiting [unitedutilities.com/sitearea](http://unitedutilities.com/sitearea).

### (iii) Be more water efficient

As you are charged for all the water that you use, then any efficiencies you make will reduce your water bill. However, what you may not realise, is that your wastewater charges are also based on your meter reading – so saving water will reduce both your water and your wastewater charges.

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



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

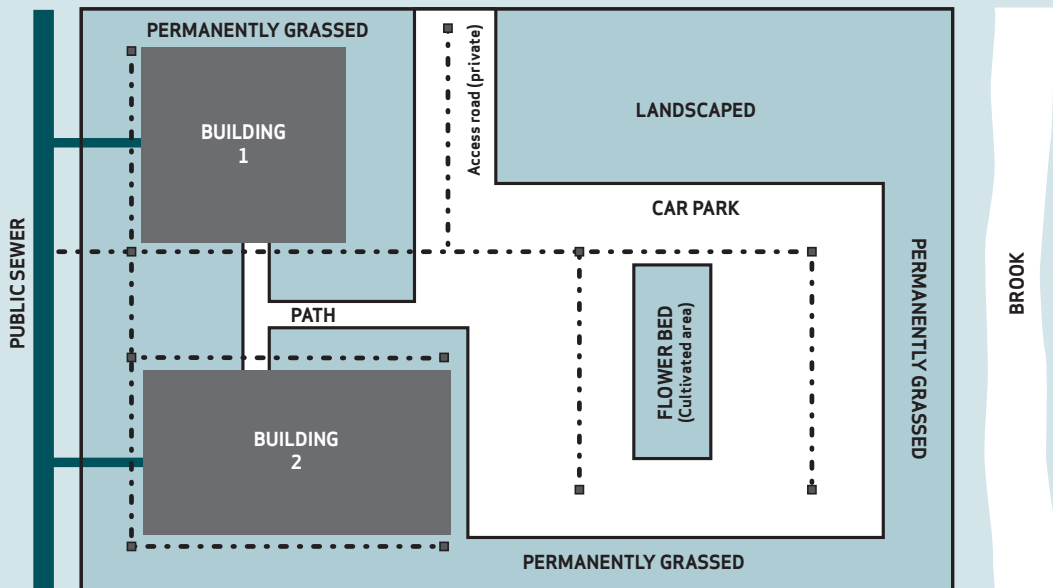


**0345 072 6072**  
Opening hours:  
8.30am-5.30pm  
Monday to Friday



**United Utilities**  
PO Box 1259  
Warrington  
WA4 9QZ

## Diagram showing how we calculate your site area charging band



Please note: the diagram above shows rainwater from the car park and buildings draining to the public sewer.

- - - - - Surface water drain
- Surface water grid/inspection chamber
- Foul sewerage drain
- Non-chargeable area

### How we calculate your chargeable area:

Building 1 - 250m<sup>2</sup>  
 Building 2 - 500m<sup>2</sup>  
 Car park and path - 800m<sup>2</sup>

**Total chargeable area = 1550m<sup>2</sup>**

(Site area band 5 for both surface water drainage and highway drainage)

You can find lots of water efficiency information on our website at [unitedutilities.com/efficiency-business](http://unitedutilities.com/efficiency-business)

Note in relation to points (ii) and (iii): if we agree to adjust your charges, the adjustment will be applied from the start of the charging year in which we receive a completed claim form, unless the change occurs during the current charging year when the adjustment will be applied from the date of the change.

### Our charges

Your charges for surface water drainage and highway drainage are structured into site area charging bands determined by the chargeable area (m<sup>2</sup>) calculated for your site. The charges for this year are shown in the table shown on the right.

### Surface water and highway drainage charges 2016/2017

Site area charging band	Chargeable area m <sup>2</sup>	Surface water drainage charge	Highway drainage charge	Surface water drainage & highway drainage charge
Band 1	Up to 124 m <sup>2</sup>	£87.69	£41.78	£129.48
Band 2	125 - 299 m <sup>2</sup>	£217.83	£103.77	£321.60
Band 3	300 - 649 m <sup>2</sup>	£485.46	£231.27	£716.73
Band 4	650 - 1,499 m <sup>2</sup>	£1,098.38	£523.27	£1,621.64
Band 5	1,500 - 2,999 m <sup>2</sup>	£2,297.42	£1,094.50	£3,391.91
Band 6	3,000 - 6,999 m <sup>2</sup>	£5,107.87	£2,433.41	£7,541.28
Band 7	7,000 - 11,999 m <sup>2</sup>	£9,704.36	£4,623.19	£14,327.55
Band 8	12,000 - 17,999 m <sup>2</sup>	£14,714.81	£7,010.18	£21,724.99
Band 9	18,000 - 24,999 m <sup>2</sup>	£21,091.44	£10,048.03	£31,139.47
Band 10	25,000 - 49,999 m <sup>2</sup>	£36,787.76	£17,525.81	£54,313.57
Band 11	50,000 - 74,999 m <sup>2</sup>	£61,313.27	£29,209.83	£90,523.10
Band 12	75,000 - 99,999 m <sup>2</sup>	£85,838.77	£40,893.86	£126,732.63
Band 13	100,000 - 124,999 m <sup>2</sup>	£110,364.27	£52,577.88	£162,942.16
Band 14	125,000 - 149,999 m <sup>2</sup>	£134,889.78	£64,261.91	£199,151.68
Band 15	≥150,000 m <sup>2</sup>	£159,415.76	£75,946.17	£235,361.94



### 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.