

Non-return to sewer claim form (non-household customers)



To make a claim, please complete all sections of this form, as appropriate. The completed form should be returned to:
United Utilities, PO Box 1259, Warrington, WA4 9QZ

Background

The sewerage volumetric charge assumes that on average 5 per cent of the metered water supplied to customers is not returned to a public sewer. This applies to all customers and is already reflected in the charge.

However if you occupy a non-household premises and can demonstrate that more than 5 per cent of the water supplied to you through your meter is not returned to a public sewer, please complete this form and return to the address shown above.

Customer details										
Account number (You can find this on your water bill)										
Name										
Address of premises for which application is made										
Telephone number										
Person to contact										
Third party details										
Name										
Address										
Telephone number										
Person to contact										

Details of claim

I discharge a trade effluent* that may not yet be subject to a consent issued by the company.

* As defined in section 141 of the Water Industry Act, trade effluent is

- any liquid, with or without particles of matter in suspension in the liquid, which is wholly or partly produced in the course of any trade or industry carried out on trade premises.
- in relation to trade premises, this means any such liquid which is produced in the course of any trade or industry carried on at those premises, but does not include domestic sewage.

For further information please contact us via TEQUERY@uuplc.co.uk or on **01925 537306**.

Please send me the necessary paperwork so that I may submit a trade effluent application.

NB: A non-return to sewer allowance does not apply to customers discharging a trade effluent.

Details of claim		
A	I do not discharge a trade effluent but use a significant amount of water in production processes. This water is subsequently not discharged to a public sewer.	<input type="checkbox"/>
B	I use water for irrigating recreational areas. This water is subsequently not discharged to a public sewer.	<input type="checkbox"/>
C	I use a significant volume of water for other purposes. This water is subsequently not discharged to a public sewer.	<input type="checkbox"/>

If you have ticked box **A**, **B** or **C** please complete the information overleaf.

Details of claim (continued) Please ONLY complete the information below if you have ticked box A, B or C previously

i)	Nature of business				
ii)	Please provide details about what the water is used for				
iii)	Calculation of volume of water not returned to sewer: please provide an accurate calculation, as failure to do so will result in your application being delayed or possibly rejected.				
	Water Used (Your water bill can be used as reference for the water used)	Cubic metre (m ³) per annum	Main or sub meter	Serial number, if main meter	Meter reading, if main meter
	Meter 1				
	Meter 2				
	Meter 3				
	Meter 4				
	Total water used (A)				
	Water not returned to sewer	Cubic metre (m ³) per annum	Basis of calculation		
	Water used in production				
	Evaporation losses				
	Wastewater removed from site (e.g. tankered to treatment works)				
	Irrigation				
	Other (please state)				
	Total water not returned to sewer (B)				
	Water not returned to sewer as % of total water (C)		To calculate, divide (B) by (A) and multiply by 100		
	Less 5 per cent already built into your charges	5%	Where applicable		
	Net amount being claimed (D)		To calculate, subtract 5 from (C)		

If necessary, please provide any further supporting documentation about the water not returned to the sewer. If we are unable to calculate the allowance based on the information provided, you will be advised that a sub meter will be required to determine an accurate allowance. This would have to be arranged at your expense.

Access to the premises

I agree to allow an authorised representative of United Utilities on to the above premises at any reasonable time to check the basis of the non-return to sewer calculation

Adjustment of charges

If your claim is successful, any adjustment in charges will be granted from the date we receive the claim. This is subject to the claim form being received by United Utilities, at the address shown overleaf, within 14 days of the date you have signed the claim form.

Declaration

I declare that the information I have given is correct to the best of my knowledge and belief and understand that if I have knowingly given any false information I may be liable to prosecution.

I undertake to notify United Utilities if any circumstances that may affect this claim should change, and I acknowledge that United Utilities will review the allowance in the future.

Customer's signature		Third party's signature	
Print name		Print name	
Position in company		Position in company	
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 and a letter of authority.