

# Charges



**Issued by:**  
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Further copies can be obtained by ringing 08457 500 500

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# Your water charges

In this booklet we will briefly explain

- What we do
- How we charge you – households and non-households
- WaterSure (formerly the Vulnerable Household scheme)
- How to pay
- What to do if you are unhappy about the service you have received
- How to contact us – useful contact numbers and addresses

## What we do

We serve over eight million people across the heart of Britain. We supply drinking water to the highest standards in Europe – some two thousand million litres every day. We take away the used water and treat it again at one of over a thousand sewage works before putting it safely back into the environment.

We are investing more than £400 million a year to improve services to customers. This includes making even more high quality water available, improving sewers to stop flooding and cleaning up our rivers.

In fact since privatisation, we have invested over £6 billion – over £2,000 for each and every home we serve. As a result, customers are getting their best ever quality drinking water and supplies are secure, irrespective of what the climate has in store. Hundreds of homes are safe from flooding as a result of improvements in our sewers. Rivers in the Midlands are now much cleaner than before, thanks to our investment in new facilities for cleaning the community's used water.

Investment levels now are slightly lower than the years immediately after privatisation, when we had a number of major programmes which had to be completed quickly to make up for years of under investment. Nonetheless, we continue to spend at levels much higher than those seen in the days of public ownership. We will continue to spend money wherever necessary to ensure all our customers receive high quality services, whilst keeping bills amongst the lowest in the country.

## How we charge you

We charge the majority of our customers either

- Unmeasured charges
- Measured charges

### Unmeasured charges

If your property was built before April 1989 it is likely that you will be paying unmeasured charges. Unmeasured charges are all based on the 1989/90 rateable value of the property. As there are differences in the average levels of rateable value throughout our area, we vary the charge according to the area (or zone) you live in. If you have moved house, we will continue to charge for your new house in the same way that we did for the previous occupier. All non-household properties are required to be metered.

Your unmeasured charges are made up of three elements:

#### Unmeasured water supply

- This covers the costs of providing water to the property, a minimum charge applies.

#### Used water

- This covers the cost of removing, treating and/or disposing of the used water from your property.

#### Surface water drainage

- This covers the cost of draining rainwater from your property. If none of your rainwater drains to the public sewer then you will be exempt from this element of your charges. The effective date of any claim will normally be 1 April of the charge year.

## Your choice to be metered

If you are a household customer who pays unmeasured water service charges you can choose to have a water meter installed and pay for the amount of water you actually use.

Our preferred place to fit the meter is inside your property, normally where the water supply pipe enters the house. We will do this free of charge. However, where this is not possible we will consider installing the meter outside your property, provided that this is practicable and does not involve unreasonable expense.

You may choose an alternative location, such as elsewhere inside your property or in an external boundary box, provided that we agree that it is an appropriate location for the meter, that it is reasonably practicable and that you pay for any additional expenses incurred.

This will be explained to you when you apply for a meter. It is our aim to install a meter in your property within six weeks of receiving your application. If we fail to do so, we will use the first meter reading as a basis for back dating your charges to six weeks after we received your application. This will ensure that you still receive the full benefits of metering.

There will be circumstances where metering is not reasonably practicable or involves unreasonable expense and therefore we will not fit a meter. If this is the case, you can opt to pay by an assessed volume related charge, based on type of property, instead of unmeasured charges. Alternatively you can make all the necessary alterations to the pipe work yourself so that a meter can be fitted. For blocks of flats, if meters cannot be fitted individually, it is possible for a group to have a legally binding agreement that a single meter is fitted. Any disputes regarding our refusal to install a meter can be referred for resolution to the Water Services Regulation Authority (Ofwat). (For their address see the useful contact numbers and addresses section.)

The change in charging basis from unmeasured to measured will be effective from the date of installation of the meter. Your charges for the supply of clean water and the removal of used water will be based on meter readings. The surface water drainage charge will be based on the type of property. If you decide that metering is not for you, you have a maximum of 30 days after issue of the second, six monthly bill, in which to request returning to an unmeasured basis of charge, providing the rateable value of your property is still valid.

If you wish to apply to pay your charges on a measured basis, you can do so on our website, [www.stwater.co.uk](http://www.stwater.co.uk), by email to [customer.relations@severntrent.co.uk](mailto:customer.relations@severntrent.co.uk), or by telephoning or writing to the address shown in the useful contact numbers and addresses section.

## Assessed volume charges

For household properties that have been substantially altered making the rateable value invalid, you can opt to have a meter installed (see your choice to be metered) but if you do not, or if it is not reasonably practicable or is unreasonably expensive to fit a meter, you will be charged on an assessed volume charge banded according to type of property.

For household properties where the customer wishes to be metered but due to the practicality or to unreasonable high cost, we will not fit a meter, you can opt to pay the assessed volume charge.

For non-household properties where meter installation is not reasonably practicable or is unreasonably expensive, an assessed volume charge will apply, banded by type of business.

## Measured charges

If your property was built after April 1989 you will be paying for water services on a measured basis. Householders that opted, at their present address, for a meter before 1 April 1996 can revert to paying by rateable value provided that the property still has a valid rateable value. Householders that opted, at their present address, for a meter after 1 April 2000 can revert to paying by rateable value at any time prior to the twelve month anniversary of the meter having been installed or 30 days after receipt of a second six monthly measured bill, provided that the property still has a valid rateable value. Properties that have a swimming pool or where you use an automatic garden watering device (i.e. a hosepipe not held in the hand) must be metered. Household measured bills are sent half yearly. All non-households are required to be metered.

### Three elements of measured charges apply:

- **Water supply charge**

This is based on the volume of water supplied to the property, measured by the meter. In addition we levy a standing charge which is based on the meter size. This covers the extra cost of reading, billing and maintaining the meter and eventually replacing it.

- **Used water**

This is also based on the volume of water used and measured by the meter. In addition there is a standing charge (see water supply). For most customers we assume that the volume of 'water in' is the same as the volume of 'water out', i.e. returned to sewer. The unit charge has been set at a level that reflects 'normal losses'. This covers miscellaneous non-returns to the sewer, eg evaporation from cooking, clothes washing, bathing, hot water equipment and garden watering. If you believe that you have more than 'normal losses', and can prove this by measurement, you can claim a reduction in the volume of used water.

- **Surface water drainage**

This is normally based on the 1989/90 rateable value of the property and covers the costs of draining rainwater from the property.

However, new properties or other properties without a valid 1989/90 rateable value and customers that have chosen to have a meter will pay for surface water drainage by property type charge. This charge is in three bands, depending on whether the property is a detached property, a semi-detached property or any other type of property.

Existing metered household customers who are currently paying for surface water drainage by rateable value can choose to pay by property type instead. The start date of this change will be from the date of application.

All non-household properties will pay for this element of the charge by a banded charge according to their total site area (see Scheme of Charges). The three exemptions to this are schools, hospitals and places of religious worship; these properties are charged by rateable value.

If you can show that your property has no surface water draining to the public sewer, you will be exempt from this element of the charge. Any claims will normally be backdated to 1 April of the charging year in which the claim is made.

If you pay someone else for part of your surface water drainage (eg British Waterways) you may be entitled to claim a reduction from us. Further information, including an application form can be obtained from the address shown in the useful contact numbers and addresses section.

If you are a householder and there is a leak on your supply after the meter, you may be entitled to have your bill adjusted, provided you have repaired the leak quickly and it was not due to your negligence. Only one adjustment will be given and this will only affect the latest bill. Where a customer can demonstrate to us that water lost through leakage has not returned to the sewer, we will also consider a non-return to sewer allowance. Further information can be obtained from the address shown in the useful contact numbers and addresses section.

In addition to the used water charges, if you carry on a trade that deposits more than just a domestic type of effluent down our sewers, you will be charged according to the strength of the effluent. For more information on this tariff see our Scheme of Charges for Trade Effluent that explains the tariff in greater detail.

## WaterSure (formerly the Vulnerable Household scheme)

If you are a metered customer and you or a person living with you falls into one of the following categories you may qualify for the special arrangements, called WaterSure, that apply to vulnerable households under the Water Industry (Charges) (Vulnerable Groups) Regulations 1999.

These arrangements mean that, where you use a lot of water, you need not pay more than the average household bill for our region.

To have your bill capped in this way you need to fall into one of two categories:

You, or a person living with you, must be entitled to receive one or more of the following:

- Council tax benefit
- Housing benefit
- Income support
- Working tax credit
- Child tax credit (except families in receipt of the family element only)
- Income based job seeker's allowance
- Pension credit and either
- Be entitled to receive child benefit for three or more children under the age of nineteen who reside in the premises

or

- Have been diagnosed as suffering from one or more of the following:
  - desquamation
  - weeping skin disease
  - incontinence
  - abdominal stoma
  - Crohn's disease
  - ulcerative colitis
  - renal failure requiring dialysis at home  
(provided that no contribution to the cost of the water consumed in the process is made by the health authority)
  - any other medical condition as certified by a registered medical practitioner that requires the use of a significant amount of extra water and is obliged as a result to use a significant amount of extra water.

If you use a garden sprinkler or automatic garden watering device or have a swimming pool, you will not be eligible for this tariff. Further information on these arrangements and the required application form can be obtained from us by telephoning or writing to the address shown for general enquiries in the useful contact numbers and addresses section.

## How to pay

Unmeasured bills are normally sent out in February/March each year with two payment stubs due on 1 April and 1 October. Customers can elect to pay instead by eight monthly amounts commencing normally on 1 April or such other date as agreed. Persons experiencing difficulty with payment should contact us immediately where the possibility of more frequent payments can be arranged (eg fortnightly or weekly).

Measured bills are normally sent to households, six monthly, in arrears and are due on demand. However, budget arrangements can be made with us. Persons experiencing difficulty with payment should contact us immediately where the possibility of more frequent payments can be arranged (eg fortnightly or weekly). Non-households may be billed more frequently; monthly, quarterly or half yearly, depending on the volume of water used.

Payments may be made:

- By direct debit (at no extra cost)
- By debit or credit card by ringing 08457 500 500 (at no extra charge for payment by debit card but credit card payments will be subject to an additional charge equivalent to the charge payable by the Company to the credit card provider)
- By cash at a PayPoint outlet (at no extra charge)
- At Lloyds Bank (at no extra charge for payment by cheque but a charge may be made for cash payments) or at your own bank (ask the bank if a charge is payable)
- At a Post Office using the payment slip on a bill or a reminder notice (the Post Office will make a charge for this)
- At a Building Society (ask your own society for details)
- Through Girobank, if you have an Alliance and Leicester Girobank account
- By post to the address on your bill
- By internet banking, using e-payment facilities of your bank or building society
- Electronically by debit card (using Alliance and Leicester Commercial Bank's Bill Pay service) via our website: [www.stwater.co.uk](http://www.stwater.co.uk). We may extend this service to also cover payment by credit card; if we do so there will be an additional charge for credit card payments equivalent to the charge we pay to the credit card provider.

Please note that none of the organisations referred to above acts as our agent.

## What to do if you are unhappy about the service you have received

If you feel your initial enquiry has not been properly answered or you still have a problem which our staff cannot resolve please telephone, email or write to our Duty Manager. If you are still not satisfied, you can have your enquiry reviewed by our Customer Service Team.

Please write to:

Severn Trent Water Ltd  
Sherbourne House  
St. Martin's Road  
Finham  
Coventry  
CV3 6SD

Telephone:

**08457 500 500**

email:

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



## Taking the process further

If you have had your complaint fully reviewed by us and you remain dissatisfied, you can ask for an independent review by calling the Consumer Council for Water Central (CCWater Central) on **08457 023 953** (local call rates) or **0121 345 1017** or by writing to:

**Consumer Council for Water Central**  
1st Floor  
Victoria Square House  
Victoria Square  
Birmingham  
B2 4DL

or via email to: [central@ccwater.org.uk](mailto:central@ccwater.org.uk)

or via their website on: [www.ccwater.org.uk](http://www.ccwater.org.uk)

If you are unhappy with the way in which your complaint has been handled locally, the Consumer Council for Water (CCWater) also based at Victoria Square House will consider matters. The Consumer Council for Water will advise customers about the dispute resolution powers that Ofwat may have regarding their complaint. Ofwat can be contacted by writing to the following address:

**Ofwat**  
Centre City Tower  
7 Hill Street  
Birmingham  
B5 4UA

or by telephoning:

**0121 625 1300**

If you only receive sewerage services from us, your water may be supplied by South Staffordshire Water Plc, in which case you should contact us if you have a query about your sewerage service and South Staffordshire Water if you have a query about your water supply or bills.

Their address is:

**South Staffordshire Water Plc**  
Green Lane  
Walsall  
WS2 7PD

Telephone:

Billing enquiries **0845 607 0456**  
Supply queries **0800 389 1011**

## Useful contact numbers and addresses

### General enquiries (including copies of any leaflets)

Website: [www.stwater.co.uk](http://www.stwater.co.uk)

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

Tel No: **08457 500 500** (charged at local rates)

Address: Severn Trent Water Ltd  
Sherbourne House  
St Martin's Road  
Finham  
Coventry  
CV3 6SD

Office hours: Monday – Friday 08:00 hrs – 20:00 hrs  
Saturday 08:00 hrs – 13:00 hrs

### Meter options applications and information

Website: [www.stwater.co.uk](http://www.stwater.co.uk)

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

Tel No: **08457 090 646** (charged at local rates)

### Queries on water quality, pressure, supply, sewerage or leaks

Tel No: **0800 783 4444** (24 hour free phone)

### Billing enquiries for account managed industrial and commercial customers

Tel No: **08456 033 222** (charged at local rates)

Address: Severn Trent Water Ltd  
Sherbourne House  
St Martin's Road  
Finham  
Coventry  
CV3 6SD

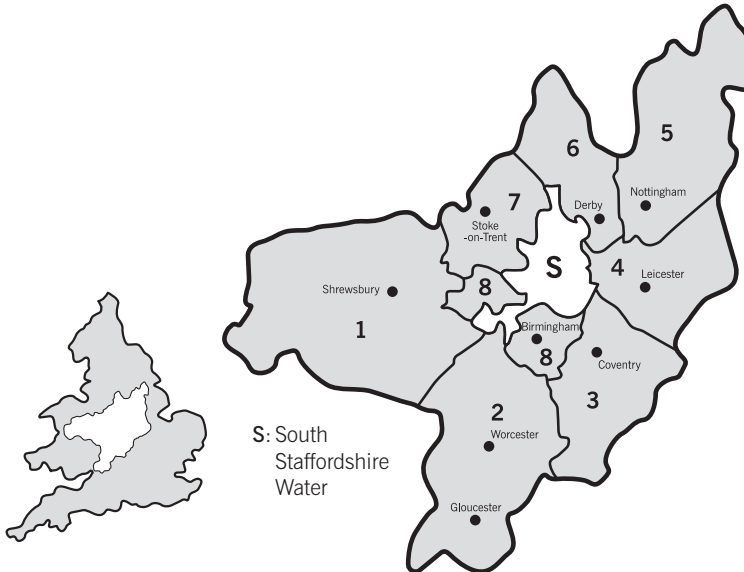
Fax No: **01332 886 570**

Email: [business.direct@severntrent.co.uk](mailto:business.direct@severntrent.co.uk)

Office hours: Monday – Friday 08:00 hrs – 17:00 hrs

## Charging zones for unmeasured charges

For unmeasured charges we use eight charging zones to reflect the differences in the rateable values of similar properties within our region. This map provides a guide to the areas covered by each zone. The area marked 'S' is where the water supply is provided and charged for by South Staffordshire Water plc.



## Summaries of unmeasured and measured tariffs

The following four pages provide a simple illustration of how our charges are applied according to the characteristics of the individual customer. Measured tariffs are shown in more detail starting on page 14.

### VAT

VAT will be added to water supply charges (including water for construction) raised to industrial customers who are defined within divisions 1-5 of the Standard Industrial Classification List 1980 (SIC). Water supply charges to all other customers are zero rated for VAT purposes.

Charges for sewerage services provided by Severn Trent Water are zero rated to all customers.

# Unmeasured tariffs

(Asterisk\* indicates tariffs applicable)

Service Details	Unmeasured water supply	Full unmeasured sewerage	Surface water drainage	Used water
1. Connected for water supply, all sewage drains to public sewer	*	*		
2. Connected for water supply, all sewage drains to cesspool or septic tank (no connection to public sewer)	*			
3. Connected for water supply, foul sewage drains to a public sewer but surface water drains from the property to a soakaway.	*			*
4. No connection for water supply, surface water drains from property to public sewer			*	

## Unmeasured tariffs

Scale of charges 2008/2009

Charging zone	Unmeasured water supply (Notes i and ii)	Full unmeasured sewerage	Used water	Surface water drainage (Note iii)
	Pence/£RV	Pence/£RV	Pence/£RV	Pence/£RV
1	88.89	86.93	55.25	31.68
2	79.98	73.21	46.56	26.65
3	77.57	77.14	48.85	28.29
4	81.05	83.65	53.11	30.54
5	93.18	97.59	61.87	35.72
6	96.94	94.51	59.96	34.55
7	97.61	92.10	58.45	33.65
8	77.57	76.60	48.32	28.28

Notes:

- (i) Properties liable for unmeasured water supply charges are subject to a minimum charge of £73.80 per annum.
- (ii) Garages and car spaces liable for unmeasured water charges and within the rateable value range £1-£30 are not subject to the minimum charge.
- (iii) Surface water drainage is subject to a maximum charge of £99,678.96 pa.

# Measured tariffs

(Asterisk\* indicates tariffs applicable)

Service Details	Measured water supply (Note a)	Measured used water	Surface water drainage (Note b)
1. Connected for water supply, all sewage drains to public sewer	*	*	*
2. Connected for water supply, all sewage drains to cesspool or septic tank (no connection to public sewer)	*		
3. Connected for water supply, used water drains to public sewer and surface water drains to soakaway	*	*	
4. No connection for water, surface water drains to public sewer.			*

Notes:

- (a) For the purpose of identifying liability for sewerage charges the metering of water supply from an abstracted water source (well or borehole) may be substituted in the measured water supply column.
- (b) Customers can opt to pay surface water drainage by a fixed charge (see page 17) instead of by pence per £RV.

## Measured tariffs

Scale of charges 2008/2009

Charging zone	Measured water supply (Note a)	Measured used water (Note b)	Surface water drainage (Note c)
	Pence/m <sup>3</sup>	Pence/m <sup>3</sup>	Pence/ERV
1	122.01	81.20	31.68
2	122.01	81.20	26.65
3	122.01	81.20	28.29
4	122.01	81.20	30.54
5	122.01	81.20	35.72
6	122.01	81.20	34.55
7	122.01	81.20	33.65
8	122.01	81.20	28.28

Notes:

- (a) Water supply chargeable meters are subject to a standing charge related to meter size. The charge stated is for consumption up to and including 9,999m<sup>3</sup>. For larger volumes see tariff on page 14.
- (b) The used water charge stated is for consumption up to and including 49,999m<sup>3</sup>. For larger volumes see tariff on page 16.
- (c) Surface water drainage
  - (i) Customers can opt to pay surface water drainage by a fixed charge (see page 17) instead of by pence per ERV.
  - (ii) For surface water drainage a maximum charge of £99,678.96 pa applies.

# Unmeasured assessed tariffs 2008/2009

## 1. Water supply

Households	pa
Terraced/ Flat	£153.24
Semi-detached	£186.68
Detached	£223.16

Non-household

Assessed volume at standard rate per cubic metre (see page 14).

## 2. Used water

Households	pa
Terraced/ Flat	£101.99
Semi-detached	£124.24
Detached	£148.51

Non-household

Assessed volume at standard rate per cubic metre (see page 16).

Note:

In addition to the assessed used water charge, a surface water drainage charge also applies (see page 17).

The above tariffs apply from 1 April 2008.



# Measured water supply tariffs 2008/2009

## 1. Volume

For customers whose annual consumption is:

	Up to 9,999m <sup>3</sup>		122.01 p/m <sup>3</sup>
Intermediate user	10,000 - 49,999m <sup>3</sup>	- Peak (May - Sept)	123.66 p/m <sup>3</sup> *
		- Off Peak (Oct - April)	68.50 p/m <sup>3</sup> *
Large user	50,000m <sup>3</sup> and over	- Peak (May - Sept)	81.47 p/m <sup>3</sup> **
		- Off Peak (Oct - April)	43.65 p/m <sup>3</sup> **
Eco 250 Plus	250,000m <sup>3</sup> and over	- Peak (May - Sept)	79.11 p/m <sup>3</sup> **
		- Off Peak (Oct - April)	42.38 p/m <sup>3</sup> **

\* Plus an annual standing charge of £3,034.28

\*\* Plus an annual standing charge of £19,100.68

## 2. Standing charges

Meter Size	Standing charge pa
15mm	£22.21
22mm	£31.76
30mm	£43.07
42mm	£60.29
50mm	£83.17
80mm	£128.65
100mm	£217.08
150mm	£499.68
200mm	£629.42
250mm	£759.29
300mm	£827.92

Note: All standing charges are levied pro rata on a daily basis. The above tariffs apply from 1 April 2008 except for monthly billed customers. For these customers the above tariffs apply from the first complete meter reading on or after 1 April 2008.

## Measured water supply tariffs 2008/2009 (continued)

### 3. Standby tariff

#### A. Capacity charge

Payable irrespective of whether any water is actually supplied by us.

Notified Volume m <sup>3</sup> per year	Peak (May-Sept) p/m <sup>3</sup>	Off-peak (Oct-Apr) p/m <sup>3</sup>	Standing Charge £pa
0-9,999	119.73	45.40	–
10,000-49,999	89.41	34.25	1,920.14
50,000+	59.65	21.83	11,771.54

Any volume that is actually used is charged at the rates in Table B below.

#### B. Volume charge

Payable with regard to all water supplied by us irrespective of the notified volumes.

Volume supplied m <sup>3</sup> per year	Volume Charge p/m <sup>3</sup>	Standing Charge £pa
0-9,999	45.40	–
10,000-49,999	34.25	1,115.00
50,000+	21.83	7,325.00

If the volume used exceeds the notified volume, we are entitled to levy (excluding fixed charge) a charge of twice the notified volume charge shown in Table A above (excluding fixed charge). For the first 10% exceedance of the notified volume in either the peak or the off peak season, we may apply a reduced charge of one times the notified volume charges shown in Table A above.

### 4. WaterSure (formerly the Vulnerable Household charge)

Capped at £151.00pa

## Measured sewerage tariffs 2008/2009

### 1. Used water

For customers whose annual consumption is:

up to 49,999m <sup>3</sup>	81.20 p/m <sup>3</sup>
50,000 - 249,999m <sup>3</sup>	78.84 p/m <sup>3</sup>
250,000 and over	75.06 p/m <sup>3</sup>

### 2. Standing charges

Meter Size	Charge pa
15mm	£11.36
22mm	£16.64
30mm	£22.36
42mm	£31.42
50mm	£43.12
80mm	£66.95
100mm	£113.14
150mm	£260.48
200mm	£328.37
250mm	£396.12
300mm	£431.79

Note: Standing charges are levied pro rata on a daily basis. The above tariffs apply from 1 April 2008 except for monthly billed customers. For these customers the above tariffs apply from the first complete meter reading on or after 1 April 2008.

### 3. WaterSure (formerly the Vulnerable Household charge)

Capped at £149.00 pa with surface water.

For those properties without surface water, the relevant property type surface water drainage charge (see page 17) is deducted from this charge.

## Measured sewerage tariffs 2008/2009 (continued)

### 4. Surface water drainage charges

For household properties the level of charge will be banded according to the type of property:

Band	Property type charge pa
1 (Flat, Terrace)	£26.49
2 (Semi-detached)	£53.11
3 (Detached)	£79.60

For non-household properties, the fixed charge will be banded according to site area.

Area (m <sup>2</sup> )	Band	Site area charge pa
0-20	1	£8.79
21-99	2	£46.85
100-199	3	£93.69
200-299	4	£146.80
300-499	5	£234.64
500-749	6	£371.73
750-999	7	£521.05
1,000-1,499	8	£729.75
1,500-1,999	9	£978.23
2,000-3,999	10	£1,668.18
4,000-7,499	11	£3,207.00
7,500-9,999	12	£4,888.09
10,000-14,999	13	£6,973.78
15,000-19,999	14	£9,776.17
20,000-24,999	15	£12,578.83
25,000-29,999	16	£15,381.23
30,000-34,999	17	£18,157.81
35,000-39,999	18	£21,116.46
40,000-44,999	19	£24,048.88
45,000-49,999	20	£26,982.24
50,000-99,999	21	£42,172.09
100,000 and over	22	£99,678.96

For properties not connected to the public sewer for surface water drainage, this charge does not apply. Please note the above tariffs apply from 1 April 2008.

## Water supply connection charges 2008/2009

Application Fees (to be paid at the time of making the application and are non-refundable).

### Standard service connections – Off Site up to 32mm external diameter MDPE

Full quotation .....£120.00/application

Note: The VAT exclusive value of the off-site connection application fee will be offset against our quotation for the connection charge

For a requotation .....£37.60/connection

### Large diameter connection (pipe size larger than 32mm external diameter)

Development Enquiry (for when site is being purchased).....£111.20

Full quotation (for when design is complete) .....£256.30

Requotes (for when there are design changes such as change in no. of properties  
or point of connection) .....£120.25

### New Water Mains

Requisition or application to self lay a new water main.....£360.00

For a requotation – Development Site connections .....£3.70/connection

Note: The above charges are inclusive of VAT at 17.5%

# Connection charges

Development sites (where connection is to a new main laid on-site to serve premises)

Type of surface Up to 32mm dia  
(external pipe diameter)

**1. No excavation (specific conditions apply)**

Connection to main, controlling tap at boundary, supply and fit of external boundary box  
water meter and up to 12m of pipework .....£240.50  
Supplementary charge per metre run over 12 metres.....£8.95

**2. Building site (connection within the curtilage of a building site but final surface is not in place and no permanent reinstatement above basecourse is needed)**

Connection to main, controlling tap at boundary, supply and fit of external boundary box  
water meter and up to 12m of pipework .....£480.25  
Supplementary charge per metre run over 12 metres.....£24.30

**3. Self connection (on development sites only and where laid under an agreement by Lloyds WIRS accredited contractor)**

Administration, site inspection, supply of external boundary box water meter  
(meter fitted by customer), meter audit checks .....£50.55

**4. Contaminated land (where protected pipework has to be used)**

An extra overcharge per connection for up to 12 metres of pipework .....£96.25

**5. Meter fit flats (where a single supply is provided to multiple properties, typically flats and apartments) and where an internal meter has to be installed in a household premises**

Administration, supply and commission of internal water meter (meter fitted by customer)  
Charge per unit .....£76.80  
Supplementary charge if customer requests STW to fit the internal water meter .....£39.05

**6. Multiple manifold connections (up to 12m of service pipework, excavate, lay and backfill only)**

Uncontaminated land – 4 port manifold connection charge .....£1,112.00  
– 6 port manifold connection charge .....£1,798.00

**7. Common Billing Agreement (where agreed single supply to multiple occupied property with shared use of water, typically retirement flats and apartments)**

Administration fee for preparation of the legal agreement.....£190.00

**8. Commissioning of external boundary box water meter**

Administration, commission of the meter, meter audit checks .....£36.00

## Notes:

- (i) Where ducts are provided and the ends marked, the charge for the surface at the ends of the duct applies
- (ii) Where more than one service, up to a maximum of three, are laid in the same trench, the rate for the surface excavated applies to the first service, the others will be at the 'no excavation' rate
- (iii) Charges for connections larger than 32mm external MDPE are available at the time of connection application
- (iv) Where a meter is NOT required such as replacement supplies, an allowance of £68.00 will be given
- (v) Where an internal meter has to be fitted to household premises then the additional charges in item 5 will apply
- (vi) VAT will be added to the above connection charges unless the property to be connected is a new dwelling or other qualifying building under construction.

## Off Site Connections

(where connection will be made to an existing water main usually located in the public highway)

Note: The charges below do not include the costs associated with complying with the Traffic Management Act 2004. Costs, such as Highway Permits, 3 or 4 way lights, working out of normal hours, road closures, extra reinstatement, etc will be charged as supplementary TMA charges.

Type of surface	Up to 32mm dia (external pipe diameter)
<b>1. No excavation (specific conditions apply)</b>	
Connection to main, controlling tap at boundary, supply and fit of external boundary box	
water meter and up to 12m of pipework .....	£240.50
Supplementary charge per metre run over 12 metres.....	£8.95
<b>2. Unmade (existing main is located in grass highway verge)</b>	
Connection to main, controlling tap at boundary, supply and fit of external boundary box	
water meter and up to 12m of pipework .....	£411.45
Supplementary charge per metre run over 12 metres.....	£14.15
<b>3. Complete (under footpath only)</b>	
Connection to main, controlling tap at boundary, supply and fit of external boundary box	
water meter and up to 12m of pipework .....	£495.80
Supplementary charge per metre run over 12 metres.....	£42.65
<b>4. Complete (work extends into/under a roadway, highway surface is fully constructed)</b>	
Connection to main, controlling tap at boundary, supply and fit of external boundary box	
water meter and up to 12m of pipework .....	£516.80
Supplementary charge per metre run over 12 metres.....	£58.25
<b>5. Contaminated land (where protected pipework has to be used)</b>	
An extra overcharge per connection for up to 12 metres of pipework .....	£96.25

6. **Meter fit flats (where a single supply is provided to multiple occupied properties, typically flats and apartments) and where an internal meter has to be installed in a household premises**  
Administration, supply and commission of internal water meter, (meter fitted by customer)  
Charge per unit .....£76.80  
Supplementary charge if customer requests STW to fit the internal water meter.....£39.05
7. **Multiple manifold connections (4 port or 6 port manifolds in existing road or footpath and up to 12m of pipework, excavation, lay, backfill and reinstatement) .....**cost provided at the time of application
8. **Common Billing Agreement (where agreed single supply to multiple occupied property with shared use of water, typically retirement flats/apartments)**  
Administration fee for preparation of the legal agreement .....£190.00
9. **Land Entry Notice (obtain a land entry approval).....**£223.00
10. **Commissioning of external boundary box water meter**  
Administration, commission of the meter, meter audit checks.....£36.00

Notes:

- (i) Where ducts are provided and the ends marked, the charge for the surface at the ends of the duct applies
- (ii) Where more than one service, up to a maximum of three, are laid in the same trench, the rate for the surface excavated applies to the first service, the others will be at the 'no excavation' rate
- (iii) Charges for connections larger than 32mm external MDPE are available at the time of connection application
- (iv) Where a meter is NOT required such as replacement supplies, an allowance of £68.00 will be given
- (v) Where an internal meter has to be fitted to household premises then the additional charges in item 6 will apply
- (vi) VAT will be added to the above connection charges unless the property to be connected is a new dwelling or other qualifying building under construction.



## Self laying of mains and services charges 2008/09

Design and site inspection charges for mains supplying new housing

### 1. STW carry out the on-site design

No of properties	Technical appraisal £	On-site design by STW £	Total design fee £	Layout change £
0-60	161.53	603.57	765.10	104.30
61-150	161.53	659.07	820.60	104.30
151-200	213.70	737.33	951.03	185.00
201-500	267.07	737.33	1,004.40	235.00

Note: Layout changes will be charged on the nearest number of affected properties.

### 2. WIRS Accredited Contractor carries out the on-site design

The technical appraisal charges as above will apply

Checking of Contractor's on-site design ....£130.00 plus an additional £0.25 per metre of new main

Note: If a contractor's submitted design does not meet our requirements a repeat checking fee based on the above will be payable in advance

### 3. Site inspections

Where estimated cost of on-site mains is less than £13,500 a deminimus charge of .....£332.50

Where estimated cost of on-site mains is more than £13,500 .....2.5% of estimated mains cost

## Design and inspection charges for mains supplying non-domestic sites

### 1. Technical appraisal

For industrial/commercial developments a minimum charge of .....£318.00

### 2. Checking of contractor's design

A charge of £130.00 plus an additional charge of £0.25 per metre of new main

### 3. Site inspection

A charge of £130.00 plus an additional charge of £0.85 per metre of new main

## Other charges for both domestic and non-domestic sites

### 1. Charge for bacteriological samples

For each sample taken .....£71.80

### 2. Mains connection and on-site interruptions

Connection requiring a road crossing .....£2,775.00

On-site connection (mains extension) .....£1,330.00

Note: The above amounts are typical values, actual charges will be assessed on a site specific basis

### 3. Security for duration of 24 months defects liability period

A Surety or cash deposit is required, typically .....10% of estimated mains cost

### 4. Legal and administration fees

Preparation of self lay agreements and administration of scheme .....£306.65

### 5. Service connection charges

Administration, site inspection, supply of external boundary box water meter

(meter fitted by customer), meter audit checks .....£50.55

### 6. Repeat visits

Abortive visits, inspection failures .....£65.00

Note: VAT at 17.5% will be added to all of the above self lay charges.

## Development enquiry assessments (for when site is being purchased)

### 1. Up to 7 household properties (self contained, no communal areas)

Water supply only enquiry charge .....£76.65

Sewerage only enquiry charge .....£90.40

Combined enquiry charge .....£149.95

### 2. Over 7 household properties and all non household/commercial developments

Water supply only enquiry charge .....£139.00

Sewerage only enquiry charge .....£183.10

Combined enquiry charge .....£302.35

Note: The above charges are inclusive of VAT at 17.5%.

## Supervision of sewer connection charges 2008/09

The charges below are applicable to those lateral drain and sewer connections that are self constructed by the applicant. They are payable at the time of application and are outside the scope for VAT purposes.

1. For a connection with only one length of lateral drain or sewer and where the connection is located in the public highway
 

Supervision within normal working hours .....	£405.00
Supplementary charge when supervision outside normal hours .....	£92.00
  
2. For a connection with more than one length of lateral drain or sewer and where the connection is located within the public highway, in addition to the charges above for the first length of lateral drain or sewer (from the demarcation chamber), there will also be a charge for each additional length of drain or sewer.
 

Supervision within normal working hours .....	£83.00
Supplementary charge when supervision outside normal hours .....	£27.00
  
3. For a connection that is not located within the public highway
 

Supervision within normal working hours .....	£200.00
Supplementary charge when supervision outside normal hours .....	£27.00
  
4. For an indirect (to a private drain or sewer, with the owner's permission, that in turn discharges to a public sewer) connection
 

.....	£85.00
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5. Where a second submission is required as a result of changes to the approved design, or due to the lapse of the original approval (which is valid for six months from the date of approval), there will be a second submission charge of
 

.....	£85.00
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6. Repeat supervision visits
 

Within normal working hours .....	£87.00
Outside normal working hours .....	£116.00

Note: Normal working hours are Monday to Friday 9:00am to 5:00pm (excluding Bank Holidays)

### Where STW constructs the lateral drain or sewer connection for the customer

The sewer connection supervision charge payable at the time of application is.....£255.00\*

\*VAT will be added to this charge unless the property to be constructed is a new dwelling or other qualifying building under construction.

# Development sewerage charges

## 1. Sewer/lateral drain requisitions (to serve premises for domestic drainage purposes)

Initial deposit (to cover the cost of the preliminary investigations and produce a budget estimate) .....£1,650.00

Notes: The above amount is non-refundable but will become part of the final requisition cost on completion of the requisition agreement and the sewer being laid

VAT at 17.5% will be added to this charge

## 2. Diversion of a public sewer (where a person with an interest in land or adjacent land makes a reasonable request to alter or remove a sewer in that land)

Initial deposit to cover validation and evaluation of proposal .....£460.00  
Further deposit where Preliminary Design report by STW is needed .....£1,650.00

Notes: The above amounts are non-refundable but will become part of the final cost of the completed sewer diversion once constructed

VAT at 17.5% will be added to these charges

## 3. Sewer/lateral drain adoptions (where new sewers are to be laid under an agreement)

- i) Inspection fees  
Where estimated cost of construction is less than £20,000 .....£500.00  
Where estimated cost is more than £20,000.....2.5% of estimated construction cost
- ii) Second design submissions  
Where only gravity sewers on-site and  
Where estimated construction cost is less than £10,000 .....£250.00  
Where estimated construction cost is more than £10,000 .....1% of estimated construction cost  
Where there is a pumping station .....2% of estimated construction cost
- iii) Re-submission of an application  
Where an application was previously found to be incomplete .....£62.50
- iv) Second inspections  
Further site visit to complete final inspections .....£218.95  
Further viewing of developer's CCTV survey tape.....£54.25

v) Bonds	
Cash deposit paid instead of providing a Surety	
Where estimated construction cost is less than £50,000 .....	£5,000.00
Where estimated construction cost is more than £50,000 .....	10% of estimated construction cost
Confirmation to Bondsman that bond has been released.....	£150.00
vi) Locks and signing of adoptable pumping stations (changing of locks and signs)	
Payable at the time of adoption .....	£1,020.00
vii) Telemetry	
Provision and installation of standard outstation (it includes a 12 month alarm	
listening service).....	£4,500.00
viii) Administration fee	
Preparation of the sewer adoption agreement.....	£190.00

Note: Apart from the telemetry charge, as a result of an agreement with HMRC the above sewer adoption charges are outside the scope of VAT

## Infrastructure charges 2008/2009

In addition to a water connection charge, there is an infrastructure charge for a connection to the main and also to a public sewer. The charges are for a standard property, others are calculated on application.

Water .....	£288.64
Sewerage .....	£288.64

Note: VAT will be added to these charges unless the property is a new dwelling or other qualifying building under construction

### Water for construction

- (a) Household property and non-household property with a 25mm supply.....£56.00 per unit
- (b) Non-household property with a larger than 25mm supply  
.....Standard metered rate £1.2201 per cu.m.

The charges above are subject to VAT at the standard rate of 17.5% unless charged to a DIY Builder

## Miscellaneous charges 2008/2009

### 1. disconnection/reconnection charge

Due where premises have been disconnected for non payment of charges. In such cases the disconnection/reconnection charge is payable together with debts outstanding before reconnection .....£60.86†

Disconnection of supply at the customers request.....no charge

Reconnection (following a disconnection at the customers request).....£30.43 + VAT

† VAT will be added to this charge where the customer's business is defined within divisions 1-5 of SIC.

### 2. standpipes

Measured: Deposit .....£203.41

Hiring charge.....£125.53 + VAT

Rate - Standard meter rate per m<sup>3</sup> for 2008/2009

VAT will be added to these charges where the customer's business activity is defined within divisions 1-5 of the SIC.

3. pressure testing of fire sprinkler supplies .....£116.48 + VAT

### 4. meter testing fees

(a) Meters up to and including 30mm. The charge to be levied where the customer has requested verification of the meter reading, the meter is removed and tested and the meter is found to be accurate within the permitted limits.....£67.77 + VAT

(b) Meters over 30mm will be charged at actual cost.

### 5. unmeasured cattle troughs

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Charge .....£126.04\*

This charge only applies to the remaining unmeasured cattle troughs pending transfer to a measured basis of charge.

\* VAT will be added to these charges where the customer's business activity is defined within divisions 1-5 of the SIC. (Charges to farmers, who are defined in division 0, are zero rated.)

**6. repairs to supply pipes on customers property  
(where compulsorily by Severn Trent Water)**

- (i) Repair leaking pipework located above ground level and where leak is visible .....£170.80 + VAT
- (ii) Repair underground leak where water showing on the surface.....£338.12 + VAT
- (iii) Repair underground leak where water is not evident at the surface or the supply pipe is not located under any building.....£478.38 + VAT

All other types of repair where pipes are likely to be located beneath a building or involve relaying of greater than 3m length of pipe - payment based on actual time and cost of labour, materials and transport (up to 42mm).

**7. abortive visits**

- 1 Person .....£30.43 + VAT
- 2 Persons.....£60.86 + VAT



## Trade effluent charges 2008/2009

<b>1. Standard unit charges (at average strength)</b>	p/m <sup>3</sup>
Conveyance (R)	
For consumption:	
up to 49,999m <sup>3</sup>	21.56
50,000 - 249,999m <sup>3</sup>	19.20
250,000m <sup>3</sup> and over	15.42
Treatment	
-volumetric (V)	19.54
-biological (B)	11.67 (33.26p/kg)
-sludge (S)	8.70 (25.37p/kg)
<b>2. Standard strengths</b>	
COD (milligrams)	351
SS (milligrams)	343
<b>3. Launderette/car wash charges where standard strengths are used</b>	p/m <sup>3</sup>
Car wash	44.28
Launderettes	66.34
<b>4. Minimum charge</b>	£150.79
<b>5. Discharges to public surface water sewers draining to watercourses</b>	p/m <sup>3</sup>
Charge	10.78
<b>6. Gas holder seal water</b>	p/m <sup>3</sup>
Charge	44.31
<b>7. Paint stripping</b>	p/m <sup>3</sup>
Charge	55.90
<b>8. Swimming pool backwash</b>	p/m <sup>3</sup>
Charge	41.20

All charges are zero rated for VAT purposes.

## Tankered domestic waste charges 2008/2009

£/m<sup>3</sup>

**Either:**

- |   |        |
|---|--------|
| 1. For the reception and disposal of domestic sewage having a Suspended Solids content of 800mg/l or more   | £10.97 |
| 2. For the reception and disposal of domestic sewage having a Suspended Solids content of less than 800mg/l | £0.86  |

In addition to the charges above, a standing charge of £6.30 per individual tanker capacity or load will apply.

This charge is made by us for the reception and treatment of liquors from local authorities or private contractors. We do not determine how much or in what way the charge will be made to the customer.

## Direct discharge to sewage works

The proportion of the appropriate unmeasured sewerage charge applicable in cases of direct discharge to our sewage works other than via public sewer will be 60%.

All charges are zero rated for VAT purposes.

## Environmental information requests

The fee for requests on environmental information is:

£25.00\* per hour plus the costs of copying, materials and postage. Where significant costs are likely, the applicant will be advised and payment in advance will be requested.

Subject to the following:

- (a) Additional charges may be levied for complex technical requests requiring specialist work
- (b) Costs of research or collation of data etc. not exceeding £10.00 will be waived
- (c) information already published in our publicly available reports and the viewing of public registers at our site where they are held, free of charge
- (d) Charges may be waived or moderated at our sole discretion

\*Subject to VAT

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# Severn Trent Water

## **Severn Trent Water Ltd**

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Further details on Severn Trent Water's charges and charging arrangements can be obtained by telephoning 08457 500 500 (charged at local call rate).

This publication is available in alternative formats, including large print and Braille.

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