

SEVERN

TRENT

WATER

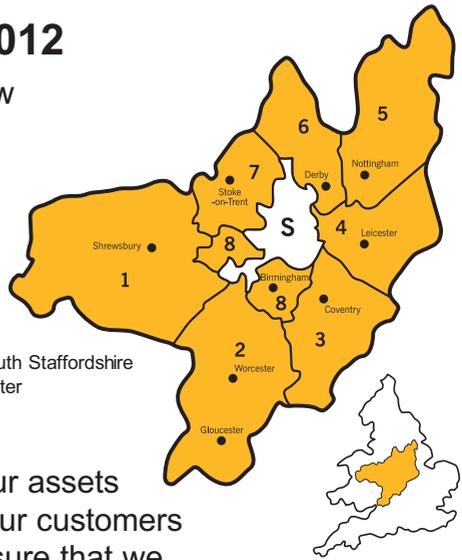
# Summary of charges 2011/2012

A householder's guide



# Summary of charges 2011/2012

This guide gives you a summary of how we calculate the charges we make for water services. Keep it handy for reference and if you need any further details, just call the local rate number on the back page.



## Our service to you...

Over the next five years we'll invest around £1.3 million a day to upgrade our assets and deliver the service improvements our customers have told us are important. This will ensure that we continue to deliver a safe, reliable supply of drinking water and effectively carry away and treat waste water. We'll continually improve the way we work to help keep bills down. By 2015, our efficiency improvements will help save £8 from the average household bill. Our average household bills (in today's prices) will be £13 lower in 2014-15. Our customers will start, and end, the five year period with the lowest average water bills of any water and waste water company in England and Wales.

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 higher quality water available, improving sewers to stop flooding and cleaning up our rivers.

In fact, since privatisation we have invested over £6 billion – over £2000 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 to sewers. Rivers in the Midlands are now much cleaner than before. This is 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 get high quality services, whilst keeping bills amongst the lowest in the country.

## If you're not on a water meter

**When the water we supply isn't metered**, your charges have to be worked out based on the 1989/90 rateable value of your property.

We use different charging zones to reflect different rateable values of similar properties in various areas. The map overleaf gives you a guide to which zone your property is in.

**Our charges for 2011/2012** in each zone can be calculated from this chart.

	unmeasured water supply	full unmeasured sewerage	used water	property surface water
charging zone	charge per £ of rateable value			
1	100.30p	91.82p	58.37p	33.45p
2	90.25p	77.33p	49.18p	28.15p
3	87.53p	81.48p	51.60p	29.88p
4	91.45p	88.35p	56.10p	32.25p
5	105.14p	103.08p	65.35p	37.73p
6	109.39p	99.83p	63.34p	36.49p
7	110.14p	97.28p	61.74p	35.54p
8	87.53p	80.92p	51.05p	29.87p

## Water supply

The **minimum charge** for an unmetered water supply is £83.39, except for lock-up garages or car park spaces with rateable values between £1 and £30. Here, charges are calculated using the chart on the previous page.

## Sewerage

The **sewerage charge** depends on whether the property is connected to the sewer for used water, property surface water, or both.

- The full charge applies where both used and property surface water drains to the public sewer.
- The used water charge applies where there is no connection to the sewer for property surface water.
- Likewise, the property surface water charge applies where there is no connection for used water.

## If you're on a water meter

You **pay for your water** based on the meter reading, which is also used in part to work out your sewerage charge.

**Meters are fitted free**, but there's an annual standing charge to cover metering, reading and billing costs.

- **Don't forget**, if you use a sprinkler, other automatic garden watering systems (including a perforated hose), or have a swimming pool using mains water, you need to have a meter fitted.
- **All new** properties will have one. Existing customers can also apply for a meter.

When you have a metered supply, these are the charges you will pay:

## Water supply

**measured water supply charge**

146.07p per cubic metre

plus

**standing charges**

**size of meter  
(not exceeding)**

**standing charge\*  
£pa**

15mm

26.03

22mm

37.21

30mm

50.45

## Sewerage

- **First**, there's a measured sewerage charge to cover removing and disposing of used water from your property based on the meter reading.

**volume related charge**

88.60p per cubic metre

plus

**standing charges**

**size of meter  
(not exceeding)**

**standing charge\*  
£pa**

15mm

12.24

22mm

17.94

30mm

24.09

\*Charged pro rata on a daily basis.

- **Second**, there's a charge for where property surface water drains into our sewers. This is based on the 1989/90 rateable value of your property.

charging zone	charge per £ of rateable value
1	33.45p
2	28.15p
3	29.88p
4	32.25p

charging zone	charge per £ of rateable value
5	37.73p
6	36.49p
7	35.54p
8	29.87p

**For new properties** with no 1989/90 rateable value and household customers who choose to have a meter, there's a fixed charge based on the type of property.

property type	property surface water £pa
1 mainly flats/terrace	27.99
2 mainly semi-detached	56.09
3 mainly detached	84.07

(If you're currently paying for property surface water based on rateable value, you can choose to switch to this fixed charge.)

**Naturally**, if your property's not connected to the public sewer for property surface water, then neither of these charges apply.

## Assessed volume charges

Household properties that have been substantially altered, making the rateable value invalid, will be charged on an assessed volume charge banded according to the type of property. This charge also applies where customers wish to be metered but due to the practicality or unreasonably high cost, Severn Trent Water will not fit a meter.

	<b>water £pa</b>	<b>full sewerage £pa</b>	<b>used water only* £pa</b>
detached properties	227.30	221.94	137.87
semi-detached properties	199.65	177.19	121.10
other properties	175.01	134.14	106.15
single person	109.55	see below <sup>†</sup>	66.45

\*Properties not connected for property surface water drainage will pay this charge.

†Properties eligible for the single person charge will pay the appropriate property surface water charge (see above) in addition to the used water only charge.

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