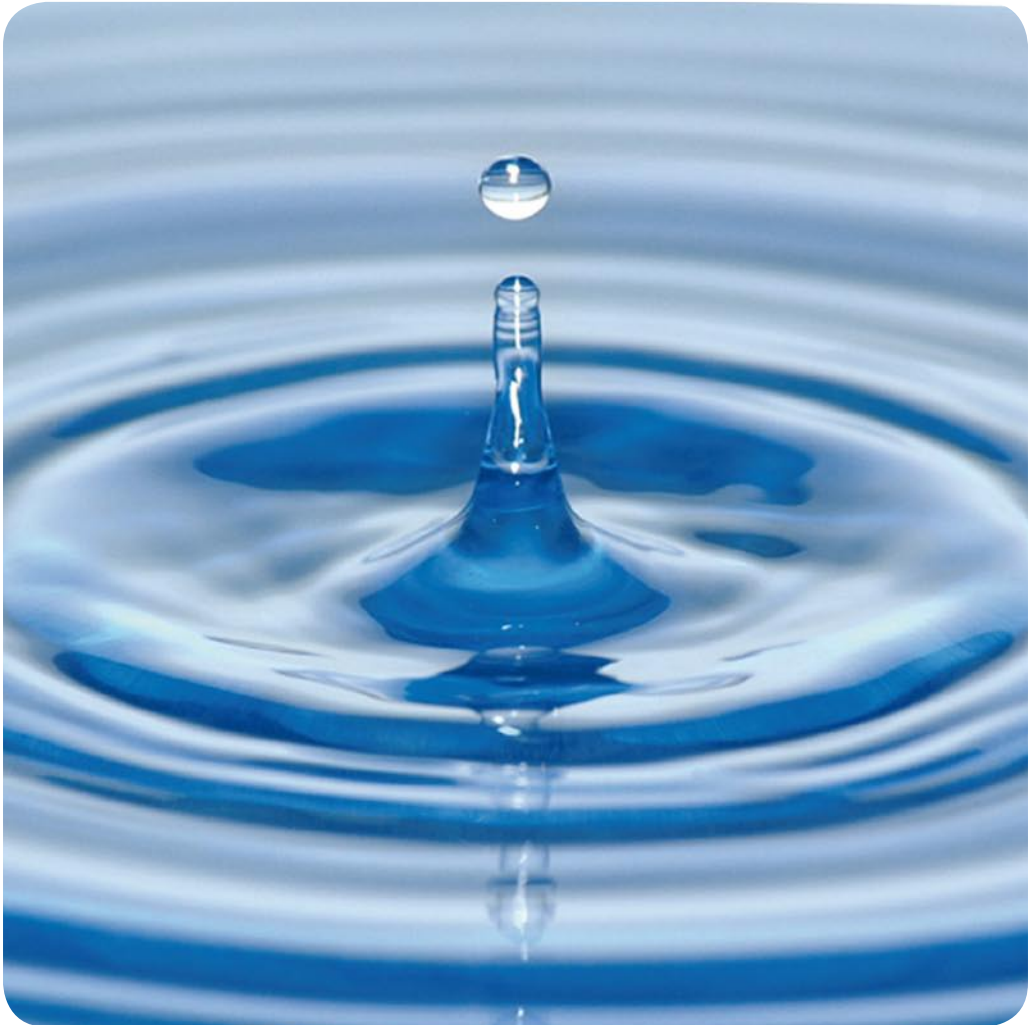


Charges

Customer information 2011/2012



Issued by:

Severn Trent Water Limited Strategy and Regulation Department,
PO Box 5309, Coventry, CV3 9FH.

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 Severn Trent Water does
- How we charge you – households and non-households
- Frequently asked questions
- WaterSure
- 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 improving river quality. In fact, since privatisation we have invested over £6 billion – over £2,000 for every home we serve.

We continue to spend money at levels much higher than those seen in the days of public ownership and will continue to do so 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 our customers either

- unmeasured charges;
- assessed volume charges; or
- measured charges.

All three different methods of charge have the following elements:

• Water supply

This covers the costs of supplying water to your property.

• 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 no rainwater from your property drains to the public sewer then you will not have to pay this charge.

Our charges are not payable under any contract with you but are payable under our powers to charge as set out in the Water Industry Act 1991. This provides that we are entitled to charge for services in accordance with our Charges Scheme which is approved annually by the Water Services Regulation Authority (Ofwat), the independent economic regulator of the water industry (for their contact details see page 15).

Unmeasured charges

If your property was built before April 1989, it is likely that you will be paying unmeasured charges. Unmeasured charges are 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.

Unmeasured charges for water supply, used water and surface water drainage services are calculated by multiplying the rateable value of your property by the rates for the services that you receive. These rates are set out on page 19 for the geographical zone in which your property is situated, as indicated by the map on page 17. The charges are subject to the minimum and maximum charges out on page 19.

Assessed volume charges

Assessed volume charges apply in the following circumstances:

- Where there is no longer an appropriate rateable value for the property (for example where it has been substantially altered); or
- Where you or a previous occupier has requested a meter but we could not install a meter because this was not practicable or it would have involved unreasonable expense, and, either you or the previous occupier opted to pay assessed volume charges instead of unmeasured charges.

Assessed volume charges are calculated as follows:

- Water supply charges and used water charges

The assessed volume charges set out on page 22 will apply. For household properties, these charges are based either on property type (detached, semi detached or other) or based on an assessment of the water used by a single occupier. For non-household properties, the charge is based on our assessment of the volume of water used.

- Surface water drainage charges

For household properties, the charges set out on page 26 will apply. These charges are based on property type (detached, semi detached or other). For non-household properties, the charges are based on the size of the area that drains into the public sewer. These charges are also set out on page 26.

Measured charges

Measured charges are based on the volume of water supplied to your property.

Measured charges have three parts;

- Water supply charge

This is either based on the water use measured by a meter or estimated meter readings based on average daily consumption calculated by reference to previous actual meter readings where actual readings for the period in question are not available.

The charge is calculated by multiplying the volume of water supplied or estimated to be supplied on the basis of average daily consumption by the applicable rate set out on page 23. In addition,

there is a standing charge payable based on the meter size. This is also as set out on page 23. This covers the extra cost of reading, billing and maintaining the meter and eventually replacing it.

- Used water charge

We also base this on the volume of water supplied to the property either measured by a meter or based on average daily consumption calculated by reference to previous actual meter readings where actual readings for the period in question are not available.

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 charge will be calculated by multiplying this volume of used water by the rates set out on page 25. The unit charge has been set at a level that reflects 'normal losses'. This covers miscellaneous non-returns to the sewer, e.g. 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. Again, there is a standing charge payable to cover the extra cost of reading, billing and maintaining the meter and eventually replacing it depending on the size of the meter. This is also set out on page 25.

- Surface water drainage charge

For many household properties, we base this charge on the 1989/90 rateable value of the property. Where this is the case, the charge is calculated by multiplying the rateable value of your property by the rate for "Surface Water only" as set out on page 19 for the geographical zone in which your property is situated as

indicated by the map on page 17. This is subject to the maximum charge set out on page 19.

New properties or other properties without a valid 1989/90 rateable value, will pay for surface water drainage by property type (detached, semi detached or other) at the rates set out on page 26.

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.

For non-household properties, the charges set out on page 26 will apply. These charges are based on the size of the area that drains into the public sewer.

Where surface water drainage charges are not payable

Whether you are charged on a measured, assessed volume or unmeasured basis, if you can show that your property does not have any surface water draining to the public sewer, you will not have to pay surface water drainage charges.

If you pay someone else for part of your surface water drainage (for example British Waterways), you may be entitled to claim a reduction from us. You can get further information, including an application form, from us at the address shown in the Useful contact numbers and addresses section on page 16.

Other charges

In addition to the used water charges, if you carry out a trade that deposits more than just a domestic type of effluent into our sewers, we will charge you according to the strength of the effluent. For more information, see page 47.

Applying for a meter

If you are a household customer, you can choose to have a water meter installed and pay for the amount of water you actually use. The way in which your water and sewerage charges will then be payable are summarised above under the heading “Measured Charges”.

There will be circumstances where metering is not reasonably practicable or involves unreasonable expense and therefore we will not fit a meter. You can refer any disputes regarding our refusal to install a meter to Ofwat (their contact details are set out on page 15).

An application for a meter will normally only be of interest to you if you currently pay unmeasured charges. If you pay assessed volume charges because your property has been substantially altered making it no longer appropriate to charge you by reference to the 1989/90 rateable value of your property, there is no obvious reason why you should not consider applying for a meter as it may be practicable to install a meter in the same way as it would if you were an unmeasured customer. If you pay assessed volume charges because you or a previous occupier applied for a meter but we could not install one because this was not practicable or because it would incur unreasonable expense, then it may appear that there is little point in applying for a meter. However, as meter

technology is constantly improving, depending upon how long ago the failed meter fit took place, it may now be possible to fit a meter.

Where we are unable to fit a meter, if you currently pay unmeasured charges you can choose to remain on unmeasured charges or you can opt to pay assessed volume charges (the way in which unmeasured and assessed volume charges are calculated is summarised above). Alternatively, you can make all the necessary alterations to the pipework yourself so that a meter can be fitted.

Our preferred place to fit the meter is outside your property. We will do this free of charge. However, where this is not possible we will consider installing the meter inside your property if this is practicable and does not involve unreasonable expense.

It is our aim to install a meter at your property within three months of receiving your application. Where measured charges apply following a meter application by you, the change in charging basis to measured charges will start from the earlier of the date of installation of the meter or three months from the request for the meter. If we fail to fit a meter within the three month period from the date of the meter request, we will use the first meter reading following meter installation as a basis for backdating your measured charges to three months after we received your application. This will ensure that you still receive the full benefits of metering. Where a meter cannot be fitted and you opt for assessed volume charges, the same start date will be used.

If you decide that metering is not for you, you have a maximum of 12 months after the meter was installed or 30 days after issue of the second, six-monthly bill (whichever is the later), 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**, by email to **customer.relations@severntrent.co.uk**, or by telephoning or writing to the address shown in the section on Useful contacts numbers and addresses on page 16.

WaterSure

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 jobseeker's allowance
- Pension credit
- Income-related employment and support allowance

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

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 on page 16.

How to pay

We normally send unmeasured bills in February/March each year with two payment stubs due on 1st April and 1st October. You can choose to pay instead by eight monthly amounts,

starting normally on 1st April or another date if we agree to this. Persons experiencing difficulty with payment should contact us immediately where the possibility of more frequent payments can be arranged (e.g. fortnightly or weekly).

We normally send measured bills to households six-monthly, in arrears, and these bills 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 (e.g. fortnightly or weekly). We may bill non-households more frequently (monthly, quarterly or half-yearly), depending on the volume of water used.

You can pay:

- by direct debit (at no extra cost)
- by debit or credit card by ringing 0845 7 500 500 (at no extra charge for payment by debit card but credit card payments will be subject to an additional charge equivalent to the charge we pay 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)
- 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 & Leicester)

Commercial Bank's Bill Pay service) via our web site: **www.stwater.co.uk**. We may extend this service to cover payment by credit card. If we do this, 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 act as our agent.

We accept payment for charges via the Water Direct Scheme operated by The Department of Work and Pensions. If you are in arrears and on Income Support, Jobseekers Allowance, Pension Credit or Employment and Support Allowance, you may qualify to have your charges paid directly from your benefit. If you are interested in using the Water Direct Scheme you should contact us on 0845 6043772 and we will contact The Department of Work and Pensions on your behalf. We can also make applications on your behalf.

VAT

All of the charges listed in this book are shown exclusive of VAT which will be added, if appropriate.

We are required to apply VAT to charges for water we supply to customers whose main business activity is defined within divisions 1-5 of the Standard Industrial Classification (SIC) list 1980. These divisions describe businesses operating in the Construction, Mining, Manufacturing, Utilities, Chemical, Textile and Engineering sectors.

Charges for waste water services and charges for water supplied to customers whose main business activities are not described above are zero rated for VAT purposes.

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

We do understand that if something goes wrong you want us to resolve it quickly and accurately. Our contact centre advisors are the best people to do this. They can be contacted by telephone and will be able to explain what has happened, and what we will do to resolve your concerns. If you do decide to make a complaint we will follow our complaints procedure, which exists to make sure that you are treated fairly.

If after speaking to an advisor you are not completely satisfied, our Duty Managers are always available. They will be happy to help you and will either continue the call or arrange to call you back at a convenient time.

For issues and complaints about your water bill, call our billing team on 08457 500 500. They are available Monday to Friday, 8.00am to 8.00pm, and Saturdays, 8.00am to 1.00pm.

For issues and complaints concerning our water and sewerage services, please call our Customer Operations Service Centre on 0800 783 4444. They are available 24 hours a day, seven days a week and can also be used to report emergencies such as leaks and floods.

Alternatively, you can email us at **customer.relations@severntrent.co.uk**, or contact us via our website, **www.stwater.co.uk**. You can also write to us at the following address:

Severn Trent Water Limited,
Customer Relations,
PO Box 5310,
Coventry,
CV3 9FJ.

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 0845 702 3953 (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 4AJ

or via e-mail to: central@ccwater.org.uk
or via their website at: www.cewater.org.uk

The Consumer Council for Water will advise customers about the dispute resolution powers that Ofwat may have regarding their complaint and any further steps that they can take should they feel that they need to take the matter further. You can contact Ofwat by writing to the following address:

Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

or by telephoning: 0121 644 7500

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 Plc if 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

Email: customer.relations@severntrent.co.uk

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

Address: Severn Trent Water Limited,
Customer Relations,
PO Box 5310,
Coventry,
CV3 9FJ.

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

Saturday 08:00 hrs – 13:00 hrs

Meter option applications and information

Website: www.stwater.co.uk

Email: 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 Limited,
Customer Relations,
PO Box 5310,
Coventry,
CV3 9FJ.

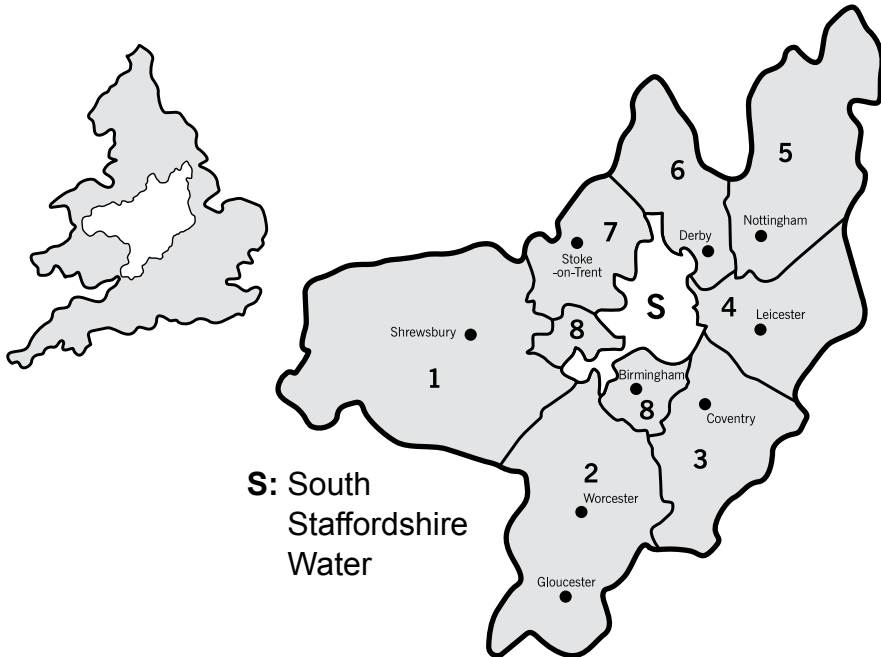
Fax no: 08456 033222

Email: 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 23.

Unmeasured tariffs

(Asterisk* indicates tariffs applicable)

	Unmeasured water supply	Full unmeasured sewerage	Surface water drainage	Used water
Service details				
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 2011/2012

	Unmeasured water supply (notes i and ii)	Full unmeasured sewerage	Used water	Surface water drainage (note iii)
Charging zone	pence/£RV	pence/£RV	pence/£RV	pence/£RV
1	100.30	91.82	58.37	33.45
2	90.25	77.33	49.18	28.15
3	87.53	81.48	51.60	29.88
4	91.45	88.35	56.10	32.25
5	105.14	103.08	65.35	37.73
6	109.39	99.83	63.34	36.49
7	110.14	97.28	61.74	35.54
8	87.53	80.92	51.05	29.87

Notes:

- (i) Properties liable for unmeasured water supply charges are subject to a minimum charge of £83.39 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 £105,259.43 pa.

Measured tariffs

(Asterisk* indicates tariffs applicable)

	Measured water supply (note a)	Measured used water	Surface water drainage (note b)
Service details			
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 a public sewer and surface water drains to a 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 26) instead of by pence per £RV.

Measured tariffs

Scale of charges 2011/2012

	Measured water supply (note a)	Measured used water (note b)	Surface water drainage (note c)
Charging zone	pence/m ³	pence/m ³	pence/£RV
1	146.07	88.60	33.45
2	146.07	88.60	28.15
3	146.07	88.60	29.88
4	146.07	88.60	32.25
5	146.07	88.60	37.73
6	146.07	88.60	36.49
7	146.07	88.60	35.54
8	146.07	88.60	29.87

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 9,999m³. For larger volumes see tariff on page 23.
- (b) The used water charge stated is for consumption up to and including 49,999m³. For larger volumes see tariff on page 25.
- (c) Surface water drainage
 - (i) Customers can opt to pay surface water drainage by a fixed charge (see page 26) instead of by pence per £RV.
 - (ii) For surface water drainage a maximum charge of £105,259.43 pa applies.

Unmeasured assessed tariffs 2011/2012**1. Water supply**

Households	pa
Terraced/ Flat	£175.01
Semi-detached	£199.65
Detached	£227.30
Single person	£109.55

Non-household

Assessed volume at standard rate per cubic metre (see page 23).

2. Used water

Households	pa
Terraced/ Flat	£106.15
Semi-detached	£121.10
Detached	£137.87
Single person	£66.45

Non-household

Assessed volume at standard rate per cubic metre (see page 25).

Note:

In addition to the assessed used water charge, a surface water drainage charge also applies (see page 26). The above tariffs apply from 1 April 2011.

Measured water supply tariffs 2011/2012

1. Volume

For customers whose annual consumption is:

Up to 9,999m³ 146.07 p/m³

Intermediate user 10,000 – 49,999m³

Peak (May – Sept) 148.04 p/m^{3*}

Off Peak (Oct – April) 82.00 p/m^{3*}

Large user 50,000m³ and over

Peak (May – Sept) 97.52 p/m^{3**}

Off Peak (Oct – April) 52.25 p/m^{3**}

* Plus an annual standing charge of £3,633.32

** Plus an annual standing charge of £22,870.02

2. Standing charges

Meter size	Standing charge pa
------------	--------------------

15mm	£26.03
------	--------

22mm	£37.21
------	--------

30mm	£50.45
------	--------

42mm	£70.63
------	--------

50mm	£97.44
------	--------

80mm	£150.73
------	---------

100mm	£254.33
-------	---------

150mm	£585.41
-------	---------

200mm	£737.41
-------	---------

250mm	£889.56
-------	---------

300mm	£969.96
-------	---------

Note: All standing charges are levied pro rata on a daily basis.

The above tariffs apply from 1 April 2011 except for monthly billed customers. For these customers the above tariffs apply from the first complete meter reading on or after 1 April 2011.

Measured water supply tariffs 2011/2012 (continued)

3. Standby tariff

A. Capacity charge

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

Notified Volume m ³ per year	Peak (May-Sept) p/m ³	Off-peak (Oct-Apr) p/m ³	Standing charge £pa
0-9,999	143.33	54.35	—
10,000-49,999	107.04	41.00	2,298.48
50,000+	71.41	26.12	14,095.98

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 ³ per year	Volume charge p/m ³	Standing charge £pa
0-9,999	54.35	—
10,000-49,999	41.00	1,335.00
50,000+	26.12	8,775.00

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 £164.00pa

Measured sewerage tariffs 2011/2012

1. Used water

For customers whose annual consumption is:

Up to 49,999m ³	88.60 p/m ³
50,000 – 249,999m ³	85.92 p/m ³
250,000m ³ and over	81.61 p/m ³

2. Standing charges

Meter size	Charge pa
15mm	£12.24
22mm	£17.94
30mm	£24.09
42mm	£33.86
50mm	£46.47
80mm	£72.15
100mm	£121.92
150mm	£280.70
200mm	£353.85
250mm	£426.86
300mm	£465.30

Note: Standing charges are levied pro rata on a daily basis.
The above tariffs apply from 1 April 2011 except for monthly billed customers. For these customers the above tariffs apply from the first complete meter reading on or after 1 April 2011.

3. WaterSure (formerly the Vulnerable Household charge)

Capped at £147.00 pa with surface water.

For those properties without surface water, the relevant property type surface water drainage charge (see page 26) is deducted from this charge.

Measured sewerage tariffs 2011/2012 (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)	£27.99
2 (Semi-detached)	£56.09
3 (Detached)	£84.07

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

Area (m ²)	Band	Site area charge pa
0-20	1	£9.30
21-99	2	£49.49
100-199	3	£98.95
200-299	4	£155.05
300-499	5	£247.81
500-749	6	£392.58
750-999	7	£550.33
1,000-1,499	8	£770.67
1,500-1,999	9	£1,033.19
2,000-3,999	10	£1,761.90
4,000-7,499	11	£3,386.86
7,500-9,999	12	£5,162.23
10,000-14,999	13	£7,364.90
15,000-19,999	14	£10,324.46
20,000-24,999	15	£13,283.05
25,000-29,999	16	£16,243.87
30,000-34,999	17	£19,176.18
35,000-39,999	18	£22,298.66
40,000-44,999	19	£25,397.65
45,000-49,999	20	£28,497.67
50,000-99,999	21	£44,541.48
100,000 and over	22	£105,259.43

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 2011.

Infrastructure charges 2011/2012

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	£312.19
Sewerage	£312.19

Note: As a result of an agreement with HMRC the above infrastructure charges are outside the scope of VAT.

Water for construction

- (a) Household property and non-household property with a 25mm supply£67.04 per unit
- (b) Non-household property with a larger than 25mm supply Standard metered rate £1.4607 per cu.m.

The charges above are subject to VAT at the current standard rate unless charged to a DIY Builder.

Miscellaneous charges 2011/2012**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

.....£65.82[†]

Disconnection of supply at the customers request no charge

Reconnection (following a disconnection at the customers request).....£32.91 + 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.....£210.10

Hiring charge£129.70 + VAT

Rate – standard meter rate per m³ for 2011/2012

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.....£126.00 + 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£70.00 + VAT

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

Miscellaneous charges 2011/2012 (continued)

5. Unmeasured cattle troughs £142.24* pa

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 £184.72 + VAT
- (ii) Repair underground leak where water showing on the surface £365.69 + VAT
- (iii) Repair underground leak where water is not evident at the surface or the supply pipe is not located under any building £517.38 + 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 £32.91 + VAT
- 2 Persons £65.82 + VAT

Trade effluent charges 2011/2012

1. Standard unit charges (at average strength)	p/m ³
Conveyance (R)	
For consumption: up to 49,999m ³	24.57
50,000 – 249,999m ³	21.89
250,000m ³ and over	17.58
Treatment	
volumetric (V)	22.28
biological (B)	13.31 (37.91p/kg)
sludge (S)	9.92 (28.92p/kg)
2. Standard strengths	
COD (milligrams)	351
SS (milligrams)	343
3. Launderette/car wash charges where standard strengths are used	p/m ³
Car wash	50.86
Launderettes	76.09
4. Minimum charge	£171.88
5. Discharges to public surface water sewers draining to watercourses	p/m ³
Charge	12.29
6. Gas holder seal water	p/m ³
Charge	50.89
7. Paint stripping	p/m ³
Charge	64.16
8. Swimming pool backwash	p/m ³
Charge	47.33

All charges are zero rated for VAT purposes.

Tanker domestic waste charges 2011/2012

£/m³

Either:

- | | |
|--|--------|
| 1 For the reception and disposal of domestic sewage having a Suspended Solids content of 800mg/l or more | £12.50 |
| 2 For the reception and disposal of domestic sewage having a Suspended Solids content of less than 800mg/l | £0.98 |

In addition to the charges above, a standing charge of £6.80 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 72%.

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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This publication is available
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