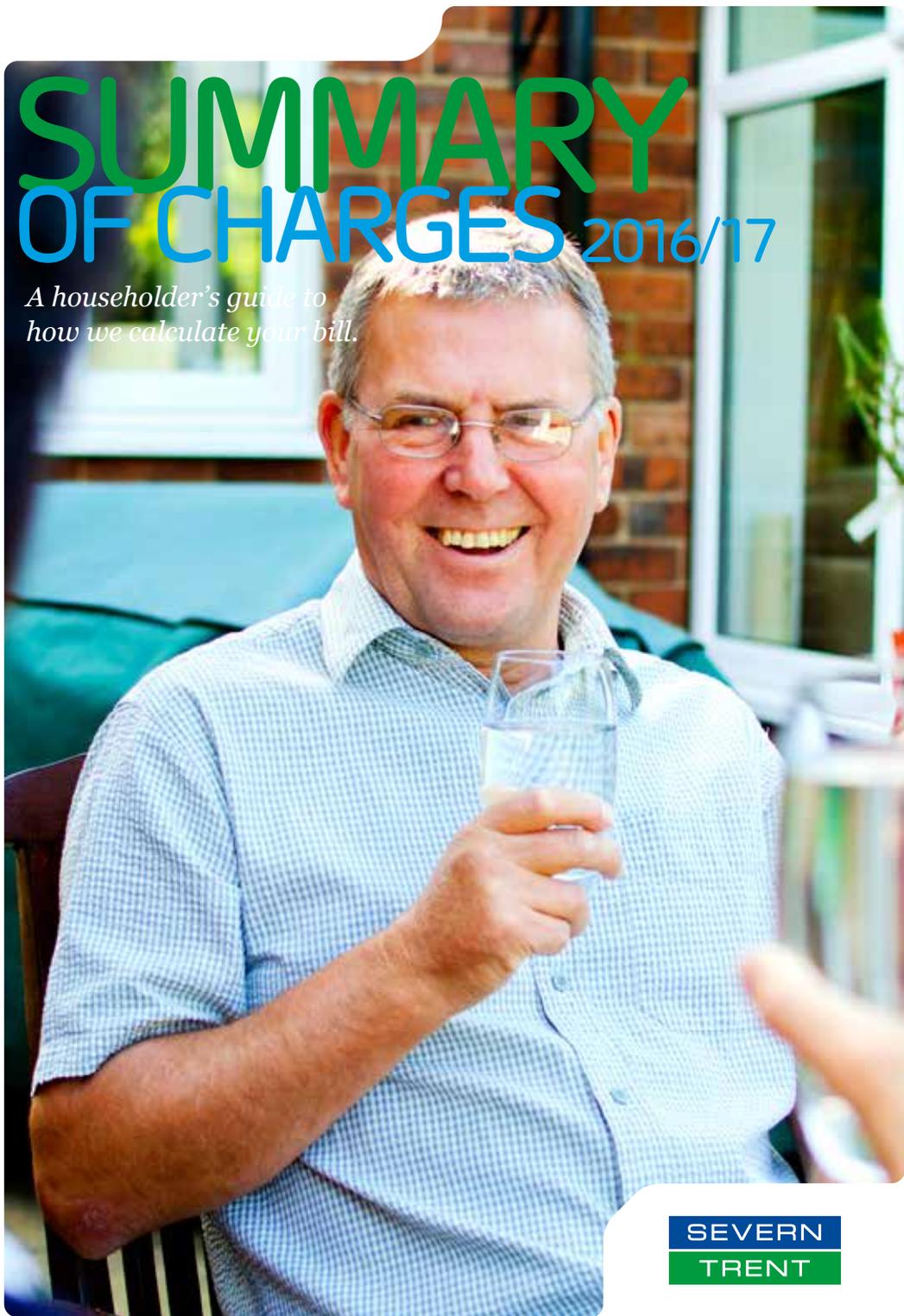


# SUMMARY OF CHARGES 2016/17

*A householder's guide to  
how we calculate your bill.*



SEVERN  
TRENT

## About this document

*This guide gives you a summary of how we calculate the charges for the water services we provide. Keep it handy for reference and if you need any more information you can call our customer care team on 0345 7 500 500.*

### **Our service to you...**

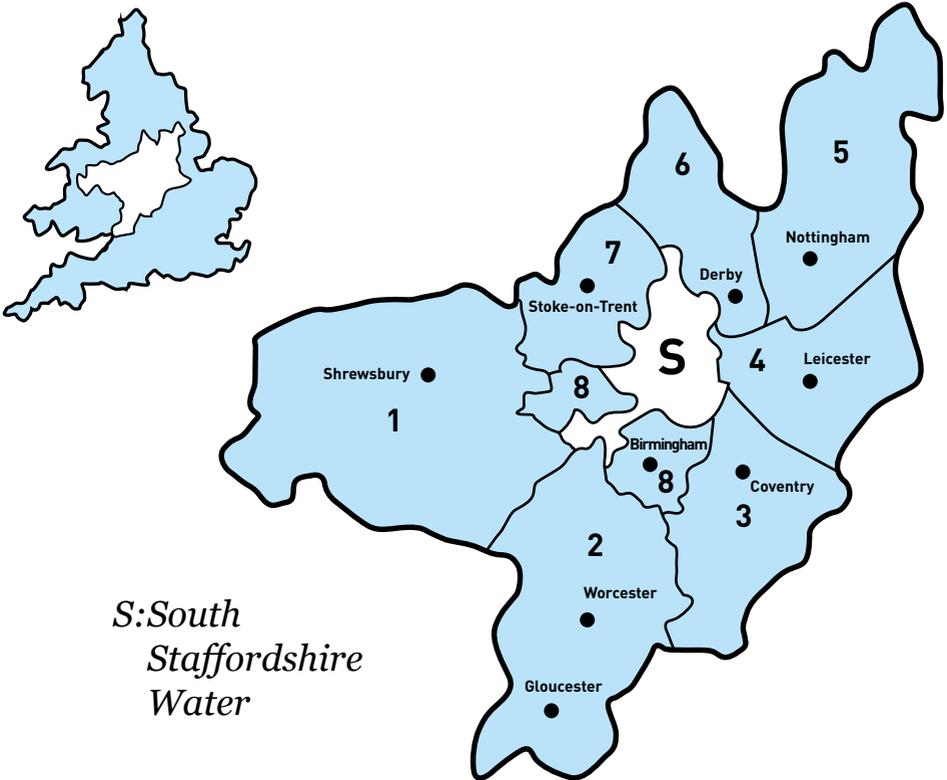
#### **Water is essential for life**

Have you ever thought about how easy it is to turn on the tap or flush the toilet?

Water falls from the sky and is stored in lakes, rivers and in the ground. Every day we collect that water, clean it and pump it through 46,000km of pipes to our customers' homes. We also take away waste water and treat it carefully before returning it to the environment.

We invest more than £1.3 million every day to reduce leaks, help stop sewer flooding, make sure you have a reliable water supply and most importantly, to keep your bills low.

## Our charging zones



## 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 the zone your property is in.

Our charges for 2016/2017 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	109.14p	104.39p	71.42p	36.59p
2	98.39p	88.04p	60.07p	31.09p
3	95.48p	92.69p	63.08p	32.89p
4	99.68p	100.49p	68.64p	35.35p
5	114.31p	117.01p	80.09p	41.07p
6	118.85p	113.34p	77.59p	39.78p
7	119.65p	110.48p	75.61p	38.79p
8	95.48p	92.07p	62.44p	32.89p

## Water Supply

The minimum charge for an unmetered water supply is £92.69, except for lock-up garages or car park spaces with rateable values between £1 and £30. Charges are calculated using the chart above.

## 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	151.93p per cubic metre
PLUS standing charges	
Size of meter (not exceeding)	Standing charge* £pa
15mm	26.08
22mm	26.08
30mm	26.08

\* Charged pro rata on a daily basis

Severn Trent Water's average bills are among the lowest in the country.

## 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:	91.41p per cubic metre
PLUS standing charges	
Size of meter (not exceeding)	Standing charge* £pa
15mm	13.42
22mm	13.42
30mm	13.42

\* 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	36.59p
2	31.09p
3	32.89p
4	35.35p
5	41.07p
6	39.78p
7	38.79p
8	32.89p

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	33.36
2 mainly semi-detached	56.06
3 mainly detached	78.54

(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 owing to the practicality or unreasonably high cost, Severn Trent Water will not fit a meter.

### Water Supply

	Water £pa	Full sewerage £pa	Used water only* £pa
detached properties	224.36	213.18	134.64
semi-detached properties	186.09	169.00	112.94
other properties	173.31	139.05	105.69
single person	87.33	see below†	56.96

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

For more information:



Call **0345 7 500 500**

Textphone **0800 328 1155**



**customercare@severntrent.co.uk**

Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.

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Severn Trent Water Ltd  
PO Box 5309  
Coventry CV3 9FH

**stwater.co.uk**

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