

SEVERN

TRENT

WATER

# Summary of charges 2015/2016

A householder's guide

How we  
calculate  
your bill



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 750 0500**.

## 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?

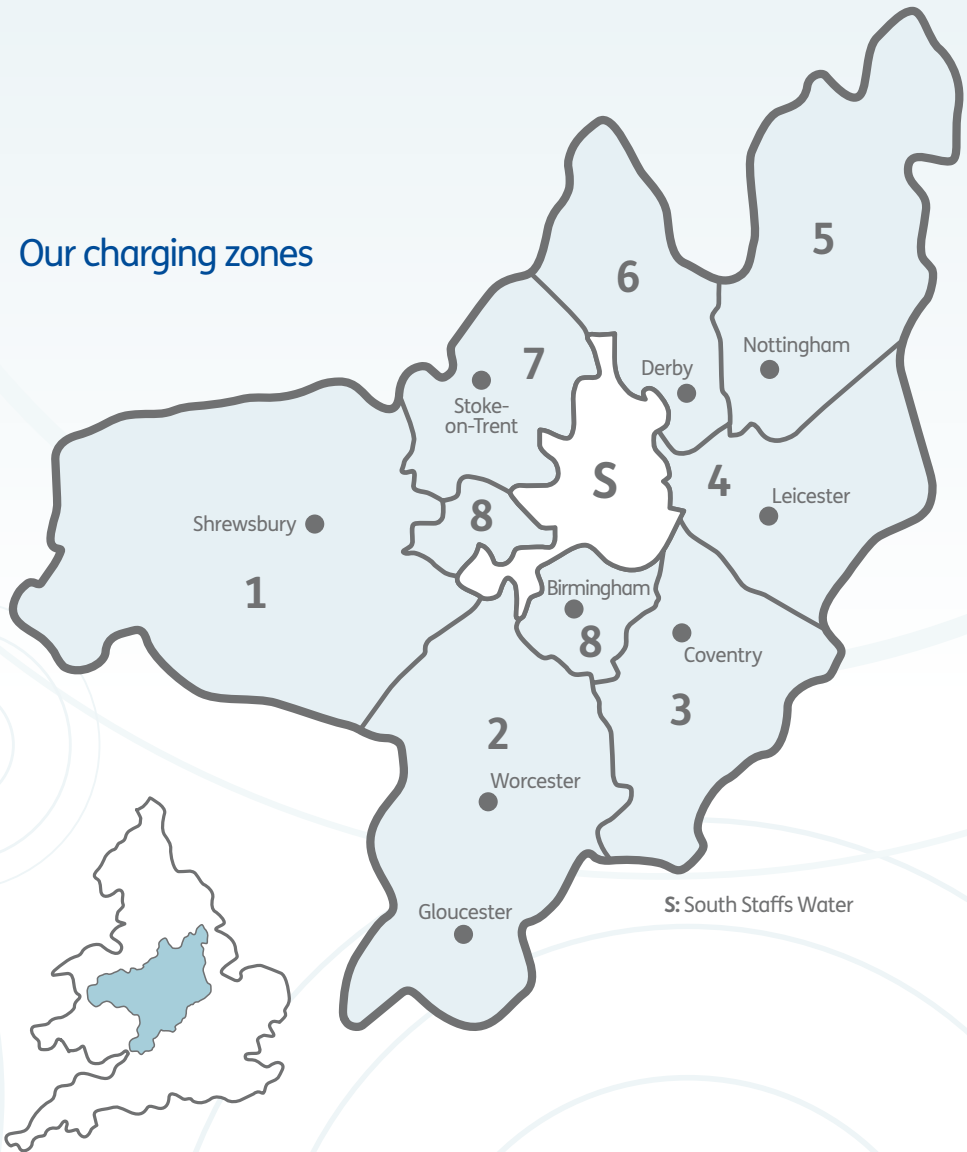
Water falls from the sky and is stored in lakes, rivers and in the ground. Every day we collect that water, clean it and pump it through 46,000km of pipes to our customers' homes. We also take away waste water and treat it carefully before returning it to the environment.

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.



We invest more than £1.3 million every day 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 2015/2016 in each zone can be calculated from this chart.

Charging zone	Unmeasured water supply	Full unmeasured sewerage	Used water	Property surface water
	Charge per £ of rateable value	Charge per £ of rateable value	Charge per £ of rateable value	Charge per £ of rateable value
1	112.62p	99.40p	65.66p	36.86p
2	101.34p	83.67p	55.33p	31.03p
3	98.29p	88.14p	58.03p	32.93p
4	102.69p	95.65p	63.12p	35.54p
5	118.04p	111.55p	73.52p	41.60p
6	122.80p	108.02p	71.26p	40.23p
7	123.64p	105.26p	69.45p	39.18p
8	98.29p	87.55p	57.42p	32.93p

## Water supply

The minimum charge for an unmetered water supply is £93.80, 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

<b>Measured water supply charge</b>	148.39p per cubic metre
<b>PLUS standing charges</b>	
Size of meter (not exceeding)	Standing charge* £pa
15mm	29.52
22mm	42.18
30mm	57.19

\*Charged pro rata on a daily basis



## Sewerage

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

<b>Volume related charge:</b>	88.08p per cubic metre
<b>PLUS standing charges</b>	
<b>Size of meter (not exceeding)</b>	<b>Standing charge* £pa</b>
15mm	13.89
22mm	20.35
30mm	27.34

\*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.

<b>Charging zone</b>	<b>Charge per £ of rateable value</b>
1	36.86p
2	31.03p
3	32.93p
4	35.54p
5	41.60p
6	40.23p
7	39.18p
8	32.93p

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.

<b>Property type</b>	<b>Property surface water £pa</b>
1 mainly flats/terrace	33.08
2 mainly semi-detached	56.99
3 mainly detached	80.70

(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.

	<b>Water £pa</b>	<b>Full sewerage £pa</b>	<b>Used water only* £pa</b>
detached properties	218.70	210.51	129.81
semi-detached properties	182.07	165.06	108.07
other properties	169.77	133.85	100.77
single person	87.88	see below†	52.16

\* 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.



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

For further information:



Call **0345 750 0500**

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.

ST.WM.000046.D

**Severn Trent Water Ltd**

PO Box 5309

Coventry

CV3 9FH

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

**SEVERN**

**TRENT**

**WATER**