

Summary of charges 2013/2014

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 relations team on **0845 7 500 500**.

Our service to you...

We supply great quality drinking water to around eight million people across the Midlands and Mid-Wales. We take away your waste water and carefully treat it so that it can be returned to the environment without causing harm. Our average bills are currently the lowest in the country.

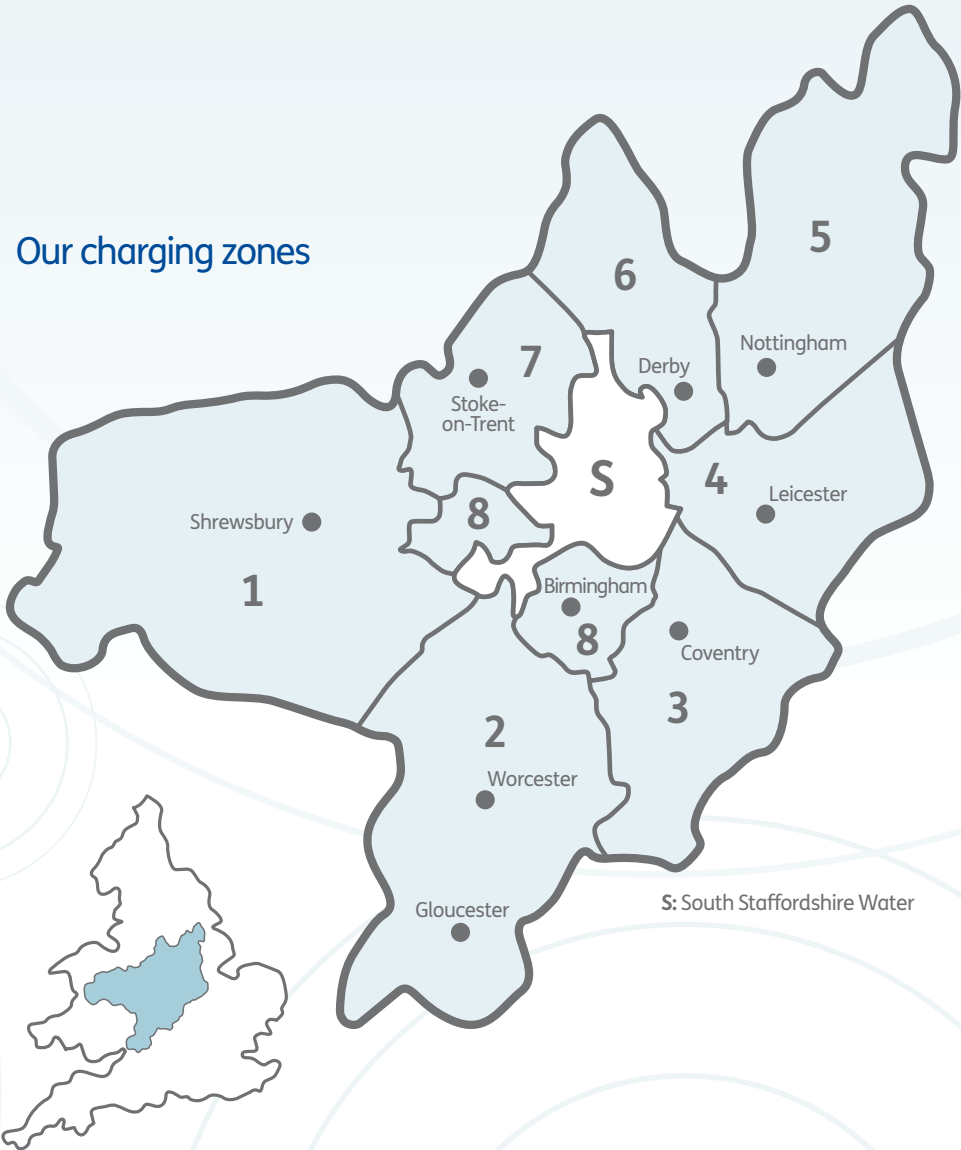
We're investing £1.3 million every day to make our services better. This means we're cutting leakage, helping to stop sewer flooding and making sure you have a reliable supply of water no matter what the weather has in store. And our investment benefits the wider community too. For every £1 we spend, an additional 66p is generated in the economy in our region through employment and using local suppliers.

We'll continue to invest to make sure all our customers get a high quality, reliable service, whilst keeping bills amongst the lowest in the country.



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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 2013/2014 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	Charge per £ of rateable value	Charge per £ of rateable value	Charge per £ of rateable value
1	109.19p	100.36p	63.82p	36.54p
2	98.24p	84.53p	53.77p	30.76p
3	95.28p	89.05p	56.40p	32.65p
4	99.55p	96.57p	61.34p	35.23p
5	114.46p	112.68p	71.45p	41.23p
6	119.08p	109.12p	69.25p	39.87p
7	119.90p	106.33p	67.50p	38.83p
8	95.28p	88.45p	55.81p	32.64p

Water supply

The minimum charge for an unmetered water supply is £90.72, 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	153.46p per cubic metre
PLUS standing charges	
Size of meter (not exceeding)	Standing charge* £pa
15mm	28.20
22mm	40.30
30mm	54.63

*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:	93.81p per cubic metre
PLUS standing charges	
Size of meter (not exceeding)	Standing charge* £pa
15mm	13.26
22mm	19.43
30mm	26.10

*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	36.54p
2	30.76p
3	32.65p
4	35.23p
5	41.23p
6	39.87p
7	38.83p
8	32.64p

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	30.58
2 mainly semi-detached	61.28
3 mainly detached	91.85

(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 £pa	Full sewerage £pa	Used water only* £pa
detached properties	241.16	239.27	147.42
semi-detached properties	205.68	187.01	125.73
other properties	179.55	140.34	109.76
single person	102.42	see below†	62.61

* 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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