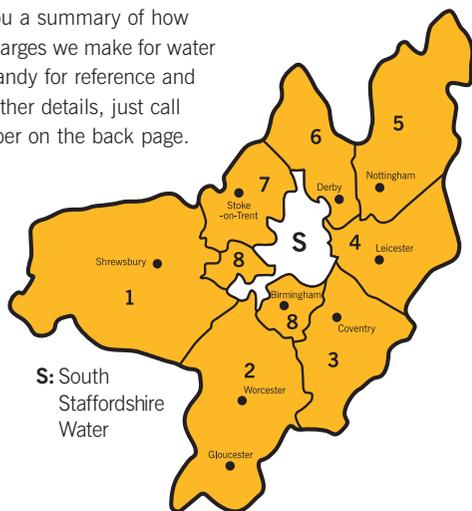


This guide gives you a summary of how we calculate the charges we make for water services. Keep it handy for reference and if you need any further details, just call the local rate number on the back page.



our service to you...

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 £2,000 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.

Severn Trent Water

Severn Trent Water Ltd
 2297 Coventry Road
 Birmingham B26 3PU
www.stwater.co.uk

Further details on Severn Trent Water's charges and charging arrangements can be obtained by telephoning 08457 500 500 (charged at local call rate).

This publication is available in alternative formats, including large print and Braille.
 For further information please:
 call 08457 500 500
 textphone 0800 328 1155
customer.relations@severntrent.co.uk

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summary of charges
 a householder's guide



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 2009/2010 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	93.03p	92.20p	58.60p	33.60p
2	83.70p	77.65p	49.38p	28.27p
3	81.18p	81.82p	51.81p	30.01p
4	84.82p	88.72p	56.33p	32.39p
5	97.52p	103.51p	65.62p	37.89p
6	101.45p	100.24p	63.59p	36.65p
7	102.15p	97.68p	61.99p	35.69p
8	81.18p	81.25p	51.25p	30.00p

water supply

The minimum charge for an unmetered water supply is £77.24, except for lock-up garages or car park spaces with rateable values between £1 and £30. Here, 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 drain 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	130.06p per cubic metre
------------------------------	-------------------------

plus

standing charges	standing charge* £pa
size of meter (not exceeding)	
15mm	23.68
22mm	33.86
30mm	45.91

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	84.39p per cubic metre
-----------------------	------------------------

plus

standing charges	standing charge* £pa
size of meter (not exceeding)	
15mm	11.80
22mm	17.29
30mm	23.23

* 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	charging zone	charge per £ of rateable value
1	33.60p	5	37.89p
2	28.27p	6	36.65p
3	30.01p	7	35.69p
4	32.39p	8	30.00p

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	28.10
2 mainly semi-detached	56.33
3 mainly detached	84.42

(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 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.

	water £pa	full sewerage £pa	used water only* £pa
detached properties	225.52	230.75	146.33
semi-detached properties	192.36	181.14	124.81
other properties	165.37	135.40	107.30
single person	104.05	see below [†]	67.51

[†] 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.