

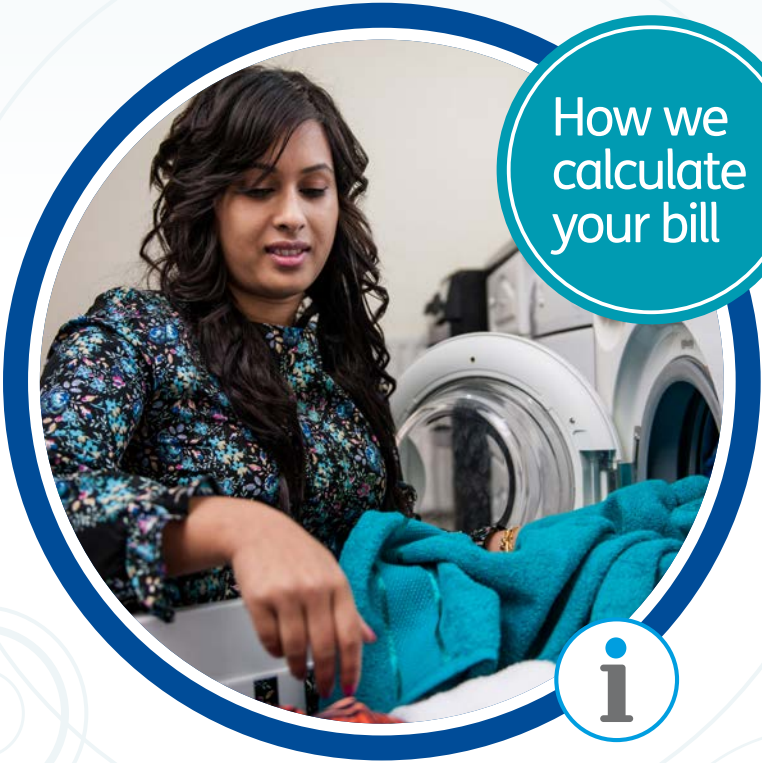
SEVERN

TRENT

WATER

Summary of charges 2014/2015

A householder's guide



How we
calculate
your bill

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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 **0345 750 0500**.

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 household bills are currently the lowest in the country.

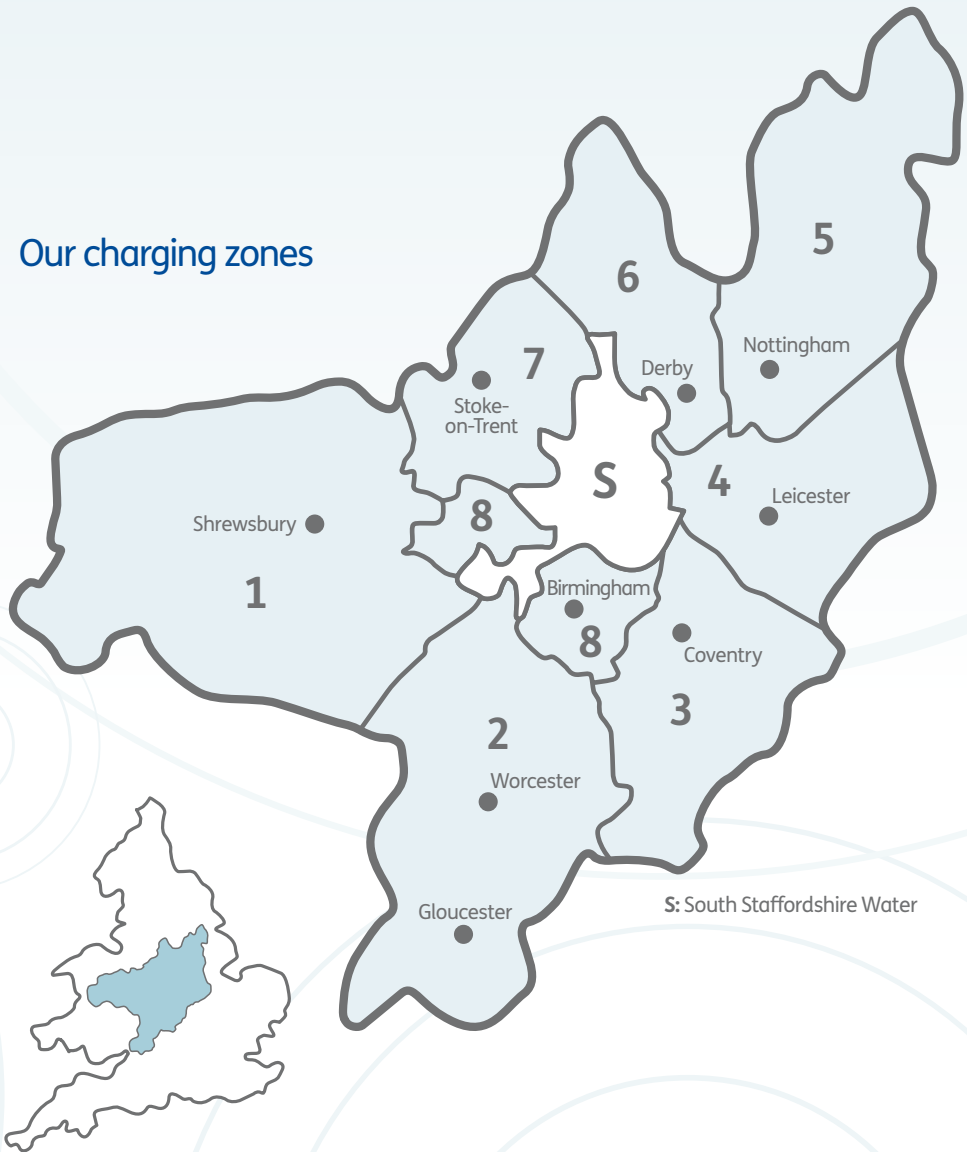
We're investing more than £1.3 million every day to make our services better. This means we're cutting leakage, helping to stop sewer flooding and making sure you have a reliable supply of water. And our investment benefits the wider community too. For every £1 we spend, an additional 66p is generated 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.



We're investing more than £1.3 million every day to make our services better

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 2014/2015 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	110.98p	103.51p	65.82p	37.69p
2	99.85p	87.18p	55.46p	31.72p
3	96.84p	91.84p	58.17p	33.67p
4	101.18p	99.60p	63.27p	36.33p
5	116.34p	116.22p	73.70p	42.52p
6	121.03p	112.55p	71.43p	41.12p
7	121.87p	109.67p	69.62p	40.05p
8	96.84p	91.22p	57.56p	33.66p

Water supply

The minimum charge for an unmetered water supply is £92.26, 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.

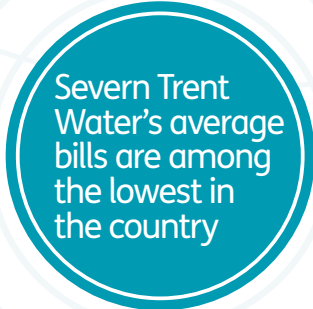
- Don't forget, if you use a sprinkler, other automatic garden watering systems (including a perforated hose), or have a swimming pool using mains water, you need to have a meter fitted.
- All new properties will have one. Existing customers can also apply for a meter.

When you have a metered supply, these are the charges you will pay:

Water supply

Measured water supply charge	153.57p per cubic metre
PLUS standing charges	
Size of meter (not exceeding)	Standing charge* £pa
15mm	28.95
22mm	41.37
30mm	56.08

*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.

Volume related charge:	95.11p per cubic metre
PLUS standing charges	
Size of meter (not exceeding)	Standing charge* £pa
15mm	13.62
22mm	19.95
30mm	26.80

*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	37.69p
2	31.72p
3	33.67p
4	36.33p
5	42.52p
6	41.12p
7	40.05p
8	33.66p

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	31.54
2 mainly semi-detached	63.20
3 mainly detached	94.73

(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	244.94	246.43	151.70
semi-detached properties	204.83	190.06	126.86
other properties	182.92	144.83	113.29
single person	101.05	see below†	62.58

* 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.

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