

Helping you deal with sewer problems

We know that any sewer problems, can be unpleasant and very distressing. We're working very hard and investing lots of time and money to help stop it from happening, but sadly sometimes problems can occur and when they do - we're here to help. There are a few different reasons why blockages occur, but they're most often caused by items such as wet wipes and sanitary products that are flushed down the toilet, or by leftover cooking fats and oils poured down the kitchen sink

1

Where is the blockage?

We'll investigate to see where the blockage is located. If we find it's our drains, we will fix it. If it's found to be your drains, it's the homeowners responsibility to fix it. Please see our **handy diagram** below for further information.

2

What to do if the blockage or sewer issue is found to be on your drains?

We may be able to help you with this today, but you are under no obligation to use our service and you can arrange your own drain cleaning service.

3

If you want us to fix the issue today, our charge is £114 inc. VAT

Payment will need to be made within 5 days of the work being carried out, one of our team will call you to take your payment over the telephone.

If the engineers are unable to clear the blockage, you will not be charged, and the engineer will leave site. You will then need to contact a private drainage clearance company to carry out the work for you.

If you choose not to use our private blockage clearance service today, we will not be able to reattend at a later date.

4

Why do we charge you to clear a private blockage?

Severn Trent are obliged to charge for the clearance of a private blockage to comply with competition laws and to ensure we are being fair to other private blockage clearance companies. We offer a competitive price for this service.

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Here's how you can pay:

The engineer will give you a work order reference number, the payment team will quote this to you when they call you to take your payment. You have two options of how to pay, you can either,

- Pay in full using your credit or debit card

Or

- Set up a monthly payment plan to spread the cost

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Please note, work may be completed by our contract partner who will carry out the job on our behalf.

So, who's responsible for what?

Our drains: We look after any public sewers that are normally under the road or pavement. We're also responsible for the sections of sewers and pipe that you share with neighbours and the pipes outside your property boundary, which connect to our existing network.

Your drains: That just leaves you to look after the drains that take waste water away from your home. These are waste water pipes that are located within the boundary of your property - beneath your house, garden or driveway - which flow from your property to the point where they reach outside your property boundary or connect to pipes serving another property.

Please note this diagram won't apply to any properties built after the private sewer transfer in 2011 unless formally adopted. For more information on the ownership of sewers go to stwater.co.uk/sewerownership

Key

Drain, responsibility of home owner.

Public Sewer and lateral drains, responsibility of water company.

Detached houses with no shared sewers

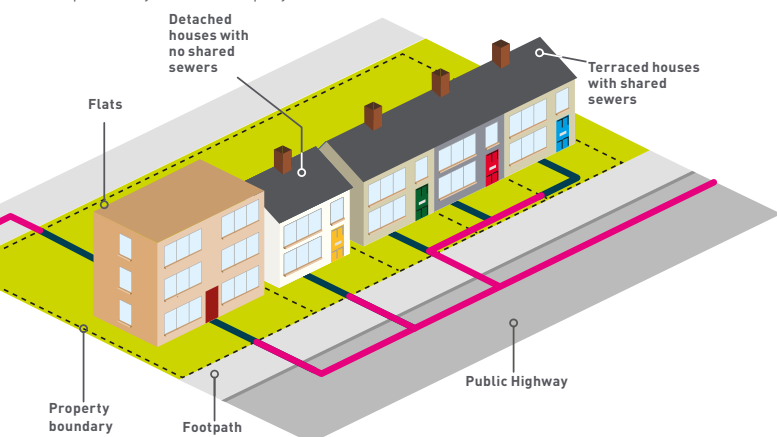
Terraced houses with shared sewers

Flats

Property boundary

Footpath

Public Highway



Work reference number: _____

Customer Name: _____

Customer Telephone Number: _____

Customer Email Address: _____

Customer Signature: _____

WONDERFUL ON TAP

