

Summary of Charges

2019-20

A householder's guide to how we calculate your bill

WONDERFUL ON TAP



About this document

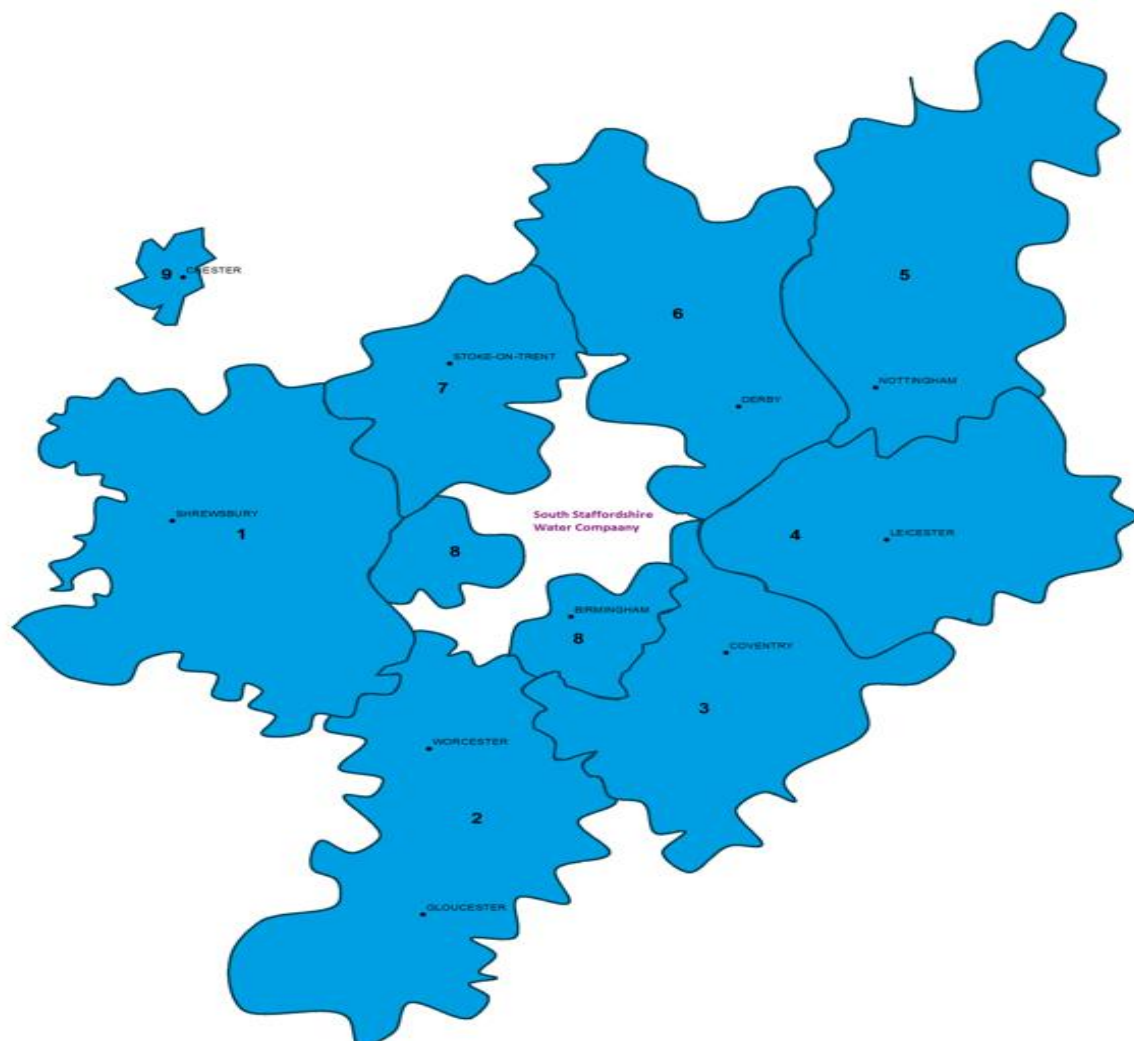
This guide gives you a summary of how we calculate the charges for the water services we provide. Keep it handy for reference and if you need any more information you can call our customer care team on 0345 7 500 500.

Our service to you

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 over 45,000km of pipes to our customers' homes. We also take away waste water and treat it carefully before returning it to the environment.

Our charging zones

There are ten geographical zones in our region. This map provides a guide to the area covered by each zone.



If you are 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 2019/2020 in each zone can be calculated from this chart.

1. Unmetered water supply and sewerage charges

Charging Zone	Rate per pound of rateable value (p/£RV)				
	Annual standing charge £	Water supply*	Used and surface water	Used water only	Surface water only
1	N/A	116.40	126.31	92.66	37.66
2	N/A	104.79	106.40	77.72	32.13
3	N/A	101.65	112.07	81.76	33.95
4	N/A	106.18	121.56	89.03	36.41
5	N/A	121.97	141.67	104.10	42.16
6	N/A	126.88	137.20	100.79	40.87
7	N/A	127.74	133.71	98.17	39.88
8	N/A	101.65	111.32	80.99	33.95
9	58.82	71.02	N/A	N/A	N/A
10	102.92	76.00	N/A	N/A	N/A

* Subject to a minimum charge of £100.94, except for lock-up garages or car spaces with rateable values between £1 and £30.

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 are 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

2. Metered water supply charges

Standing Charge Zone	Zones 1 to 8	Zone 9	Zone 10
Size of meter up to:	£ per year	£ per year	£ per year
15mm	32.20	33.37	33.37
22mm	32.20	33.37	33.37
28mm	32.20	76.17	76.17
35mm	32.20	102.36	102.36
42mm	32.20	150.74	150.74
54mm	32.20	208.09	208.09
Water Supply	£ per m ³	£ per m ³	£ per m ³
Volumetric charge	1.4331	1.1345	1.2329

Sewerage

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

3. Metered used water charges – Zones 1 to 8

(a) Discharged to a public sewer

Volume discharged directly or indirectly to a public sewer	Charge £ per m ³
	1.0417

(b) Discharged directly to a treatment works

Volume discharged directly to our treatment works	Charge £ per m ³
	0.7602

4. Metered standing charge for used water – Zones 1 to 8

Used Water £ per year
17.82

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.

5. Metered household surface water drainage charges - Zones 1 to 8

(a) Rateable Value charges

Charging Zone	Rate per pound of rateable value (£/£RV)
1	0.3766
2	0.3213
3	0.3395
4	0.3641
5	0.4216
6	0.4087
7	0.3988
8	0.3395

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 surface water drainage charges

Type of premises	Charge £ per year
Detached house (including link-detached):	80.08
Semi-detached house	57.44
Other household premises	34.57

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.

6. Property type and assessed volume charges

(a) Zones 1 to 8

	Water Supply £ per year	Used Water £ per year
Detached house (including link-detached):	213.97	159.45
Semi-detached house	191.05	137.75
Other household premises	175.36	129.52
Single person household	97.23	68.21

*Plus the appropriate charge for surface water drainage (see table 5b)

(b) Zones 9 and 10

	Water Supply Zone 9 - £ per year	Water Supply Zone 10 £ per year
Assessed Charge - Single Occupancy	90.86	96.88
Assessed Charge - Multi Occupancy	137.46	147.36