

SURFACE WATER DRAINAGE

*If your surface water doesn't
drain to the public sewer,
you could be eligible for
reduced sewerage costs.*



SEVERN
TRENT



What is surface water?

For most of our customers, the rainwater that falls onto their roofs, driveways and other parts of their property drains to public sewers. We call this surface water and we include the cost of removing it in our sewerage charges.

There are some properties where surface water does not drain to the public sewer. If you think this applies to your property and no surface water drains to, or makes use of the public sewer, continue reading to find out how you can claim.

Please note, if surface water (such as rainwater) from any part of your property drains to a public sewer you will have to pay a charge for this service.



How can I claim?

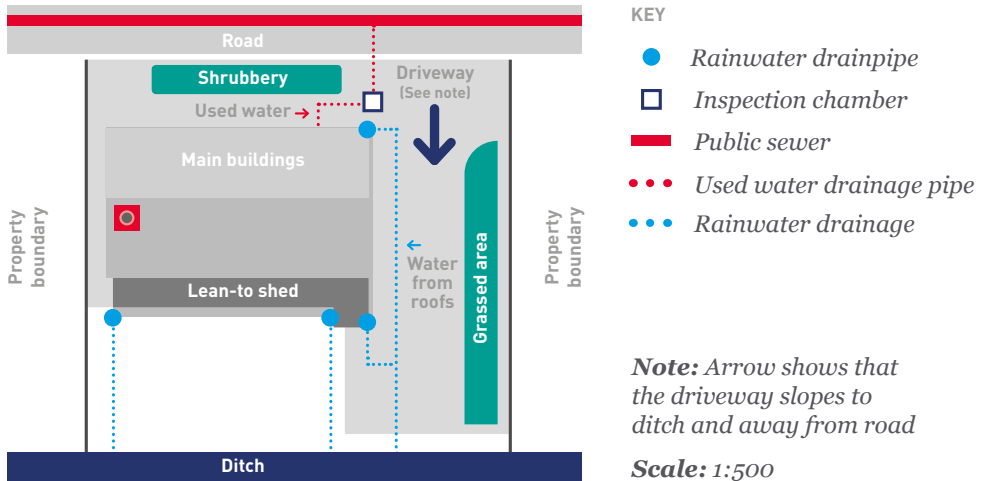
To support your claim, we need as much information as possible about the surface water drainage arrangements at your property.

For household properties, you'll need to complete the attached application form and if possible, provide a diagram outlining the drainage arrangements at your property. The diagram should include:

- your property boundary
- the public sewer and your connection to it (if known)
- how the surface water drains from your property, eg the location of downpipes, soakaways, inspection chambers and areas where water soaks into the ground.

For non-household properties, you must provide a full site area plan indicating manhole locations, direction of flows and location of discharge points for both foul and surface water systems.

Once we've received your completed form we'll arrange for someone to inspect the property to confirm your drainage arrangements.



Example diagram for a household property

Frequently asked questions

Q1. How will my bills be affected following a successful claim?

The charge for surface water will cease to be payable from 1 April 2014. Any payments made for this service in this charging year will be rebated and all future bills will show the reduction.

However, if your property was found to be connected for this service and remedial work has since been completed, the rebate will be applicable from the date the work was completed if later than 1 April 2014.

Q2. Will this surface water rebate be backdated to cover previous years?

The rebate will only affect the charges in the year that the application is submitted and in the future. It will not alter surface water drainage charges for previous years. This is in accordance with our Scheme of Charges, available on our website, which has been approved by our industry regulator, Ofwat.

Q3. Can I claim a surface water rebate if part of my property does not drain to the public sewer?

If your property is household, the rebate is only granted if none of the property's surface water drains directly to or indirectly to the public sewer. If your property is non-domestic, please see Q4.

Q4. Can I claim a surface water rebate if I am a non-household customer?

If your property is non-domestic and any of the property's surface water drains directly or indirectly to the sewer then there will be a charge for surface water drainage.

However, if you're charged on the basis of site area, the chargeable area should take account of any significant areas which do not drain to the sewer. If you believe that the site area on which your charges are calculated is incorrect, please complete the attached form and provide us with a detailed site area plan.

Q5. I live in a flat/apartment but not on the top floor, can I apply for a surface water rebate?

All flats/apartments, even if they are not on the top floor, are deemed to benefit if surface water from the building as a whole drains directly or indirectly to the public sewer. If you think that the building and grounds as a whole are not connected to the public sewer for surface water drainage, you may qualify for a rebate and should continue to complete the form.

Q6. My neighbour has recently received a surface water rebate. Will I be entitled to one as well?

Not necessarily. All surface water drainage rebate claims are assessed on an individual basis. However, if you believe neighbouring properties are not connected for surface water drainage, please tick the relevant box on the form.

Q7. What if I'm billed for surface water drainage by another company?

If you're billed by another water company for surface water drainage you'll need to contact them directly about a surface water drainage rebate. If Severn Trent Water bills you for surface water drainage on behalf of another water company, please submit any claim to us using this form.

Q8. What will happen to my bills once I have submitted an application?

If your application is successful, surface water drainage charges on future bills will be adjusted or removed as appropriate. This adjustment will be applied from 1 April 2014. While your claim is being considered, it is important that you continue to pay all bills received in full, including the surface water drainage component.

Q9. What if my property is not connected to the public sewer at all?

If your waste water drains into a cesspit, septic tank or a private sewer system, and surface water drains to a soakaway or similar, you should not be charged for any sewerage service. If you feel this applies to your property call us on **0345 7 500 500** and we will investigate further.



Claim form

Please complete this form in **BLOCK CAPITALS**

Title

First name

Surname

Date of birth

Account number

Property address

Postcode

Mobile number

Type of property:

- | | | |
|-----------------------------------|--|--|
| <input type="checkbox"/> Flat | <input type="checkbox"/> Semi-detached | <input type="checkbox"/> Non-household |
| <input type="checkbox"/> Terraced | <input type="checkbox"/> Detached | <input type="checkbox"/> Other |

Please choose from the following:

- I would like you to make an appointment to visit my property/an appointment will be required for you to gain all-round access to the grounds of my property.
- You will not require an appointment to gain all-round access to the grounds of my property. I agree to your representative visiting my property and entering the grounds at any reasonable time to check the drainage arrangements.

Where does the surface water from the roof of your property drain, ie from downpipes?

Please tick all that apply

- | | | |
|-------------------------------------|--|--|
| <input type="checkbox"/> Soakaways | <input type="checkbox"/> Grassed area | <input type="checkbox"/> Other (provide details) |
| <input type="checkbox"/> Waterbutts | <input type="checkbox"/> Watercourse/river/brook | |

Does your driveway slope towards the road? *Please tick*

- Yes No

If yes, where does the surface water from your driveway drain? *Please tick all that apply*

- Soakaways Grated gully Grassed area
 Highway drain Other (provide details)
-

If known, do the other properties on your street/estate discharge surface water to the public sewer? *Please tick*

- Yes No Unsure
-

If no, please provide details

I confirm:

- No surface water from the above property drains to the public sewer and
 The plan shows how the surface water is removed

We may be able to inspect the drainage arrangements without accessing the property, or by accessing only part of the grounds which is freely accessible. If this is not possible, or if you would prefer us to do so before we visit, we will need to make an appointment with you to access the property to complete the inspection.

Signature

Date



Return this application, together with your plan to
Severn Trent Water Limited, Customer Care,
PO Box 5310, Coventry, CV3 9FJ



This publication is available in alternative formats, including large print and Braille.

For more information:



Call **0345 7 500 500**

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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