

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.

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 is required before we can start the work. Once you've made the payment today, we'll start to fix the issue. Unfortunately, we're not able rearrange to come back on another day.

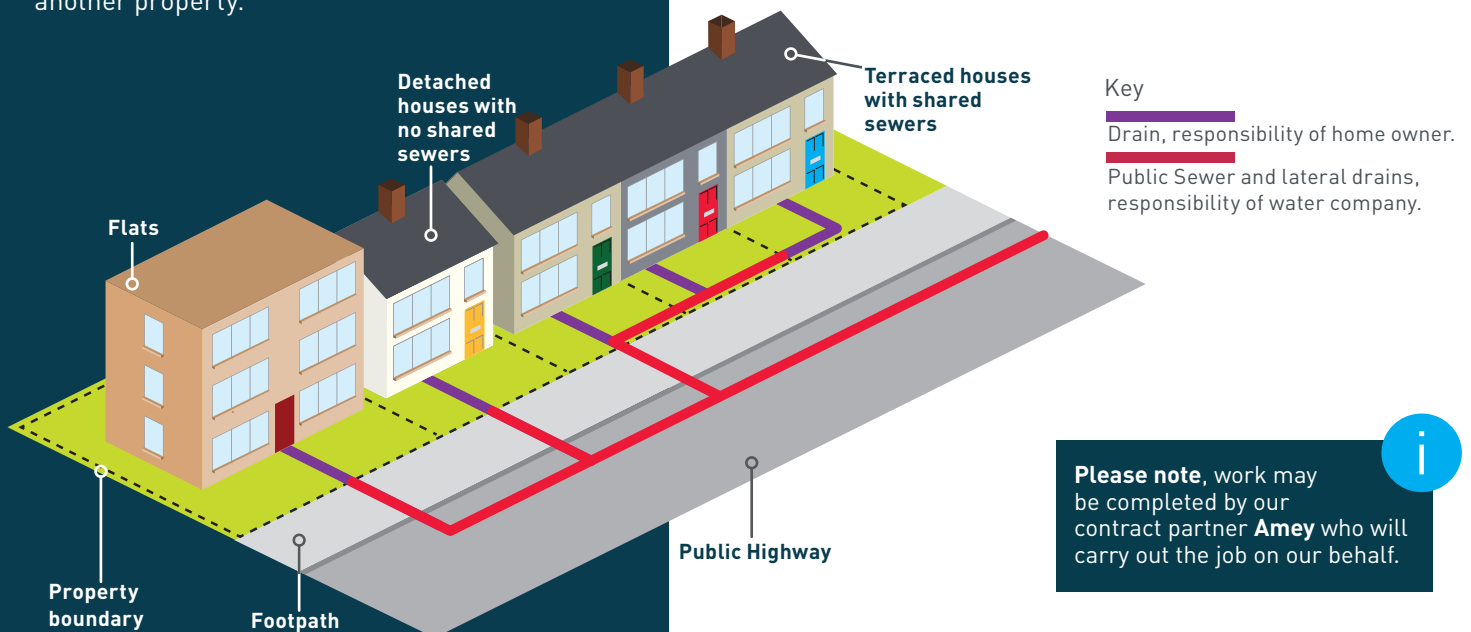
Here's how to pay:

- You will need a debit or credit card to pay with.
- To pay online visit mycleandrain.co.uk. Please read the terms and conditions which can be found on the website.
- You will receive a text or WhatsApp message from the crew with their **3 digit ID number** and **work order reference** to enable you to make the on-line payment.
- Our crew will receive an automated approval notice to complete the private blockage removal following your payment confirmation.

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

Our Terms and Conditions

1 These terms

1.1 These are the terms and conditions on which we supply services to you.

1.2 Please read these terms carefully before you sign and/or accept these terms below. These terms tell you who we are, how we will provide services to you, what to do if there is a problem and other important information.

2 Information about us and how to contact us

2.1 We are Severn Trent Water Limited a company registered in England and Wales ("we", "us", "our"). Our company registration number is 02366686 and our registered office is at Severn Trent Centre, 2 St John's Street, Coventry, CV1 2LZ. Our registered VAT number is 486985565.

2.2 You can contact us by telephoning our customer service centre at 0800 783 4444 or by writing to us at: Severn Trent, PO Box 409, Darlington, DL1 9WF.

3 Our contract with you

3.1 Following the call made by you to our customer service centre our contractor has attended your property and has undertaken an assessment of the problem you are experiencing with your drainage. Our contractor has determined that the blockage has occurred in your private drain(s) for which you are responsible.

3.2 Subject to your acceptance of these terms and your payment of the fee of £114 (inclusive of VAT) to us (the "Fee"), our contractor will carry out services in order to try and clear the blockage and restore flow in (the "Service"). A contract will come into existence between you and us when you have signed and/or accepted these terms below and we have received your payment of the Fee.

3.3 This offer to carry out the Service only applies if the Service can commence on the same date as your acceptance of these terms and payment of the Fee and you are able to provide suitable and safe access to manhole chambers and land and a safe environment for our contractor to carry out the Service.

3.4 Please note our contractor is not able to access your neighbouring land/property without permission from the land/property owners. If our contractor cannot obtain access your neighbouring land/property in order to carry out the Service then we will refund to you the Fee in full on the next working day.

4 Payment

4.1 If you would like our contractor to carry out the Service you will be required to pay the Fee before the Service can be started. You may make payment using a credit or debit card (MasterCard/Visa/Visa are accepted) using our automated telephone line or web payment service provider as indicated by our contractor. You will not be able to pay with cash or cheque.

4.2 If we are unable to process your payment (for example if a credit card that you have provided is declined) our contractor will not be able to provide the Service to you.

5 The Service

5.1 We will begin the service immediately on the date that you accepted these terms and paid the Fee.

5.2 You or your representative must be present on the property while the Service is being carried out.

5.3 Our contractor will use best efforts to clear the blockage and restore flow however it is not always possible to remove blockages if caused by concrete or grout, heavy tree roots, collapse of sewer pipework, hazardous waste and/or heavy debris (for example, brickwork or similar).

5.4 The Service includes the contractor clearing up any spillage debris caused in attempting to unblock your drains but will not include clearing up debris caused as a result of the blockage but not of the clearance.

5.5 If any hazardous waste is encountered then the contractor may need to cease provision of the Service in which case we will refund to you the Fee in full on the next working day if we have been unable to carry out the Service. We will not be responsible for any hazardous waste clearance. If any hazardous waste is encountered then you should consult an appropriate specialist.

5.6 The Service does not include (a) the repair and reinstatement of any hard standing or paving or landscaping unless the contractor has caused the damage by not carrying out the Service with reasonable care and skill, and/or (b) the work that may be required in order to reinstate collapsed or damaged pipes or manhole covers unless such collapse or damage was caused as a result of our contractor failing to use reasonable care and skill in providing the Service.

5.7 If our contractor is unable to clear the blockage and restore flow within 1 hour of commencement of the Service and the equipment that our contractor has available at the relevant time then we will refund to you the Fee in full on the next working day.

5.8 If our contractor was able to clear the blockage and restore flow, but the blockage reoccurs within 14 days of completion of the Service and has not to your knowledge been caused by the introduction of the materials listed in clause 5.3 above and/or any hazardous waste then please call our customer service centre and we will arrange to assess the reoccurrence. If our assessment confirms that no materials as listed in clause 5.3 above and no hazardous waste have been introduced and there has been no sewer drain collapse then our contractor will repeat the Service one further time free of charge.

6 Our Liability

6.1 Our contractor will use reasonable care and skill in carrying out the Service to clear the blockage and to minimise damage to other pipes, manhole covers and other property however you should be aware that the use of high pressure jets may damage fragile pipes and/or connectors and neither we nor our contractor will be responsible for any loss or damage unless the loss or damage is a foreseeable result of our or our contractor's breach of these terms or a failure by us or our contractor to use reasonable care and skill.

6.2 If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our failure to comply with these terms or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen.

6.3 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for personal injury or death caused by our negligence or the negligence of our employees, agents or contractors, for fraud or fraudulent misrepresentation, for breach of your legal rights in relation to the Service.

7 General Provisions

7.1 We will only use your personal information as set out in our Privacy Policy which can be accessed at <https://www.stwater.co.uk/help-and-contact/legal/privacy/>.

7.2 You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.

7.3 These terms are between you and us. No other person shall have any rights to enforce any of its terms.

7.4 Each of the clauses of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining clauses will remain in full force and effect.

7.5 These terms are governed by English law and you can bring legal proceedings in respect of the Service in the English courts.

7.6 If you have any concerns relating to the provision of the Service and feel unable to raise these at the time that they were provided please call our customer service centre.

7.7 If you are not happy with how we have handled any complaint and/or dispute, you may submit the complaint and/or dispute for online resolution to the European Commission Online Dispute Resolution platform.