

How do I apply for a reduction in my surface water drainage charge?

Part of your water bill pays for taking away the rainwater that falls onto your premises – including your roof, car park and other hard standing areas.

1. The amount you pay is based on the size of your premises' chargeable area that drains to a public sewer. Visit water-plus.co.uk for a detailed explanation of how the wholesaler calculates your chargeable area and what action you can take to reduce it.
2. We shall submit your claim to the wholesaler for them to assess your surface water charges claim.
3. **How much could you save?**
The good news is, the wholesaler may agree to waive your surface water drainage charges entirely if the whole of your premises drains away rainwater naturally.
4. If you're on a water meter, and only part of your premises drains naturally, an appropriate reduction based on the size of the chargeable area, for surface water drainage, to cover that area that drains to a public sewer
5. **Important**
If you leave the property we won't consider your claim as it is unlikely we can make the necessary investigations to establish if you were connected to our drainage system during the time you occupied the property.

A relatively small number of premises drain naturally. The rainwater flows directly into a brook, stream, or soak-away, without ever entering the sewerage system.

If your premises fits this description, you could qualify for a reduction in your bill.

Do your premises fit the bill?

1. If you have a water meter, you need to prove that none of your surface water drains to a public sewer.
2. If you're not on a meter, you need to prove that rainwater drains naturally, from your whole premises, without the rainwater ever passing through a public sewer.

Please be aware that if your building's roof is not exposed to the clouds, because it is sheltered by another premises which drains rainwater to a public sewer, you are still liable for your surface water charges.

How do I claim?

1. Find out where the surface water from your premises flows to and then draw an accurate diagram (black and white only). This must show the following:
 - The site boundary
 - Roads, car parks, footpaths and neighbouring premises
 - Any permanently grassed, cultivated or landscaped areas (e.g. playing fields, farmland, racecourses, sports ground, golf course, parkland etc)
 - The approximate location of the sewers (if known) and any connection from the site
 - The approximate route of the pipes which carry surface water from the site including the position of any manholes, gullies and inspection chambers
 - The position of any nearby watercourse, lagoon or soak-away etc to which surface water may drain
 - Any area of the site that is hardstanding where surface water does not drain to the sewerage system (and drains elsewhere to a watercourse or soak-away etc.)
 - Any area of the site that is not hardstanding where surface water does not drain to the sewerage system (grassed, unmade or gravelled areas)
 - Where your surface water drains to
2. Fill in the claim form at the end of this document and send it to the address shown, together with the completed plan and any other evidence to support your claim. If you've paid another company to take away your surface water, please send us a copy of their bill.
3. Please carry on paying your bills as normal. We'll write to tell you when we have received your claim form and may contact you to arrange a visit to your premises.

Once we've made the changes to your bill, they will apply automatically each year. However, please do let us know if you make any subsequent alteration to your premises which could affect your drainage arrangements.

Application to reduce surface water drainage charges

Please complete the form and return it to the address shown at the end. **Important:** We can only backdate your reduction in surface water charges in line with your wholesalers policy

PLEASE COMPLETE IN BLOCK CAPITALS

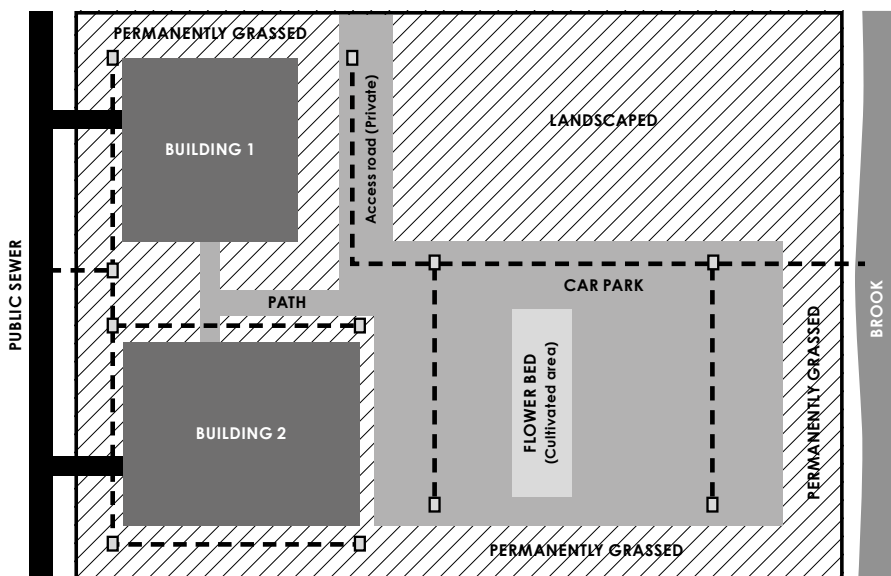
| 1. Customer details | | |
|---------------------|--|---|
| 1.1 | Business name: | |
| 1.2 | Address of premises you're applying for: | |
| | | |
| | | |
| 1.3 | Water Plus account number: | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> (you can find this on the front of your bill) |
| 1.4 | Name and address of person making claim: (if different from above) | Name: |
| | | Address: |
| | | |
| 1.5 | Name and telephone number of who we should call if we need to visit the premises to check the surface water drainage connection: | Name: |
| | | Telephone number: |
| | | |

| 2. Change in surface area draining to the sewerage system | | |
|---|---|------------------------|
| 2.1 | Please indicate if surface water from any part of the roof or hardstanding areas drains to the sewerage system | |
| | <input type="checkbox"/> Yes - Please complete Section 2.3 <input type="checkbox"/> No - Please complete Section 2.2 | |
| 2.2 | If the answer to 2.1 above is no, where does the surface water discharge? | |
| | <input type="checkbox"/> Watercourse/river/stream | |
| | <input type="checkbox"/> Lake or pond | |
| | <input type="checkbox"/> Soak-away or lagoon | |
| | <input type="checkbox"/> Other (please specify) | |
| Please provide any other available evidence | | |
| 2.3 | If the answer to 2.1 above is yes, what percentage of the total site is connected to the sewerage system for surface water drainage? | <input type="text"/> % |
| 2.4 | Please complete this section if some surface water from your premises drains to a public sewer and you also pay a third party for taking away some surface water | |
| | <input type="checkbox"/> Surface water from the above premises is taken away partly by my water wholesaler and I pay a third party for taking away some surface water <input type="checkbox"/> I am enclosing a copy of the invoice from the third party | |

| | |
|------------|---|
| 2.5 | The attached plan was prepared by (please tick appropriate box): |
| | <input type="checkbox"/> A registered architect, surveyor, civil engineer or other qualified professional (this is a requirement for large premises. However, if such a plan is not available, we will accept a detailed drawing that shows where the surface water drains to and includes all manholes, grids and approximate line of drains for the premises) <input type="checkbox"/> Myself, in accordance with the guidelines explained within this factsheet |
| 2.6 | Access to the premises |
| | <input type="checkbox"/> I agree to allow an authorised representative of my water provider on to my premises, at any reasonable time, to check the drainage of surface water |

We've included an example diagram to help you

If the chargeable area of your premises is large, we would recommend you get a plan drawn and certified by a qualified professional such as an architect or a surveyor. They can help you if you are in any doubt about your site drainage. However, if you can't do this we will accept a detailed drawing that shows where the surface water drains to and includes all manholes, grids and approximate line of drains for the premises.



Please note: the diagram above shows ONLY rainwater from the buildings draining to the public sewer.

--- Surface water drain □ Surface water grid/inspection chamber Foul sewerage drain

3. Declaration

I declare that the information I have given is correct to the best of my knowledge and belief and understand that if I have knowingly given any false information I may be liable to prosecution.

I undertake to notify Water Plus if any circumstances that may affect this claim should change and I acknowledge that Water Plus will review the allowance in the future.

| | |
|--|------------------------------------|
| Signature: (Customer) | Signature: (Third party) |
| Print name: | Print name: |
| Position in company: | Position in company: |
| Date: | Date: |
| Note: If you are a third party, this application must contain a signature of the person(s) on whose behalf you are making the application and a letter of authority. | |

How to apply or for more information on this leaflet

Please complete the application form and send it back to us by email or post with all the supporting documentation to:

Email: service@water-plus.co.uk
 or: Water Plus Correspondence, P.O. Box 337, Sheffield, S98 1BZ

Before submitting your claim form, we recommend that you refer to your wholesaler's policy to avoid delays or possible rejection.

To find the list of all wholesalers please visit water-plus.co.uk.

Reduction in surface water drainage is provided at the discretion of the wholesaler and can be declined/withdrawn or amended at any time.