

# Charging for waste water disposal

As you will see from your bill, we have two sewerage tariffs:

<b>Sewerage 1</b>	Foul, highway and surface water drainage
<b>Sewerage 2</b>	Foul and highway drainage

Foul drainage refers to the water which goes back to our sewers after it has been used.

Highway drainage refers to rainwater which falls on highways and drains to our sewers.

Surface water drainage refers to rainwater which falls on your property. Most properties have connections to our sewers for the disposal of this water, but some do not.

As we have charged for all three services in the past within a single sewerage charge, we do not hold complete records of which properties use our surface water disposal service.

If you do not consider that your property has a surface water drainage connection, please complete the accompanying form and return it to us.



**SOUTH WEST WATER**

## When is a property connected for surface water disposal?

Your property is connected if there are arrangements for rainwater which falls on any part of it to drain to one of our sewers.

It is connected if you have a drain which can receive rainwater from any building on your land and which is connected to our sewers.

If you live in a block of flats, you are connected if rainwater from the roof goes to our sewers even if there are other flats between yours and the roof. Equally if you have a shop below a flat for which you are not responsible, if rainwater from the roof of the building ends up in one of our sewers, your shop is connected.

Your property is also connected if rainwater from it is conveyed through a channel or drain to a highway drain which connects to our sewer.

If your property is in the main part of a town, it is extremely unlikely that its surface water will not end up in one of our sewers.

## What do I do if I do not think surface water from my property drains to your sewers?

Please complete the attached form and on a separate piece of paper explain where rainwater which falls on your property goes if it does not go to one of our sewers.

A sketch of the drainage arrangements will help but is not essential. Return the form to us at the address listed at the bottom of the form.

Please call us on **0800 169 1133** (Minicom 0800 169 9965) if you need any advice about applying.

We will check against our records and if necessary, visit the property to investigate your drainage arrangements.

We will confirm to you your liability to pay a surface water drainage charge as soon as possible.

If we confirm that you do not have a surface water drainage connection, your account will be amended from the start of the charging year in which you apply for the lower charge (or your occupation date if this is later).

If you disagree with our decision, your case will be reviewed by a senior manager. If you still disagree you will be entitled to ask the independent customer watchdog for South West Water, Consumer Council for Water Western region, to consider your case.

## Surface water drainage

Please use BLOCK CAPITALS when completing this form.

Account reference (as shown on your bill):

Title (Mr/Mrs/Ms etc):

Your full name:

Address of the property you do not consider is connected for surface water disposal:

Postcode

Address for correspondence (if different):

Postcode

Home telephone number (including STD code):

Daytime contact number (including STD code):

Continued overleaf

Type of property (please tick box):

- |                |                          |                     |                          |        |                          |
|----------------|--------------------------|---------------------|--------------------------|--------|--------------------------|
| Flat           | <input type="checkbox"/> | Mobile home/caravan | <input type="checkbox"/> |        |                          |
| Terraced house | <input type="checkbox"/> | Semi-detached house | <input type="checkbox"/> |        |                          |
| Detached house | <input type="checkbox"/> | Shop                | <input type="checkbox"/> | Office | <input type="checkbox"/> |
| Factory        | <input type="checkbox"/> | Other commercial    | <input type="checkbox"/> |        |                          |

What year was your property built? (approximate date):

**I confirm** that the information on this form is correct.

**I agree** to a representative of South West Water checking my property if necessary (this will be by appointment).

**I undertake** to advise you should my drainage arrangements change in the future.

Signed:

Dated:

Please return this form to our mailing centre:

South West Water  
PO Box 4762  
Worthing  
BN11 9NT

Our Contact Centre is based in Exeter and we use a mailing and payment processing centre in Worthing as part of our commitment to reduce the cost of our operation.

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SOUTH WEST WATER

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