

# Surface water rebate 2010 - 2011

APRIL  
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Dŵr Cymru  
Welsh Water

[www.dwrcymru.com](http://www.dwrcymru.com)

PAB0036

## Introduction

Surface water is rainwater that falls onto a property, including a block of flats, which drains to the public sewer from activities such as washing your car. For the majority of customers, the rain that falls on to their roof – and often paths and driveways – drains into a public sewer. The cost of removing this water is included in your sewerage charges.

However, there are some properties where surface water does not drain into the public sewer, for example, properties whose surface water may drain to a soakaway, stream or river. If you think that this applies to your property, you may be able to claim a reduction in your sewerage charges.

You will need to complete an application form and provide a diagram, outlining the drainage arrangements at your property, in order for us to determine whether you are entitled to a reduction in your sewerage charges.

If you are a Local Authority/Housing Association tenant applying for the surface water drainage rebate please note the following:

- Please continue to pay your charges to the Local Authority/Housing Association whilst your application is being processed
- Please do not take this application form to the Local Authority/Housing Association and ask them to complete the diagram. The person applying for the rebate must do this. If you need help completing the application please call us on 0800 052 0145.

## Do you qualify for a reduction?

It is necessary for you to prove to us that surface water from any part of your property does not drain to a public sewer at any point. For example, you may live on a housing estate served by private (un-adopted) sewers that may join a public sewer to the treatment works or watercourse. If any surface water from your property does drain to a public sewer, you must continue to pay the full sewerage charges. Customers who pay their sewerage charges to Dŵr Cymru Welsh Water and their water charges to another company are also eligible to apply. For customers living in properties that are charged under a common billing agreement, there must be no discharge of surface water from any of the properties billed under the agreement for the rebate to apply. In such a case, one rebate covers all the properties billed under the common billing agreement.

Please note that those customers who are billed on our Welsh Water Assist tariff **DO NOT** qualify for a surface water rebate.

## What if my property is not connected to the public sewer?

If your property is not connected to the public sewer and your wastewater drains into a cesspit, septic tank or a private drainage system, and surface water drains to a soakaway or similar you should not be charged for sewerage services. If you have been charged, please phone us on **0800 052 0145**.

## How do you claim?

1. You will need to draw a simple diagram of where the surface water from your property flows. The diagram should include:
  - roads, footpaths and neighbouring properties
  - the boundary of your property and
  - your arrangements for draining surface water, including where the downpipes go.An example is shown overleaf.
2. Complete the claim form overleaf and send it to the address shown together with the completed diagram.

3. Please continue to pay your bill as normal while your claim is being processed.

## How much will the reduction be?

Customers who can demonstrate that no part of their surface water run off drains to the public sewer, can claim exemption from the surface water element of the sewerage charge. Generally any exemption will apply from 1st April of the year in which the claim is made. Household customers who pay unmeasured charges will receive a reduction on their sewerage bill of **£43.00**. Metered household customers will pay the reduced volumetric rate of **£1.1996** per cubic metre (the rate including surface water is **£1.5210**). Metered non-household customers who have chosen the industrial tariff will pay the reduced volumetric rate of **£1.1339** per cubic metre (the rate including surface water is **£1.4377**).



## Claim for a reduction in sewerage charges where no surface water drains to the public sewer.

Customer Reference Number: \_\_\_\_\_

(this is found on your bill. If you are a Local Authority/Housing Association tenant, please leave blank)

Customer's name: \_\_\_\_\_

Address of the property in respect of which you are applying: \_\_\_\_\_

Post Code \_\_\_\_\_

Address where we should write to you: (if different from above) \_\_\_\_\_

1. I certify that:

A: I believe that no surface water from the above property drains to the public sewer

B: Surface water is disposed of by the means shown on the plan

The attached diagram was prepared in accordance with Dŵr Cymru Welsh Water's instructions.

2. I agree to allow an authorised representative of Welsh Water on to the above property at any reasonable time to verify the drainage arrangements

3. I undertake to notify Welsh Water immediately of any changes to the information I have provided.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(of person responsible for the payment of sewerage charges for the above premises)

Contact telephone number: \_\_\_\_\_

Send this application form with your plan to:

**Dŵr Cymru Welsh Water**

**PO Box 690**

**Cardiff**

**CF3 5WL**

If you have any difficulties in completing this form, please contact us on **0800 052 0145** and one of our advisors will be able to help you.

You must complete and return this form together with a diagram outlining the drainage arrangements at your property in order for us to determine your entitlement to the reduction to your sewerage charges.

