

# Surface water rebate

2019-2020





## What is surface water?

**Surface water is rain water that falls onto a property and runs from drainpipes, drives or paths into a drain or a road gulley into a public sewer. For most customers, the cost of removing and treating surface water is included in their sewerage charge.**

However, there are some properties where surface water does not drain into one of our sewers. For example, rain water may drain into a purpose built soakaway or into a stream, river or watercourse via a private sewer. If this applies to your property you may be able to claim a reduction in your charges. We call this the **surface water rebate**.

We know that there are companies out there who will contact you claiming to be able to reduce your water bill. These companies usually charge a fee to investigate if savings are possible, or keep part of any savings that are identified. Remember: there is no need to pay a third party for something that you can do directly with us for free.



## Here are some of the most common questions we are asked by our customers:

### What is a surface water rebate?

Almost everyone who's connected to our sewer network pays towards the overall cost of looking after rain water or surface water that enters our system.

But if your property's surface water ends up somewhere other than in our sewers, then you can claim a reduction in the amount that you pay towards this cost.

### Do I qualify?

In order to apply for the reduction you must be connected to our public sewer and currently pay sewerage charges. Please note that collecting surface water from a roof into a water butt does not qualify for a reduction as this isn't a permanent fixture.

### I have rain water Harvesting. Am I entitled to a rebate?

If any of the rain water that you harvest ends up in our sewers then you will not be entitled to a rebate. Typically that's where rain water is captured to use for toilet flushing and ends up in our sewers.

### How much is the rebate for April 2019 to March 2020?

It varies:

- if you are a household and have a water meter you will have a reduction of 18p on the rate we bill you per m<sup>3</sup> for sewerage and a reduction of £24.51 on the Service Charge (standing charge)
- if you are a household and you are billed on the standard unmeasured charge for your property, the reduction is £49.51
- if you are a household and you are billed on the Assessed Measured Charge depending on the band you are on, the reduction will vary between £33.79 and £48.52
- if you are a household and you are billed on HelpU, WaterSure or Welsh Water Assist you will not see a reduction because surface water will not be included in your bill
- if you are a non-household and have a water meter you will have a reduction of 14p on the rate we bill you per m<sup>3</sup> for sewerage and a reduction of £54.26 on the Service Charge (standing charge)
- if you are a non-household and you are billed on the Assessed Measured Charge depending on the band you are on, the reduction will vary between £92.36 and £467.70.

### How far back can I claim?

If your application is successful we will apply the rebate from 1 April 2014 or from the date you moved into your property if later. The rebate will not be backdated prior to April 2014 but it will apply to all future charges unless the drainage arrangements change. Your rebate will be unique, depending on how we have charged you since 2014, the values quoted under "How much is the rebate for April 2019" is a guide.

### Why don't you apply the rebate further back than April 2014?

It costs a lot of money to keep our beautiful environment clean and safe. We're a not-for-profit company. This means that we don't have shareholders, so we can invest every penny back into improving our water and sewerage systems, which is good news for all our customers, and for our environment. By applying the rebate from April 2014 only, we can keep everyone's bills down. We think it's the fairest way of doing things.

### What if my sewerage charges are paid to another water and sewerage company?

If you are connected to our sewer network but pay your charges to Hafren Dyfrdwy, Severn Trent Water or United Utilities North West, you can apply for the rebate directly with us.

If you receive a bill from us that includes a sewerage charge on behalf of Hafren Dyfrdwy or Severn Trent Water, you will need to contact them about the rebate because their scheme may differ from ours.

### I live in a flat but not on the top floor. Can I apply for a rebate?

Even if your flat does not have its own gutters and downpipes, if surface water from the building as a whole drains into the public sewer then you are not entitled to a rebate.

### My neighbour has received a reduction. Will I be entitled to it?

Not automatically. Properties built at the same time next door to each other do not necessarily have the same drainage systems, so each claim is on an individual basis.

### How can I apply?

For domestic and small commercial properties, here's how to apply:

- Online by visiting our website, **dwrcymru.com**
- You can call us on **0800 052 0145**
- We're open 8am to 8pm Monday to Friday and 8:30am to 1:30pm on Saturdays
- You can complete the application form in this booklet and return it to us at Dŵr Cymru Welsh Water, PO Box 690, Cardiff, CF3 5WL.

### Larger commercial properties or developments

You may be a superstore, factory or school, or perhaps a management company applying for multiple domestic dwellings (e.g. a block of flats). The drainage for these sites is sometimes not straightforward for us to check, so please return the application form in this booklet and include a full site drainage plan indicating manhole locations, directions of flows and location of discharge points for both foul and surface water systems.

### What happens next?

Once we've received your application, we will contact you to let you know what will happen next. We will probably need to visit your property to confirm the drainage arrangements. It's really important for you to continue to pay your charges as normal while we review your application. If we cannot accept your application or you are not entitled to the rebate we will explain why.

## Application for a surface water rebate



Customer reference number (you will find this on your bill): .....

Your name: .....

The address of the property you are applying for: .....

.....

.....Postcode: .....

Type of property (e.g. house, flat, shop, office): .....

Your address where we should write to you (if different from above): .....

.....

.....Postcode: .....

Tell us where your surface water goes by ticking one of the following options:

☐ Soakaway

Please tell us where the soakaway is: .....

If you know that the soakaway is shared with your neighbours, please tell us the house numbers or house names if you can:

.....

Or

☐ Watercourse (pond, river, stream or sea), via a private sewer

Please tell us what and where the watercourse is: .....

.....

**Where is the pipe that takes the water from your house to the watercourse?**

.....

.....

.....

**Is this pipe shared with other properties?** Yes ☐ No ☐ Not sure ☐

If yes, please provide house numbers and/or house names: .....

Or

☐ Other

Please describe where the surface water goes: .....

.....

.....

\*If surface water goes to a watercourse via a public sewer, there is no rebate. A rebate is only given if surface water does not enter our network at all.

**I agree that:**

- To the best of my knowledge no surface water from the property drains to a public sewer
- I understand Welsh Water may need to visit my property to assess the drainage arrangements
- I will notify Welsh Water of any changes that may affect my application in the future

Full name: .....

Signature: ..... Date: .....

Telephone number: .....

Email address: .....

**Send this application form to:**

Dŵr Cymru Welsh Water, PO Box 690, Cardiff CF3 5WL

For larger commercial properties, please remember to send your drawings/plan, as described on page 4, with your application.

If you have any difficulties in completing this form, please contact us by visiting our website **dwrcymru.com** or call us on **0800 052 0145** and one of our customer service advisors will be able to help you.