

Do you qualify for a rainwater drainage allowance?

Wessex Water
YTL GROUP



You pay a charge for rainwater draining from your roof, driveway and other parts of your property to our sewers. Rainwater can overwhelm some sewers during intense rainfall and result in storm overflows operating.

Most customers are connected to a surface water sewer or combined sewer, which take away rainwater.

You may be entitled to an allowance if you receive sewerage services from Wessex Water and none of the rainwater from your property returns to our sewer. In this case the rainwater normally drains to one or more of the following.

- **A soakaway** - this is a concrete or plastic underground chamber, or pit filled with gravel or stone. This would usually be within the boundary of the property, at least 10 to 15 feet away from the property.
- **A watercourse** - via private pipework. For example, a stream, pond or the sea.
- **A rainwater harvesting system** - if the recycled water is used for garden irrigation none will be returned to the public sewer, and an allowance is due. Where the recycled water is used for domestic purposes (eg, toilet flushing) and then returned to the sewer, no allowance will be due.

If you are unsure whether you are connected to the public sewer you can check where the rainwater from your gutters goes. If there is a sewer close by you may find evidence of this, such as a heavy duty manhole cover. If this is the case then it is likely that rainwater from your property drains directly to the sewer.

To apply for an allowance please fill in the form on page 2.

If you need further help or information about claiming an allowance please call 0345 600 3 600 (Monday to Friday, 8am to 6pm, Saturday, 9am to 1pm).

Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check with your telephone service provider.

We may record telephone calls into our contact centres for quality, security and training purposes.

Rainwater drainage allowance - your questions answered

How much is the allowance?

The average amount of the allowance is £27 per year for a household customer. For unmetered customers the amount varies according to your rateable value.

If I am entitled to the allowance, will it be backdated to cover previous years?

Yes, either:

- by six years*, or
- to the date you became responsible for charges for the property*, or
- to the date the property was disconnected from the company sewer system for rainwater.*

* whichever is most recent

The water from my roof at the back of the house goes to a soakaway. At the front it drains to the sewer. Can I claim an allowance?

No. You only qualify for the allowance if no rainwater enters our sewers. There is no reduction for partial drainage, for example, some water enters a soakaway and some rainwater enters our sewer.

I don't have soakaways but I use a water butt to collect water from the roof. Can I claim an allowance?

No. Having water butts doesn't mean you can claim the allowance as they can overflow and usually don't collect all the water from a roof. But the allowance may apply if you can disconnect downpipes and connect them to water butts, with surplus water being distributed across your garden or into a soakaway.

If I am eligible, do I need to apply each year for this allowance?

No. The allowance will be automatically deducted from all future bills for that property.

How do I apply for the allowance?

Simply complete the application form on page 3 or apply online. Please note that we may visit your property to check the rainwater drainage.

Do I need to pay to apply for the allowance?

No. It's free if you complete the form on page 3 and send it directly to us. There are some companies that offer to apply on your behalf, but generally they charge for this service.

Please fill in the application form on page 3 or visit [wessexwater.co.uk/rainwater-allowance](https://www.wessexwater.co.uk/rainwater-allowance)

Application form for rainwater drainage allowance

Please complete the following form and return it to: Wessex Water, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA

Name

Customer number

Address to send bill

Postcode

Property address if different from above

Postcode

Mobile number

Alternative number

Email address

If known, when approximately were the soakaways installed?

Where does the water from your roof drain?

If your property is a flat, office or other property with a shared roof, where does the water from the shared roof drain?

To help us to consider your application please draw a diagram of your property showing house, garden, driveway etc, and roughly where you think your drains are. It would also help to show where the normal household drainage pipes join the public sewer. Thank you.

We may visit your property to check the rainwater drainage.

I have read the information in the leaflet and I confirm that none of the rainwater drains to the public sewer, either directly or indirectly from the roof, shared roof, drive or yard etc of the property to which the bill relates.

Signed

Date

How we will use your personal information

We will use the personal information you provide in this form to process your application and assess whether you qualify for an allowance for the rainwater that does not return to our sewer. Your personal data will be treated in accordance with our privacy policy which is available at wessexwater.co.uk/privacy-policy

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