

Do you qualify for the surface water allowance?



The sewerage charge you pay includes the cost of removing and treating surface water. This is rainwater that falls on your roof or the hard paved surfaces of your property such as a driveway or patio.

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

You may be entitled to an allowance if you receive sewerage services from Wessex Water and the majority of surface water from your property does not return to our sewer. In this case the surface water 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 (e.g. 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 discharge. 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 surface water from your property drains directly to the sewer.

To apply for an allowance please fill in the form overleaf.

If you need further help or information about claiming an allowance please call 0345 600 3 600 (Monday to Friday, 8am to 6pm) or email customer.services@wessexwater.co.uk

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

To protect our customers and staff calls may be recorded.

Surface water drainage allowance – your questions answered

How much is the allowance?

The average amount of the allowance is £20 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 surface water.*

* *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?

Yes. The allowance is granted where the majority of a customer's surface water does not drain to the sewer.

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

No. Water butts can overflow and usually do not collect all the water from a roof.

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 overleaf. Please note that we may visit your property to check the surface water drainage.

Do I need to pay to apply for the allowance?

No. It's free if you complete the form overleaf 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 overleaf or visit www.wessexwater.co.uk

Application form for surface water drainage allowance

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

Name	<input type="text"/>	Customer number	<input type="text"/>
Address to send bill	<input type="text"/>		
	<input type="text"/>	Postcode	<input type="text"/>
Property address if different from above	<input type="text"/>		
	<input type="text"/>	Postcode	<input type="text"/>
Telephone number home	<input type="text"/>	daytime	<input type="text"/>
Email address	<input type="text"/>		

Type of property: please tick

detached house	<input type="checkbox"/>	semi-detached house	<input type="checkbox"/>	terraced house	<input type="checkbox"/>
bungalow	<input type="checkbox"/>	flat	<input type="checkbox"/>	office	<input type="checkbox"/>

Other – please describe

How old is your property?

Where does the surface water from your roof drain?

If your property is a flat, office or other property with a shared roof, where does the surface 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 surface water drains. 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 surface water drainage.

I have read the information in the leaflet and I confirm that the majority of surface water does not drain 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

