

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.

Depending on which wholesaler provides your sewerage services, you may be entitled to an allowance if NO surface water from your property returns to the sewer. This is normally the case if 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 2 600 (Monday to Friday, 8am to 6pm) or email customer.services@water2business.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

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

This depends on which wholesaler provides your sewerage services. We'll be able to advise this if your application for the allowance is successful.

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

No. The allowance is only granted where none of a customer's surface water drains 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 water2business.co.uk

Application form for surface water drainage allowance

Please complete the following form and return it to: water2business, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA

Name Customer number

Address to

send bill Postcode

Property address

if different from above Postcode

Telephone number home daytime

Email address

Type of property: please tick

Unit/s terraced property household

business premises shop office

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?

Please attach site plans showing the boundary of your property and all other relevant information.

Please provide any additional information that may support the allowance request.

We may visit your property to check the surface water drainage.

I have read the information in the leaflet and I confirm that no surface water 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

