

Non return to sewer claim form for domestic metered customers



Important please read the notes on page 3 before completing the form and ensure all sections are completed fully.

Customer number

Section A Details of customer and property

1 Customer name

2 Full postal address of property for which you are claiming an allowance

Postcode

3 Contact telephone numbers

Home

Work

Mobile

4 Email address

5 Number of residents living in property (including children)

Section B Claim details

Swimming pool and/or garden pond

1 Tick relevant categories

Indoor swimming pool

Outdoor swimming pool

Permanent structure

Temporary structure

2 The size of your swimming pool

Length (metres) X Width (metres) X Depth (metres) = Capacity (litres)

3 Does the backwash discharge to the sewer? Yes No

4 Is the pool ever drained? Yes No

if yes how often?

5 When was the pool last drained?

6 Was it drained to the sewer? Yes No

If not, give full details

7 Is the pool covered in the winter months? Yes No if yes how many months is it covered

Automatic irrigation system

8 Do you use an automatic irrigation system on your garden? Yes No

If yes, complete questions 10 – 12

9 What is the total area of your garden in square metres (approximately)?

10 What is the area of the garden that is watered by the irrigation system (in square metres)?

11 How often is the irrigation system used (please fill in all parts)?

Minutes per application Times per day Days per year Flow rate

Livestock

12 Do you keep livestock, ie, horses, cattle, sheep? Yes No

If yes, give details, including how many livestock you have

Other

13 If you use water for any other purposes, which is not returned to the sewer, please give details:

Where possible, you must supply documentation to support your claim. Continue on a separate sheet if necessary.

Section C Your calculation

Estimate the annual volume of mains water that is not returned to the sewer. Give your measurement in litres or cubic metres, showing your calculation in full.

Section D Declaration

I am claiming for a non return to sewer allowance in respect of the property detailed in Section A above. I declare to the best of my knowledge and belief that the information provided is true and reasonable. I accept that this information may be subject to verification by Wessex Water before any allowance for non return to sewer is granted. I have read the supporting notes that are attached to this application.

Signed

Dated

Additional information – Please read carefully before submitting a claim

1 cubic metre = 1,000 litres = 220 gallons

What happens next?

On receipt of your claim form an assessment will be made based on the information you've given us. We will contact you with a decision within five working days, unless a visit to your property is required. It may be necessary to visit to validate your claim or to make an informed decision on the amount of allowance you should receive.

Charges for metered water services are based on the volume of water supplied. Although for most customers we assume that almost all water returns to the sewer, the way we charge recognises that up to 5% of the water may not be returned to the sewer.

The 5% allowance covers virtually all domestic situations, for example, evaporation, car washing, drinking, cooking and all garden related use (including normal use of hosepipes, sprinklers, paddling pools and hot tub top ups). It also takes into account wet and dry years. For the average annual household use of 150 cubic metres the 5% allowance equates to about 7,500 litres or 1,650 gallons.

For us to consider an allowance you must:

- have a metered water supply
- be able to prove that significantly more than 5% of your water usage consistently does not return to the sewer
- have a meter reading history at the claim address for at least 12 months.

Please note:

- we may arrange to visit the property at any time to validate your claim. If your claim is found to be inaccurate we will reclaim charges from you to the date of your original application
- it is your responsibility to demonstrate that significantly less than 95% of the water we supply is returned to the public sewer
- all claims are subject to regular review.

Any agreement for a reduced return will be effective only from the beginning of the charging year in which the application is made and will not be backdated.

You must notify us immediately of any changes in water use that can materially affect the allowance granted.

Any allowance applied is in relation to the property for which it has been agreed and will not be transferred should you move to another property within the Wessex Water region.

To ensure that all claims are reasonably and fairly assessed, we operate to the following guidelines, which have been developed using manufacturer's information.

A hot tub is normally drained via a hosepipe to a nearby drain and then to the public sewer and a non return to sewer allowance claim will be rejected in these circumstances.

It is reasonable for us to assume that a permanent swimming pool or garden fish tank will have either a permanent connection to a drain or will be temporarily connected to a drain whilst it is being emptied. Consequently, a claim for a non return to sewer allowance to fill or refill a pool or pond will normally be rejected.

The non-return to sewer allowance does not include claims for soakaways. This is dealt with under a separate surface water drainage allowance.