

# Non return to sewer claim form for domestic metered customers



Water for the North West

The sewerage volumetric charge assumes that on average, 5 per cent of the metered water supplied to customers is not returned to a public sewer. This applies to all domestic customers and is already reflected in the sewerage charge. It covers things like evaporation from cooking, cleaning, car washing, garden watering - basically any activity which results in some of the water supplied to your home not returning to the public sewer.

If you have a metered water supply and can demonstrate that more than 5 per cent of the water supplied to your home through your water meter is not returned to a public sewer on a regular basis, please complete this form and return it to **Customer Service Centre, PO Box 50, Warrington WA55 1AQ.**

When we have received your application form, we will assess your claim and make a decision based on the details you have provided. We will try to make a decision within 10 working days. We may need to visit your home to verify your claim. If this is necessary, we will contact you to make an appointment, and the time to process your application will be longer.

**Important - please read the notes at the bottom of page 2 before completing the form and ensure all sections are completed fully.**

Customer account number <i>(shown on your water bill)</i>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>											
<b>Section A Customer and property details</b>												
Title <i>(please tick)</i>	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other <i>(please state)</i> <input type="text"/>											
Full name	<input type="text"/>											
Full postal address of property for which you are claiming an allowance <i>(including postcode)</i>	<input type="text"/>											
Home telephone number	<input type="text"/>											
Work telephone number	<input type="text"/>											
Mobile telephone number	<input type="text"/>											
Email	<input type="text"/>											
Date of birth	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>											
Number of residents living in the property					Adults				Children			
Water meter reading	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>				Black digits only				Date of read			
<b>Section B Claim details</b>												
<b>Swimming pool and/or garden pond</b>												
Do you have a swimming pool or garden pond at your property?											<input type="checkbox"/> Yes <input type="checkbox"/> No	
If YES, please tick relevant categories		<input type="checkbox"/> Outdoor swimming pool <input type="checkbox"/> Indoor swimming pool <input type="checkbox"/> Permanent structure <input type="checkbox"/> Temporary structure										
The size of your swimming pool or garden pond		<input type="text"/> Length (m) x <input type="text"/> Width (m) x <input type="text"/> Average depth (m) = Capacity (cubic metres) <input type="text"/>										
Does the backwash discharge to the public sewer?											<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is the pool or pond ever drained?											<input type="checkbox"/> Yes <input type="checkbox"/> No	
If YES, how often?												
When was the pool or pond last drained?		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>										
Was it drained to the public sewer?											<input type="checkbox"/> Yes <input type="checkbox"/> No	
If not, give full details												
Is the pool or pond covered in the winter months?		<input type="checkbox"/> Yes <input type="checkbox"/> No				If YES, how many months is it covered?						

<b>Automatic irrigation system</b>	
Do you use an automatic irrigation system on your garden?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If YES, what is the total area of your garden in square metres ( <i>approximately</i> )?	
What is the area of the garden that is watered by the irrigation system ( <i>in square metres</i> )?	
How often is the irrigation system used ( <i>please fill in all parts</i> )?	<input type="text"/> Minutes per application <input type="text"/> Times per day <input type="text"/> Days per year <input type="text"/> Flow rate
<b>Livestock</b>	
Do you keep livestock, ie, horses, cattle, sheep?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If YES, give details, including how many livestock you have	
<b>Other</b>	
Please give details of water that for any other reason, is not returned to the public sewer. Please provide your calculations.	
<b>Section C Your calculation</b>	
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.	
<b>Section D Declaration</b>	
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 United Utilities before any allowance for non return to sewer is granted. I have read the supporting notes that are attached to this application.	
Signed	
Dated	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

**Additional information - Please read carefully before submitting a claim**

**Non-return to sewer claims:**

We require a meter reading history of at least 12 months in order for a claim to be made. If this is not available, the claim will be deferred until we have meter readings for a 12 month period.

Where a large non-return volume is being claimed, we may ask the customer to install a sub-meter on a branch pipe to record the volume.

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  
Any agreement for a reduced return will be effective only from the date of which the application was 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 United Utilities region.



**About us**

United Utilities is the North West's water company. We keep the taps flowing and toilets flushing for seven million customers every day. From Crewe to Carlisle, we work hard behind the scenes to help your life flow smoothly.