



Non-return to sewer claim form

Background:

The sewerage volumetric charge allows for a certain percentage of water supplied to customers that is not returned to a public sewer. This applies to all customers and is already included in the charge.

PLEASE COMPLETE IN BLOCK CAPITALS

1. Premises details		
1.1	Business name:	
1.2	Premises address:	
1.3	Water Plus account number:	<input type="text"/> (you can find this on the front of your bill)
1.4	Contact name for business:	
	Telephone number:	

2. Third party details (if you are authorised to complete this form on behalf of the business owner)		
2.1	Name of contact:	
2.2	Address:	
2.3	Contact name for business:	
	Telephone number:	

3. Details of claim	
3.1	<input type="checkbox"/> I use water for irrigating recreational areas. This water is subsequently not discharged to a public sewer.
3.2	<input type="checkbox"/> I use a significant volume of water for other purposes. This water is subsequently not discharged to a public sewer.

If you have ticked box 3.1 or 3.2 please complete the information overleaf.



4						
4	Calculation of volume of water not returned to sewer. Please provide an accurate calculation, as failure to do so will result in your application being delayed or possibly rejected.					
	Water used (your water bill can be used as a reference for the water used?)	Cubic metre (m ³) per annum	Main or sub meter	Serial number	Meter reading	Meter read date
	Meter 1:					
	Meter 2:					
	Meter 3:					
	Meter 4:					
	Total water used (A):					

Sub meter details (if applicable):	Date installed	Location of meter

Water not returned to sewer	Cubic metre (m ³) per annum	Basis of calculation
Water used in production:		
Evaporation losses:		
Water used in production:		
Evaporation losses: (e.g. tinkered to treatment works)		
Irrigation:		
Other (please state):		
Total waste not returned to sewer (B):		
Water not returned to sewer as % of total water (C)		To calculate, divide (B) by (A) and multiply by 100
Net amount being claimed (D)		To calculate, subtract 5 from (C)

5. Change to a non-return to sewer allowance

5.1	What type of business is at the supply point?
	<input type="checkbox"/> Sports ground/golf course
	<input type="checkbox"/> Swimming pool
	<input type="checkbox"/> Other (Please specify type of business and provide details of usage of water not returned to the sewerage system)



5.2	Additional information needed for sports grounds/golf courses
	Please indicate the type of grounds and usage (for example 'Bowling club with 2 greens, real grass')
	Are there catering or other indoor facilities on the premises? <input type="checkbox"/> Yes <input type="checkbox"/> No

5. Change to a non-return to sewer allowance continued

5.3	Additional information required for swimming pools	
	Average annual consumption based on actual meter reads:	<input type="text"/> m ³
	Surface area of swimming pool(s):	<input type="text"/> m ²
5.4	Additional information required for head count assessment	
	Total annual consumption based on actual meter reads:	<input type="text"/> m ³
	Annual volume used in process:	<input type="text"/> m ³
	Number of full-time employees:	<input type="text"/>
	Number of part-time employees:	<input type="text"/>
	Is there a canteen on the premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No

If necessary, please provide any further supporting documents about the water not returned to the sewer. If we can't calculate the allowance based on the information you provide, we'll suggest that a sub meter is needed to work out an accurate allowance. This would have to be arranged at your expense.

6. Access to the premises

I agree to allow an authorised representative of Water Plus on to the above premises at any reasonable time to check the basis of the non-return to sewer calculation (please tick)

7. Adjustment of charges

If your claim is successful any adjustment in charges will be granted from the date we receive the claim. This is subject to the claim form being received by us at the address shown overleaf, within 14 days of the date that you signed the form.

8. Declaration

I declare that the information I have given is correct to the best of my knowledge and belief and understand that if I have knowingly given any false information I may be liable to prosecution.

I undertake to notify Water Plus if any circumstances that may affect this claim should change and I acknowledge that Water Plus will review the allowance in the future.

Signature: (Customer)	Signature: (Third party)
Print name:	Print name:
Position in company:	Position in company:
Date:	Date:

Note: If you are a third party, this application must contain a signature of the person(s) on whose behalf you are making the application and a letter of authority.

How to apply or for more information on this leaflet

Please complete the application form and send it back to us by email or post with all the supporting documentation to:

Email: service@water-plus.co.uk
or: Water Plus Correspondence, P.O. Box 12460, Harlow, M20 9PJ

Before submitting your claim form, we recommend that you refer to your wholesaler's policy to avoid delays or possible rejection.

Non-return to sewer allowance is provided at the discretion of the wholesaler and can be declined/withdrawn or amended at any time.

To find the list of all wholesalers please visit water-plus.co.uk.