



Application for an allowance against sewerage charges for domestic customers

Please ensure that you complete **all four sections** of this questionnaire and return it to us at the address found on the reverse of this form. Further information can also be found on our website www.nwl.co.uk or if you need any assistance in completing this form please contact the property management team by ringing our customer contact centre on **tel: 0845 733 5566** 8am - 8pm Monday - Friday.

Section 1 - Your details

This application must be completed by the person responsible for the payment of sewerage charges.

Your name	
House number / name	
Street	
Town	
Postcode	
Age of property (approx)	<input type="checkbox"/> 0-10 years <input type="checkbox"/> 10-20 years <input type="checkbox"/> 20-50 years <input type="checkbox"/> 50+ years
Account reference number (from your bill)	
Daytime telephone number	

Section 2 - Foul (used) water

This element of the sewerage charge relates to the reception and treatment of foul water that is 'used' at the property by domestic water facilities (toilet, sink, hand basin, bath, shower) and other domestic appliances (washing machine, dishwasher).

2.1 Where does the foul (used) water from the property drain to?

- Northumbrian Water's sewerage system (Please go to Section 3)
- Septic tank, cesspool or private treatment plant
- Other (please specify)
- Don't know (Please go to Question 2.6)

2.2 If the property has a septic tank, cesspool or private treatment plant, which of the following statements best describes your circumstances:

- The septic tank/cesspool/treatment plant only serves my property
- The septic tank/cesspool/treatment plant serves a number of properties*

* Please list the address of each property served by the septic tank/cesspool/treatment plant on the additional information section found on the reverse of this form.

2.3 Does the septic tank/treatment plant have an overflow that is connected to Northumbrian Water's sewerage system?

Yes No Don't know

2.4 Does a third party other than Northumbrian Water empty the septic tank/treatment plant?

Yes No

2.5 If Yes, please advise us who currently provides this emptying service

Please wherever possible enclose with the completed questionnaire, a copy of the most recent receipt for the emptying service or a copy of a current maintenance agreement for the apparatus. This will enable us to provide a prompt response to your application.

For official use only

Property ref. no. Plus 2 no.

Foul allowance granted Yes / No Effective date

If no, the reason not granted

Surface water allowance granted Yes / No Effective date

If no, the reason not granted

Authorised by Date

Ver 1.2 July 2006

Please send the completed form together with any additional information to the following address;

Northumbrian Water
PO Box 407
Abbey Road
Durham
DH1 9WW

www.nwl.co.uk
email us at: propertymanagement@nwl.co.uk
tel: 0845 733 5566 (8am - 8pm - Mon - Fri)

2.6 If you do not know where the foul water discharges to, do you pay for or have an arrangement with a third party other than Northumbrian Water to remove the used water from your property?

Yes No

Section 3 - Surface water drainage

This charge covers the removal and treatment of surface water (rainwater) from your property.

Does surface water from **any** part of the roof or hard standing areas drain to the public sewerage system?

Yes No

If No, where does the surface water discharge?

Watercourse (river/stream) Lake or pond Soakaway or lagoon

Other (please specify)

Section 4 - Drawing of the property

Please draw a plan of your property (as seen from above) in the space below showing both the foul and surface water drainage arrangements for the property. Examples of four typical arrangements for properties that are eligible to claim for an allowance against sewerage charges are enclosed overleaf for your assistance. Please feel free to provide any additional information in the relevant section located on the reverse of this form.

I the undersigned, believe that the enclosed information represents a true and accurate representation of my property and I agree to allow an authorised representative of Northumbrian Water onto my site at any reasonable time to verify the drainage arrangements.

Signed Date

NB - Views from above

Figure 1

Typical soakaway for surface water
Surface water allowance available ✓
Foul (used) water allowance available ✗

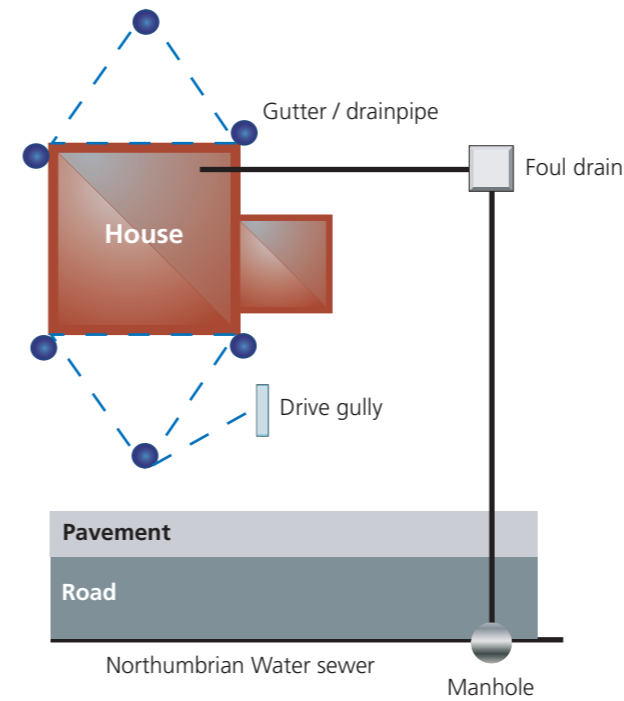


Figure 2

Typical surface water discharge to a watercourse
Surface water allowance available ✓
Foul (used) water allowance available ✗

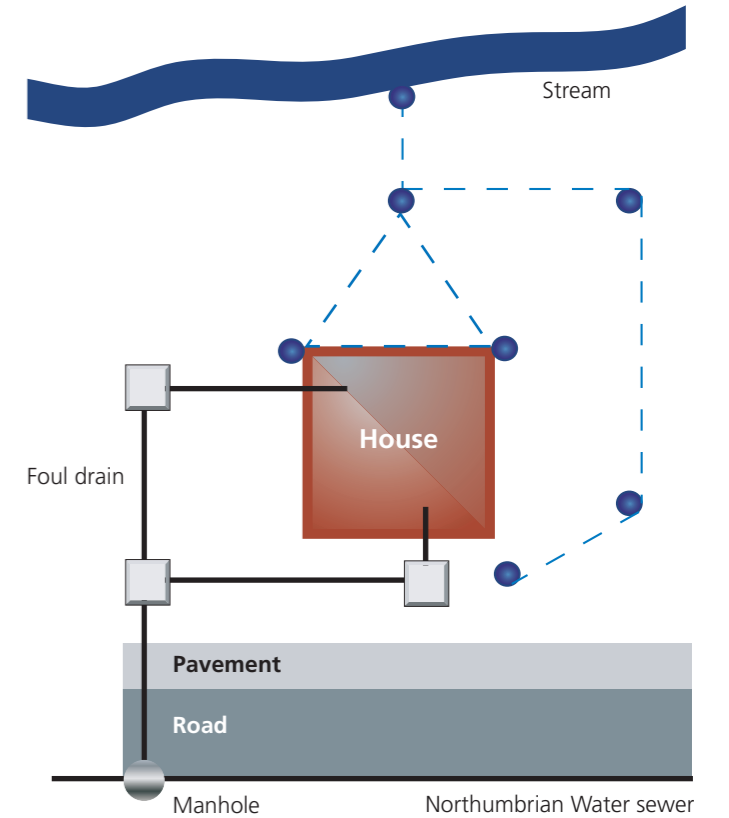


Figure 3

Typical septic tank for the foul (used) water

Surface water allowance available ✗
Foul (used) water allowance available ✓

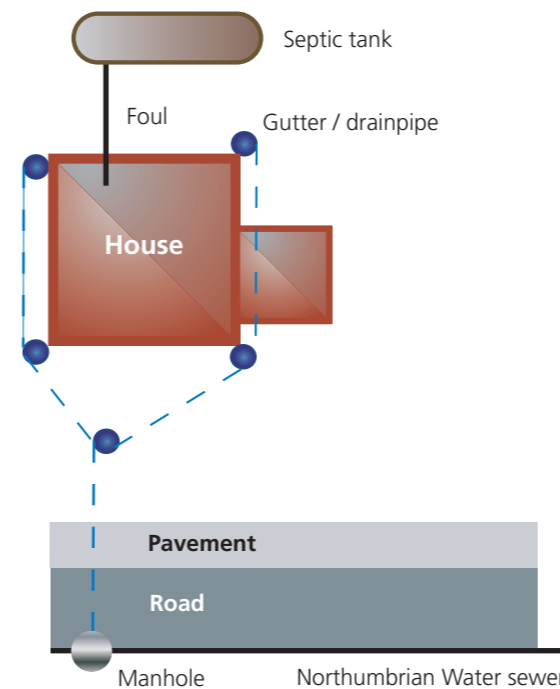


Figure 4

Typical septic tank for the foul (used) water with a soakaway for surface water

Surface water allowance available ✓
Foul (used) water allowance available ✓

