

Wastewater Abatement

Claim Form for use by customers in domestic properties



This is an application for wastewater abatement at any metered domestic property. Please return it to:

Thames Water Utilities Limited
Wastewater Abatements (BBSA)
Customer Services
PO Box 508
Swindon
SN38 9TU

Account Ref:

Notification Date:

Section A: Details of Claimant and Property

A1 Claimants name:

A2 Address of property for which abatement is claimed, please include the postcode:

A3 Contact Telephone Numbers:

Home:

Other:

A4 Address for correspondence, if different from property address:

A5 Number of residents in the property:

Section B1: Claim Details

Hose Pipe - If you use a hand-held hose complete the following:

Hours per month	Months per year	Open hose	Spray head

Sprinkler - If you use a garden sprinkler complete the following:

Hours per month	Months per year	Flow rate (usually 9 litres per min)

Swimming Pool or Pond

Please circle relevant category:

Pond

Swimming Pool - Indoor

Swimming Pool - Outdoors

Please confirm size of swimming pool or pond.

Length (Metres)	Width (Metres)	Depth (Metres)	Surface tiled area	
Months per year filled:				
Does the backwash discharge to Sewer?		Please circle	Yes	No
Is the pool ever drained, if yes how often?				
Drained to Sewer? Please circle			Yes	No
Is the pool covered during the winter months			Yes	No
If it is covered please confirm number of months per annum				

Please note that **ALL** of the above information is required to validate your claim.

*** If the water IS NOT discharged to the sewer, please give details.**

Please retain this information.

Wastewater Abatements for Domestic Property

For domestic customers on a metered water supply our charges for the provision of wastewater services are based on the volume of water supplied. Our current Charges Scheme recognises that there will be circumstances where not all of the water supplied is returned as wastewater to a public sewer. In practice, such circumstances will include:

Irrigation: where there is regular watering of the garden.

Use of Swimming Pools/Ponds: where there will be evaporation.

Discharge to a private outfall: where there is a discharge to a private outfall (e.g. a watercourse, a soakaway, or similar) as well as a connection to a public sewer.

Please note that when calculating any non-return abatement we will not include any water lost through leakage.

If you wish to claim an abatement, please note the following:

1. Any claim must be submitted on the appropriate claim form.
2. At least 12 months meter reading history is required before an abatement can be considered. If this is not available, we will have to defer a decision until we have a full year's record of use at the property by the applicant: where this proves necessary, the unabated wastewater charges will remain payable in the meantime and the account will be adjusted at the end of the recording period to allow for any abatement then agreed.
3. It is the customer's responsibility to demonstrate to our satisfaction that less than 90% of the water we supply to the property is returned as

wastewater to a public sewer. No abatements will be granted where 90% or more of the quantity supplied is returned to a public sewer.

4. When processing a claim for an abatement we may need to inspect the site to establish the percentage of wastewater not returned to a public sewer. We may have to ask the customer to install a water meter on a branch pipe to confirm the quantity of process use.
5. When processing a customer's claim, we will not take account of any wastewater discharged other than to a public sewer if that discharge is made unlawfully, or without the appropriate consent where such consent is required.
6. Any abatement agreed will run from the date the completed application form was received by us. Full wastewater charges are payable up to that date.
7. The abatement is valid for a minimum of 12 months from the date it was first applied to the account. We will invite you to re-apply for your abatement periodically.
8. The customer must notify us immediately of any changes in water use that may materially affect the proportion of water supplied that discharges as wastewater other than to a public sewer.
9. An abatement applies to the property for which it was agreed and will not be transferred should the customer move to another property within the Thames Water region.
10. We may inspect the premises at any time, subject to reasonable notice, to confirm the abated amount.

Help reduce your metered water bill

Applying for a wastewater abatement is a good first step on the road to taking control of your water bills. But have you thought about other ways of saving money, simply by being aware of how you are using our service?

There are a number of things you can do to reduce costs by saving water.

- Know how much water you use. Look at your water bills over the last few years to understand how much water you normally use. Then you will be able to check your future bills for any sudden increase in use, which may indicate leakage, or unnecessary use.
- Check for leakage. Remember that you the customer are responsible for the pipe from the boundary and any water leaking from your pipe (after the meter) will be included in your next bill. Keep an eye out for leakage on buried pipes by taking regular readings of your meter and by checking our bills when they arrive. If you find a leak, have it repaired promptly – this will save you money and will help you to protect your property from any damage that may be caused by the escaping water.
- Inspect your water fittings regularly and make sure there is no needless loss from dripping taps and overflow pipes and so on. You can also consider other water efficiency measures, such as replacing screw down taps by spray taps.
- You can visit our Water Efficiency website for information and tips at www.thameswateruk.co.uk/waterwise