

Wastewater Abatement



This form is to be completed to apply for a 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

Section A: Details of claimant and property

Customers name:

Address of property for which abatement is claimed, including post code:

Contact details Telephone Number:
Home:

Other:

Address for correspondence (if different from property address e.g. Landlord):

Number of residents in the property:

Section B1: Claim details

We will use the details you provide in this section to help assess the quantity of wastewater discharged to a public sewer.

Hose pipe

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

Hours per month	Months per year	Open hose	Spray head

Account reference:

Notification date:

Sprinkler

If you use a garden sprinkler complete the following:

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

Category

Please tick relevant category:

Pond Swimming Pool - indoor / outdoor

If you have a swimming pool what size is it?

Length (m)	Width (m)	Depth (m)	Surface tiled area

Months per year filled:

Does the backwash discharge to Sewer?

Yes No

Is the pool ever drained, if yes how often?

Drained to Sewer? Please tick

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

NB. Where possible, please supply documentation to support your claim. Please continue on a separate sheet if necessary.

Other

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

**Please note 1 cubic metre=1000 litres=220 gallons
Monetary value per cubic metre as detailed in our charges leaflet.**

Section B2: How is the used water disposed of?

Section B3: Meter readings

If safe and convenient for you, please supply the water meter serial number(s) and meter readings. Please note the black digits only.

Date of meter reading

Meter one

TW serial number

Metering reading

Meter two

TW serial number

Metering reading

Section B4: Sub meters

If you have your own sub meter please give details and readings below. Please note we require two readings 12 months apart.

Reading one

Sub meter serial number

Metering reading

Reading two

Sub meter serial number

Metering reading

Section C: Declaration

I wish to claim a wastewater abatement in respect of the property described in section A of this form.

I confirm that the information given on this form is correct, and that I have read the supporting notes.

I have read the supporting notes that were provided with this application.

Signature

Print name

Date

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. Our pricing structure for wastewater services already recognises that up to 10% of metered water usage may not be returned to the mains sewer.
4. When processing a customer's claim for an abatement, we may need to inspect the site to establish the percentage of wastewater not returned to a public sewer. Where a large volume of water is being claimed for, we may have to ask the customer to install a water meter on a branch pipe to confirm the quantity.
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 start of the 12 month period for which the claim has been submitted. 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 and will be reflected as an adjustment allowance against the wastewater charge on the account. Thames Water reserves the right to carry out periodic reviews on ALL wastewater abatement accounts. You will be notified when this is due to take place and invited to re-apply by completing a new application form. There is no need to contact us in the interim, the allowance will remain on the account until the time of the next review.
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.

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.thameswater.co.uk/waterwise
- If you want to know more, why not visit our website www.thameswater.co.uk.