

Please provide us with the correspondence address if different from the site address.

Application for an allowance against sewerage charges for non-domestic customers

Please ensure that you complete **all four sections** of this questionnaire and return it to us together with any additional information that we have requested to 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 - Property information

The information below should relate to the site or property for which this application is being made. If the correspondence address is not the same as below, please ensure that you include this on the additional information sheet found on the reverse of this form. If this application is submitted by a third party acting on behalf of a customer then an official letter of authorisation from that customer must be enclosed with your completed application form. Only one property is permitted per application.

Your name		Position within company	
Name of company			
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)			
Contact telephone number		Contact e-mail address	

Section 2 - Foul (used) water

This element of the sewerage charge relates to the collection, treatment and disposal of foul water that is 'used' at the property either for process water (water used in manufacturing / production) or for domestic usage (water from toilets, sinks, washbasins etc).

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

- Northumbrian Water sewer
 Septic tank or private treatment plant
 Tankered off-site
 Other (please specify)
 No foul water drains from the property

2.2 If no foul water drains from the property, do you have rights of access to communal water / sewerage facilities on the site via the landlord and other third party?

- Yes
 No

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

- The septic tank / treatment plant only serves my property
 The septic tank / treatment plant serves a number of properties*
* Please list the address of each property served by the treatment plant on the additional information section found on the reverse of this form.

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

- Yes
 No
 Don't know

For official use only

Property ref. no.	Plus 2 no.
Foul allowance granted Yes / No	Effective date
If no, the reason not granted	
Site fully connected for surface water drainage Yes / No	
>50% of the site not connected for surface water drainage Yes / No	
Customers site plan agreed Yes / No	
Details if the customer's site plan is not agreed	
Amended site plan attached showing actual chargeable area Yes / No	
Effective date for surface water drainage allowance	
Authorised by	Date

Ver 1.5 May 2009

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)

- 2.5 Does a third party other than Northumbrian Water empty the septic tank / treatment plant?
 Yes No
- 2.6 If Yes, please advise us who currently provides this maintenance service
 Please wherever possible provide us with a copy of the most recent receipt for your emptying service or a copy of a current maintenance agreement for the treatment plant. This will enable us to provide a prompt response to your application.
- 2.7 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 collection, treatment and disposal of surface water from your site / property.

- 3.1 Does surface water from any part of the roof or hard standing areas drain to Northumbrian Water's sewer?
 Yes No
- 3.2 If No, where does the surface water discharge?
 Watercourse (river/stream) Lake or pond Soakaway or lagoon
 Other (please specify)
- 3.3 If Yes, what proportion of the total site area is connected to Northumbrian Water's sewer for surface water drainage?
 Less than 50% Greater than 50%

Section 4 - Site plan

As part of your application, you are required to provide us with a plan which shows all of the information listed in 4.2.

- 4.1 List of information to be included within your site plan.
 Please ensure that your plan clearly indicates all information listed below. We will be unable to process your application without your completed plan, therefore, please ensure that you return it to us with this application form.
- 1) The site boundary
 - 2) The approximate location of Northumbrian Water's sewers (if known) and any connection from your site
 - 3) The approximate route of your private pipes carrying water that has been used at the site (waste water) including the position of any manholes, gullies and inspection chambers
 - 4) The position of any private sewerage treatment plant or septic tank
 - 5) The approximate route of your pipes which carry surface water (rainwater) from the site including the position of any manholes, gullies and inspection chambers
 - 6) The position of any nearby watercourse, lagoon or soakaway etc to which surface water may drain to
 - 7) Please indicate any area of the site that is hardstanding where surface water drains to Northumbrian Water's sewerage system
 - 8) Please indicate any area of the site that is hardstanding where the surface water does **not** drain to Northumbrian Water's sewerage system (it drains elsewhere to a watercourse or soakaway etc)
 - 9) Please indicate any area of the site that is **not** hardstanding where surface water does **not** drain to Northumbrian Water's sewerage system (grassed, unmade or gravelled areas)
- Four examples showing how to prepare this plan are shown overleaf, however, if you have any queries, please contact us using the contact details on the reverse of this application form.

Section 5 - Declaration

I the undersigned believe that the enclosed information represents a true and accurate representation of the drainage arrangements at this site and I agree to allow access to an authorised representative of Northumbrian Water at any reasonable time to verify its drainage arrangements. **Please note that any allowance which is granted will only apply to charges raised from the start of the current billing year being 1st April 2009, unless it is identified or demonstrated that the site has never benefited from sewerage services as per our current charging scheme. No allowance can be claimed to charges raised before this period.**

Signed Date

Name of company Position in company

NB - Views from above

Figure 1

Site connected to NW system for foul ✓
 Site connected to NW system for surface water ✓

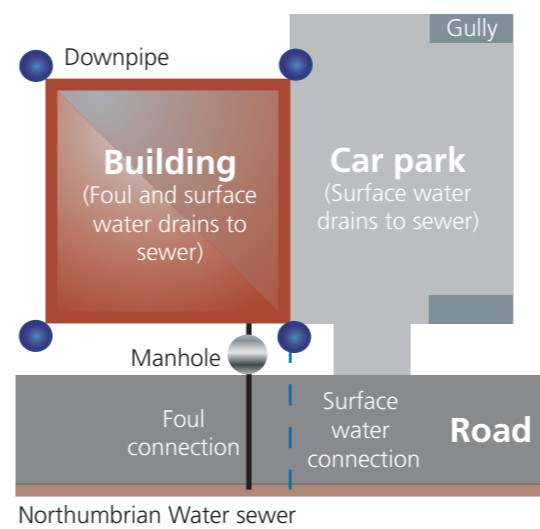


Figure 2

Site connected to NW system for foul ✓
 Site connected to NW system for surface water partial ✓

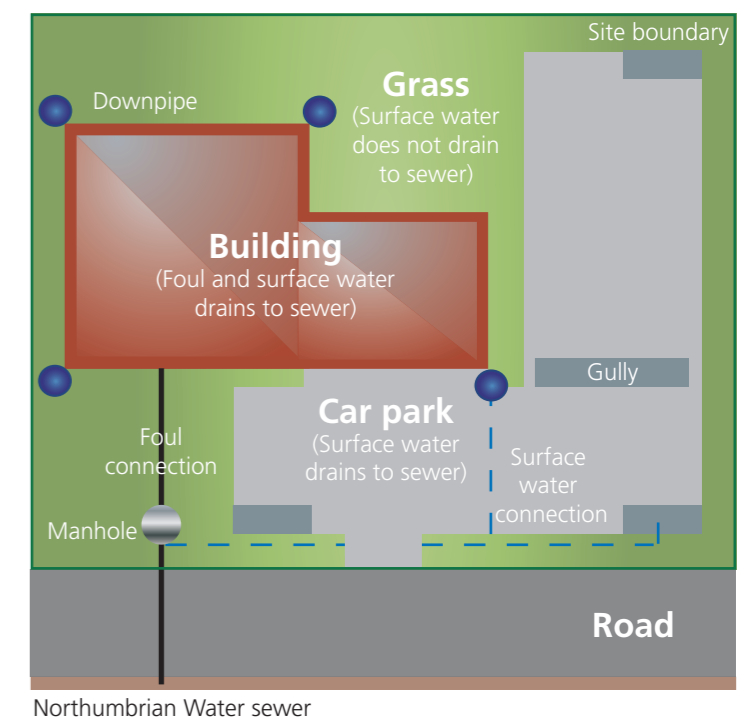


Figure 3

Site connected to NW system for foul ✓
 Site connected to NW system for surface water X

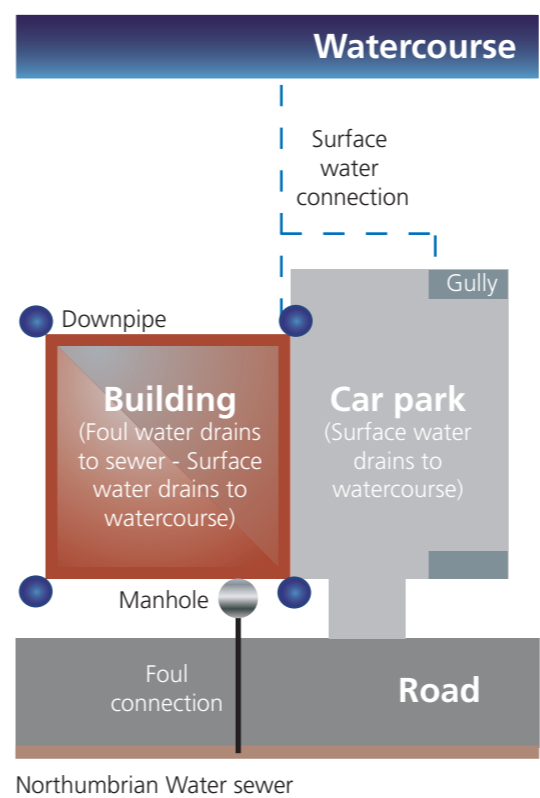


Figure 4

Site connected to NW system for foul X
 Site connected to NW system for surface water X

