

APPLICATION ALLOWANCE

Against charges for 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 **0345 733 5566** 8am to 8pm, Monday to 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: 0-10 years 10-20 years 20-50 years 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 ABOVE PROPERTY DRAIN?

- Northumbrian Water's sewerage system (please go to Section 3) Septic tank, cesspool or 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.

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)

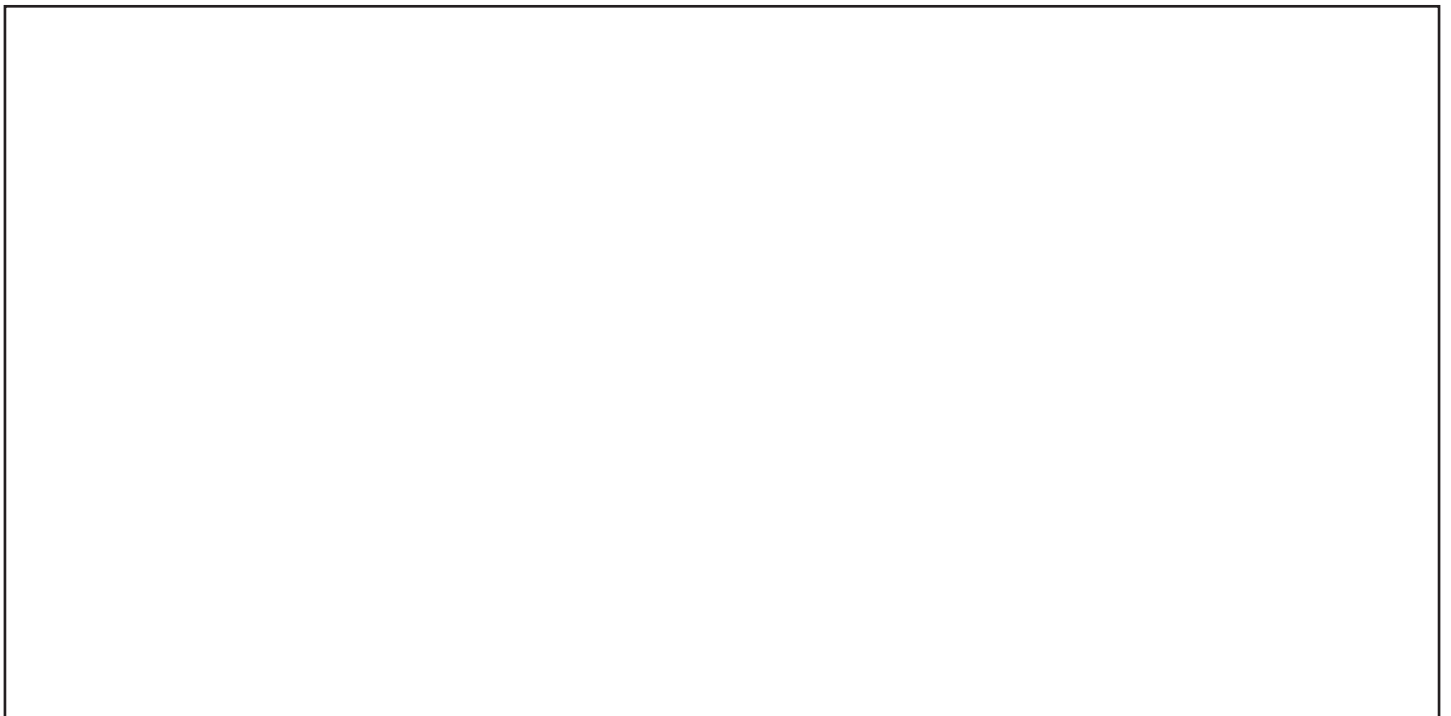
Lake or pond

Soakway 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:

TYPICAL EXAMPLES OF PROPERTIES ELIGIBLE TO CLAIM FOR AN ALLOWANCE AGAINST SEWERAGE CHARGES

NB - views from above.

FIGURE 1

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

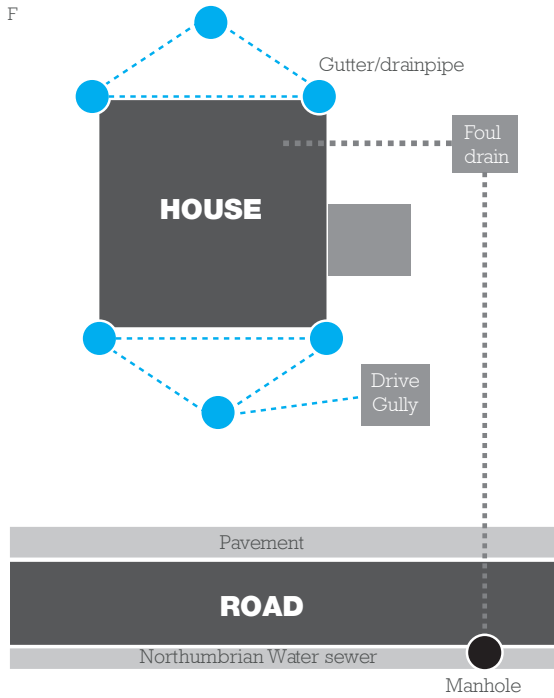


FIGURE 2

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

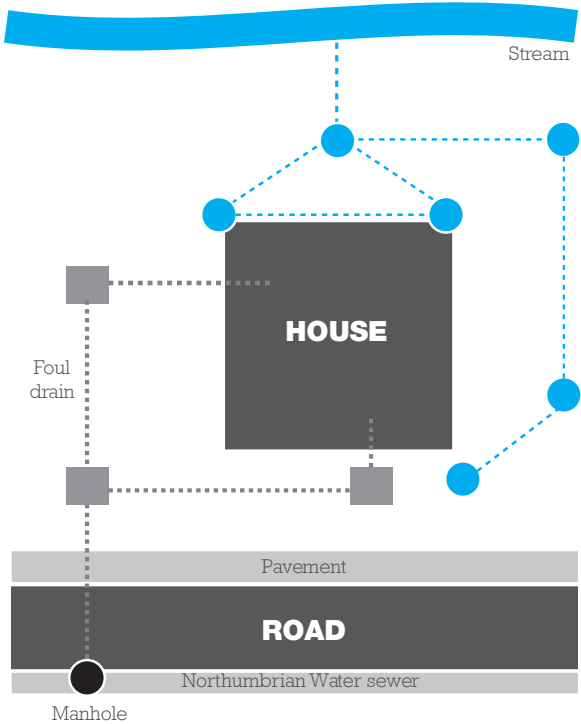


FIGURE 3

Typical septic tank for the foul (used) water
 Surface water allowance available ✗
 Foul (used) water allowance available ✓

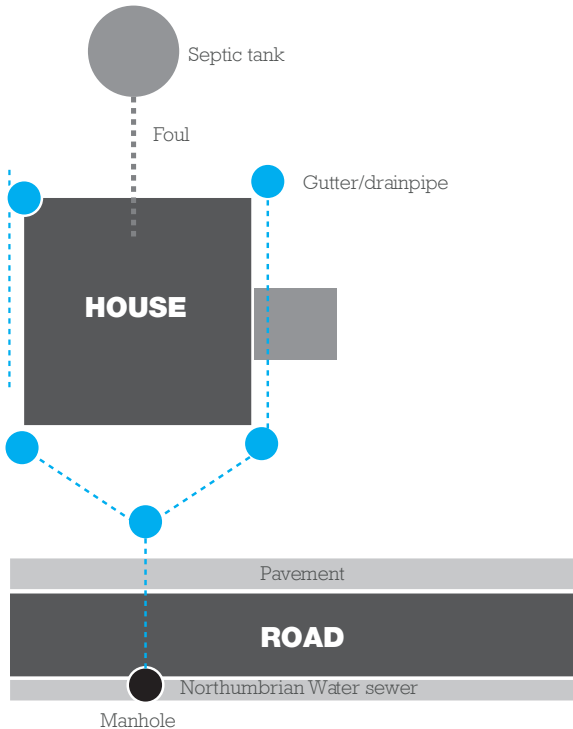
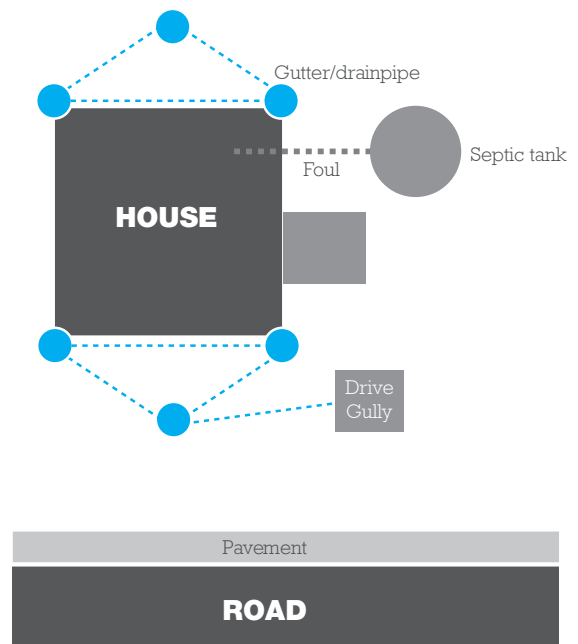


FIGURE 4

Typical septic tank for the foul (used) water with a soakaway for surface water
 Surface water allowance available ✓
 Foul (used) water allowance available ✓



ADDITIONAL INFORMATION

FOR OFFICE USE ONLY

Property ref. no: Plus 2 no:

Foul allowance granted: Yes No

If no, the reason not granted:

Surface water allowance granted: Yes No Effective date:

If no, the reason not granted:

Authorised by: Date:

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: 0345 733 5566 (8.00am to 8.00pm, Monday to Friday).