



United Utilities Water

# Hints & Tips

A guide for retailers

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## 1 Leakage Allowance

- Leakage allowances against water charges with respect to leaks from water supply pipework for non-household customers will be made providing;
  - The leak is repaired within 30 days of discovery of the leak; and
  - The leak was not due to faulty machinery or equipment; and
  - The leak was not caused by faulty fixtures or fittings, such as faulty cistern overflows; and
  - There has been no negligence in allowing the leak to occur.
- We will only make one adjustment for an internal leak and one adjustment for an external leak per customer per property.
- Customer must provide proof of repair before we can process a claim – if this is not attached we will ask for it, pause the item then ultimately reject. It will save time to hold the claim and only submit when this is available. If not available e.g. customer has done the repair themselves, please confirm this together with date of repair and details of the exact location where the customer has carried out the repair.
- Consumption must have returned to normal levels, proved by meter readings. Please check that the readings are up to date in CMOS as of the date of repair. We can't use retailers billing systems and often are provided with screen shots to show reads. We can only use what is in CMOS, if they are not there, we will reject.
- Application for an allowance must be received by U UW within 12 months of the repair date
- Any leak on U UW apparatus or where U UW are found to be at fault will qualify for full water and sewerage volumetric allowance for the full period of the leak (unless there have been delays in repair caused by the customer/retailer).
- Check that consumption has gone back down after the leak repair. If there is a reason why it hasn't e.g. change to process or increase in production please ensure we are informed of the reason(S) during the claim process.

- Any repairs taking longer than 2 weeks to repair following confirmation of a leak will usually be refused as taking too long to resolve and the customer has allowed the waste to continue. If there is a good reason for this e.g. couldn't access the building due to safety reasons we need to be informed so that we can consider this further.
- On Section 5 of the claim form the wrong box is often ticked. Please ensure the correct item is marked so that it's not rejected, as the customer may not qualify for what has been ticked so again we may refuse something when the customer may in fact qualify for an allowance.
- The Customer must not have been found negligent in causing the leak/allowing the leak to occur.
- The retailer continues to be liable for full wholesale charges at a supply point whilst any application for a leak allowance is being processed.
- If the customer provides any other information, even if you think it's not relevant, please provide it, particularly if the claim is not routine. Include anything from the notes or from conversations with the customer - its better we have information we don't need rather than reject because we don't have what we do need.
- Allowance requests are processed in accordance with the conditions (section 11) contained in the RWG Good Practice Guide which includes: **The wholesaler must not refuse a request due to the retailer not acting in time. Retailer must supply evidence to their failure and actions to avoid future failure.**
- For a mixed use customer if the leak was on a part of the supply pipe which provides water to the part of the premises used only as a dwelling (and perhaps other parts as well), rather than to a part used only for business purposes the domestic leak allowance policy will apply, this is in accordance with our leakage code of practice.
- A link to the Leakage code of practice is below that relates to domestic customers.  
[https://www.unitedutilities.com/globalassets/documents/pdf/7692\\_6249-leakage-code-of-practice-fact-sheet-2018-v2-aw.pdf](https://www.unitedutilities.com/globalassets/documents/pdf/7692_6249-leakage-code-of-practice-fact-sheet-2018-v2-aw.pdf)

## 2 Surface Water Connectivity – Full and Partial Claims

### What is Surface Water? (Area Drained)

Surface water is rainwater that falls onto a customer's site and or premise boundary which usually drains into the public sewer.

If the customer says that none or not all of the surface water drains to the sewer, they can make a claim for a reduction in surface water charges. (10% or more for partial).

However, it is not where the rainwater drains to – it is how it gets there. For example, your customer may say that their rainwater drains to a stream or river but if it drains via a public sewer charges are still payable.

Where a customer says they have blocked their drains off so that no surface water can discharge to the public sewer, these claims are invalid and will not be accepted. A customer must make adequate provision for the removal of surface water from their property; the blocking of drains is not adequate provision as the surface water may still enter the public sewer indirectly. An adequate alternative provision for example would be a soakaway. Also they still have a connection albeit it's not being used.

### What is Highways Drainage? (Surface Area)

This is the rainwater that falls on to the highways within our region. It does not relate to the drainage on a customer's site.

All customers who connect to a UU sewer for either surface water, foul drainage or trade effluent pay a contribution towards the regional road drainage which is based on their site area.

- The H01 form should be submitted with all the relevant information quoting the relevant sewerage SPID. The 20 Day SLA will only start when we deem the form materially complete.
- We must be given the customers contact details and consent for a visit in every case. It is rare that we **don't** go out to site for these claims.
- Please provide as much information as possible about what the customer is claiming and why. It is not enough to say the customer is querying their surface water charges (there is a risk we would raise a non-primary charge if the current charges are proven to be correct)

- A plan should be included with the claim showing where the surface water drains to. If no plan is available the customer must indicate where they believe the water drains and why they believe they are entitled to a claim.
- Details of how long the site has drained this way with the date the changes were made should be included if the customer has made changes so that the claim can be made e.g. recently had a soakaway installed or diverted surface water to the river.
- Customers sometimes believe they have no foul sewerage connection and so don't need to pay surface water and highway drainage i.e. if they are in a shared building with shared facilities such as kitchen and toilets. However, access to these shared facilities means that the charge is payable as the building has a connection.
- Generally we don't give any surface water allowances for a rainwater harvesting, however we are introducing a trial basis of charge for non-household sites with rainwater harvesting systems which uses rainwater for flushing toilets etc., but quite specifically any overflow from the harvesting tank **must not drain to sewer**. (i.e. overflow drains to watercourse, soakaway etc.)
- Where the configuration of pipework meets, or can be adjusted to meet the requirements of the trial, the successful applicants for the trial will see adjustments to both surface water and volumetric sewerage charges
- If you are not sure what to include, or have any questions about the site area amendments please phone the WSD and ask to be transferred to the Allowances & Adjustments team and we will be able to discuss this with you. This will mean that the case is handled quicker as we can direct it to the correct team straight away, and we will have all the information we need.

### 3 Sewerage Connectivity

Sewerage connectivity queries can or may be linked to a H01 (if we also charge for surface water and highways drainage in addition to foul sewerage) or a C/03 depending on the charges being made.

Foul sewerage – i.e. toilet and sink waste. The customer disposes of their waste via another method e.g Septic tanks, chemical toilets/bio-dome/self-treating system, Klargestor /private treatment works.

A septic tank is a tank typically underground in which sewage and solid matter is collected and emptied. The contents are allowed to decompose through bacterial activity before draining sometimes to a stream/soakaway. The usually have an outlet or overflow which can sometimes drain to a sewer but usually drains to soakaway or watercourse.

- Check: Is the account being charged for wastewater?
- Ask your customer if they pay privately to have the septic tank emptied periodically. Can they provide invoices for the emptying?
- Are they UU maintained tanks? We own some septic tanks and we empty the tank. Customers would be liable to pay full sewerage charges including highway drainage – surface water may not connect.
- Where does the tank overflow to? Sometimes the liquid overflows into the sewer and if so full charges may will be payable.
- Do they have a septic tank registration number?
- We usually need to carry out a site visit either with our in house technician or our external contractors. Sometimes however, if we have enough information, we may be able to perform a desk top study.

## 4 Non-Return to Sewer

### What is a non-return to sewer?

A site may have a connection to the sewer for some activity (foul sewerage -toilet and sink waste), but the customer says that not all of the metered water they use for a particular activity returns to a public sewer. For example it is used in a product like making cement or food.

An example of this would be where your customer uses clean water to make a product in their factory and this 'clean water' leaves the factory in the form of a product (for example sauce).

Another example would be irrigation on a golf course. The club house drains toilet and sink waste but they also use the clean water to water the golf greens and no sewerage is going into the sewer from this activity.

- As much information should be provided to verify the claim, for example production figures or private sub meter readings. Is there a sub meter?
- Your application should be complete and include as much information as possible about the basis of calculation. How has the customer calculated their claim for a reduction? Can it be verified and proved?
- We do not usually require an external contractor to make a visit. We can usually verify the customers claim using the information provided. Sometimes we might ask one of our technicians to verify meter details.



## 5 Allowances – General

- Ensure that the form is fully and correctly completed. Contact details are regularly incorrect or there is no response from the number we are provided with. Please provide an up to date number where the customer can be contacted e.g. mobile number. In every case, we only make attempts to contact the customer. Sometimes, due to the tight deadlines, this is over two days on some occasions due to the tight deadlines.
- Do not submit PDF copy documents as we cannot always read them fully, and often have to raise a request for further information.
- The amount(s) we quote for allowances is not the 'retail' amount but the 'Wholesale' amount. The amount you pass on to the customer should always be different.

## 6 Site Area Banding changes

### What is Site Area?

Site Area was introduced in April 2008.

Site Area is the way United Utilities Wholesale calculate the Surface Water – Area Drained and Highway Drainage Charge – Surface Area (SWHD) for non-household customers who are supplied by a water meter.

If the property is not supplied by a water meter the SWHD charges are included in the Rateable Value charge.

Surface Water covers the removal and treatment of surface water (rainwater) from a site or premise, including water that drains from the roof, car parks and other hard standing areas

Highway drainage is provided for the benefit of the public and covers the cost of removing the Surface Water from the roads in the UU area. All customers who have a sewerage connection must pay a contribution towards this part of the sewerage service

### Calculating Site Area

The site area is the whole area within the boundary, and is made up of any building within the site and all external areas within the boundary, this could include grassed and landscaped areas and may also include any access roads.

We don't charge for grass, cultivated and landscaped areas.

For sites and/or properties that are occupied by more than one business we need to make sure that any common, or shared areas i.e. car parks, loading bays etc. and any other shared spaces such as access roads, are evenly distributed amongst those customers receiving the benefit of the drainage service.

Some customers may have multiple site area accounts depending on the number of listings held by the Valuation Office; for every business rate assessment we will have a separate site area charge.

- This allowance is backdated 6 months from when we receive the claim. There are rare occasions where we may go back up to 6 years, the main reason being if we do not have the customer showing in the correct location.
- In order to secure a band change, we must either have had the boundary drawn incorrectly or we may have had some surface types incorrectly marked as chargeable

when they should not have been. Or we may have allocated some parts of the site incorrectly, such as loading bays and parking areas.

- Please ensure we are advised why the customer believes their boundary is incorrect e.g. car park included that's not theirs, large patch of grass is shown as hardstanding i.e. so we are charging for it and we shouldn't be.
- Always be aware we get a lot of queries from customers who believe we are charging them too much for their site area because they don't take into account shared areas. If they are on a retail or business park, this can often more than double the size of their actual premises.
- In most cases our areas will differ from those shown on the VOA website as the VOA do not include corridors, stairwells and some other shared areas.
- We do not always use the VOA to calculate the site area – if a different method has been used we will explain this in our email to you

## 7 Site Area Online Map Checking Service

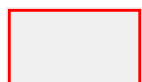
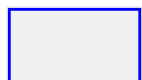
This service is accessible on <https://www.unitedutilities.com/wholesale-services/site-area/> and is listed at the bottom of that page “Site area map checking”

To log in the customer will need to use their wastewater supply point identifier and their supply point postcode.

The purpose of this service is to allow businesses the ability to access their site area data when deciding whether or not the fundamentals of their site are correct or not e.g. their boundary, surface types. The tool itself does not allow for users to access the sizes and measurements of Ordnance Survey / Site Area data.

The primary target audience is those businesses who occupy a site in solo occupancy where they can realistically determine whether or not the boundary extent on display is true or false. It is not designed to demonstrate or explain how UUW have calculated site area charges within a multi-occupied building or site. It will, however, present users with a pop-up message where they do fall into the latter category of customers but the intricate details of that multi-occupied calculation will need explaining by a UUW agent.

With the above in mind, the data displayed is not exhaustive and may differ from electronic maps we have sent to you previously; the data displayed within the service is as follows:

-  Premise Boundary – Used to demonstrate a site/building consisting of either a single customer **or** roof space in which multiple occupants share responsibility e.g. a factory and surrounding land (single customer) or a shop with a domestic property above it where they share the same roof space and surrounding land (multi-occupied premise)
  
-  Site Boundary – Used to demonstrate a site perimeter which contains two or more premise boundaries who all share surrounding land.

All other layers used to determine a chargeable area are displayed when deemed necessary as part of a query.

## 8 Concessionary Scheme Guidelines

### What is the Concessionary Scheme?

Following the publication of the Flood and Water Management Act 2010, a concessionary scheme was introduced for community groups that experienced significant increases in their bills due to the introduction of site area charging.

Customers accepted onto our concessionary scheme have their surface water and highway drainage wholesale charges capped at band 1, our lowest site area charge.

**Please note - Community Interest Companies and registered charities do not automatically qualify unless they fall into any of the categories below.**

- **Places of Worship**
  - Places of Worship are automatically placed on the concessionary scheme, however due to the many denominations we may request an official certificate confirming the premise is a place of Worship.
- **Guide, Scout Groups and Sea Cadets**
  - Guide, Scout Groups and Sea Cadets are entitled to be automatically placed on the concessionary scheme following receipt of an application form. We do not require any further information for these applications. Air Cadets are not eligible for this scheme.
- **Community Amateur Sports Associations/Clubs (CASC)**
  - The club must:
    - Be registered as a CASC with HM Revenue and customers and need to provide their registration number
    - NOT charge a joining fee
    - Not charge an annual membership fee of over £400
    - Does not pay a fee for any member to play
    - Have its main purpose to provide facilities for and encourage participation in eligible sports
    - Be open to the whole community without discrimination
    - Have governing documents prevents profits of the club being distributed among its members, i.e. profits go back into the running of the club
    - A list of registered clubs can be found on the HMRC website:  
<http://www.hmrc.gov.uk/casc/clubs.htm>
  - If a premise is not registered we will need further information, please request a detailed list of events and costs on a daily basis. We also need to know if there are any paid employees or any professional coaches.

- **Community Centre/ Village Halls**

- If rated as a community centre or village hall no additional information is needed if we are satisfied that the rating is still valid but they must not be funded by government.
- If not rated as a community centre or village hall then they must meet the following criteria:
  - All members of the local community are invited to be involved with the group/organisation
  - Does not discriminate against age, race or gender
  - Not run as a profit i.e. its shareholders, trustees or staff do not benefit financially
  - Not be funded by government
  - Properties can be leased by local council
  - Persons responsible for charges to apply
  - Offer structured activities to all age groups

If any of the above points are in doubt or not clear then further information can be requested for clarification.

- **Schools**

- Qualifying schools were identified by us(UU) and proactively moved to the relevant tariff from 1 April 2018, any school that was missed would need to apply and will be backdated up to 6 months from date of receipt of valid application from the retailer.

- **Qualifying criteria for schools 2018/19**

- This is for an educational establishment exclusively or almost exclusively delivering education and tuition of students for any or all of Key Stages 1-5 and
  - Has a playground facility attached.
  - For 2018/19 charges are approx. 50% of normal charges for both SW & HD
  - For 2017/18 a bill credit of 15% of wholesale SW & HD charges was applied
  - These school concessions only apply for band 2 and above.

- **Additional criteria from 1 April 2019**

- We will accept having an establishment number on the EduBase database - <https://get-information-schools.service.gov.uk/> as sufficient evidence of eligibility for this concessionary scheme. We ask for this number to be quoted on the application from the retailer but we can check ourselves and only need to request this if we are unable to locate it.

- **PLEASE BE AWARE JUST BEING ON THE EDUBASE SYSTEM IS NOT SUFFICIENT TO QUALIFY FOR THE CONCESSIONARY SCHEME. AN ESTABLISHMENT NUMBER MUST BE AVAILABLE ON EVERY OCCASION WITHOUT EXCEPTION**

## 9 Supply Point

### If asking for a change of address / VOA amendment:

- On any account please include why, providing as much information as possible rather than relying solely on the tick boxes on the forms.
- If you believe the property has split, we may not be able to change the meter supply address unless the pipework has been altered – please ask your customer if this has been done.
- Do you believe the supply address is incorrect? If so, why? We may reject cases when we do not have enough information to understand why the amendment is needed.
- We will only change the waste SPID for SWHD in line with the VOA – this may be different to what the customer believes is the correct address.
- Confirm all contact details with your customer before sending the forms through. We need these to arrange a site visit or meter installation and, if we cannot contact your customer, we may close the case.
- We will only change the core address (meter SPID) in line with what the meter supplies – this may be different to what is on the VOA.
- If asking for a **change** of VOA reference, please include original VOA ref and new VOA ref – this is on the top right hand corner of the customer's non-domestic rates bill.
- If you are telling us about a change of address and this is from a split (e.g. unit 1-2 Smith Street has changed into unit 1 Smith Street), please raise a separate C3 form for Unit 2, if you wish to be the retailer for that unit, and contact our service desk to link these so that they can be worked simultaneously.
- Please be aware that other cases may need to be raised for data correction work originating from your initial query – e.g. site area amendments, SPID deregistration, gap sites

## 10 C6 Change of Use – Commercial to Domestic

- Please provide reason why there is a change of use?
- Address in Council Tax listings should match the Premise address.
- If the premise is a farm, has the customer confirmed it is no longer a working farm? If so please detail this on the form.
- Please provide an up to date, valid meter reading that you would like us to use for the de-registration.
- Check the average daily consumption – if there is high consumption, please address this with their customer before submitting a C3 form.
- Provide contact details for onward billing purposes, if the premise was in a company name who will be taking ownership of the bill once Domestic?



## 11 C1b Supply Check

### Why is the supply check needed?

- If suspected shared supply, what is the premise is shared with? We require full address and post code details for all affected premises please.
- If the premise has high consumption check with the customer if there could be a reason for this, carry out own leak test, raise with leak line, check previous read was not estimated and actual is just a catch up read causing a higher bill.
- Has a leak test already taken place? (confirm tick box on the C1 form)
- A supply check should not be used to show the customer where the meter is or to check internal pipework. We may raise non-primary charges for erroneous visits.
- If a meter reader has been unable to read the meter, providing the reason why is really helpful to us i.e. are the GPS co-ordinates incorrect or could it be that the meter serial number is different to what we have in the market?
- Has your meter reader advised the meter is buried or missing from the chamber? If the meter has been removed or it's buried, please submit a B1 form instead of a C1 and tick 'Meter repair or replacement due to fault'.
- Scenario 'Customer wants to know where meter is located so they can obtain a read' – we would assume this to be a Retailer responsibility to obtain an off cycle reading with your contracted meter reading provider. If there is another reason why the meter cannot be read though, please let us know so we can help rectify this for you.

## 12 F02 Complaints

- Ensure correct SPID is quoted relating to issue e.g. sewerage SPID if issue relates to sewerage complaint
- Confirm if complaint has been submitted as a telephone or written complaint by customer
- Attach any relevant documents to support the case e.g. complaint letter, CCW letter etc. This helps to understand the context of the complaint and avoids any misinterpretation
- If referring to other properties please include full address and SPID/Account details
- Please review the account notes and submit all relevant historic information to support the case
- If submitting a CCW complaint please highlight the specific points you require investigating
- All relevant meter readings should be in CMOS before submission if applicable to case
- Ensure the agent details on the F02 is the agent handling the case
- Check all previous UU Wholesale responses to avoid repeat requests for information
- If complaint is in respect of a previous allowance please ensure the correct amount has been applied as previously advised by UU Wholesale
- An F02 should not be raised if the complaint is with the retailer, or failings by the retailer and action is required. Please raise the relevant case type for action e.g. H01 for an allowance etc.
- Please include note to say if issue is with WATRS/ADR

## 13 B1 Metering Requests

- Ensure the correct tick box in section 3 is selected for the type of work you require us to complete.

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### 3. Metering work to be carried out

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Please indicate the metering work to be carried out and complete the relevant section below\*

- Meter Installation**
- Meter accuracy test**
- Meter repair or replacement due to fault**
- Change of meter**

Answer to the question is required.

- **Tick box 1 “Meter Installation”** – This is for full unmeasured properties which require a first time meter installation. (Not to be used for “missing meters”)
  - **Tick box 2 “Meter accuracy test”** – This is when a meter is required to be tested.
  - **Tick box 3 “Meter Repair or Replacement”** for all meters where the meter is faulty.
  - **Tick box 4 “Change of Meter”** this work is rechargeable
- Please ensure the customer is aware of what works need to be done and also the correct name and contact number are provided who will be able to make an appointment to carry out the work with our Meter Contractor.

## 14 Logger Requests

### a. RE 01

- Please read the text at the top of the RE01 form and also the terms and conditions prior to submitting the request. This will ensure your request is dealt with in a timely manner.
- Please ensure you are using the most recent form on the UU forms portal.
  - Sections 1, 2 and 9 MUST be completed
  - Complete section 3 if you are informing us you are removing your data logging equipment
  - Complete section 4 if you are requesting permission to install data logging equipment
  - Complete section 6 if you are requesting UU Wholesale to carry out an activity or if your request to install your own pulse switch has been refused but you still want to install data logging. Please note charges for this work are detailed in UU Wholesale Charges Scheme
  - Complete section 7 if you would like to report a fault with UU Wholesale assets

**Section 4** is to request permission for a customer or third party to install a data logger:

- UU Wholesale will respond by completing section 5 and will send the form back to the retailer. Two responses possible:
  - “Yes” permission is given – retailer can proceed
  - “No” UU Wholesale will give details of why the request is rejected and what is required should the retailer still wish to install a data logger. The retailer can then resubmit the returned form, completing section 6, requesting the work to enable them to install a customer or third party logger

Note: If you already know you want UU Wholesale to install a pulse unit or pulse unit and splitter you can request permission by completing Section 4 and also complete Section 6.

We will determine what is required and install either a pulse switch or pulse switch and splitter and charge appropriately

**Section 6** is to request UU Wholesale to install a pulse unit or pulse unit and splitter and also a logger for 7 days

- If a retailer wants a pulse unit fitting or knows the meter is AMR enabled / has kit already connected to the meter. Complete this section on the first submission of the form, UU Wholesale can deal with the request immediately. Permission will be given after we have completed the installation.
- Logger installed for 7 days is where you want UU Wholesale to install a data logger for 7 days and after that 7 days we will send you a graph of the flow through the meter.
- Install an additional logger box - This must be requested where there isn't enough room in the existing chamber to install data logging equipment.

**Section 7** is to report any fault a retailer believes exist on UU apparatus with logging equipment connected, if no fault is found on UU apparatus we will charge for the visit.

**Section 8** can be used for any additional information to support your request / issue

**Section 9** must be completed

**All RE forms must be submitted to [Wholesaleservicedesk@uuplc.co.uk](mailto:Wholesaleservicedesk@uuplc.co.uk)**

**Forms submitted to other UU Mailboxes will not processed.**

## b. RE 02

This form can be used where Retailers are requesting access to UU Network Data Loggers on UU Revenue (where available) via HWM Online

- Please read the text at the top of the RE02 form and also the terms and conditions prior to submitting the request. This will ensure your request is dealt with in a timely manner.
- Please ensure you are using the most recent form on the UU forms portal.
  - Sections 1, 2 and 5 MUST be completed
  - Complete section 2 details which meters you would like access to / or there is an issue
  - Complete section 3 if you already have a login for HWM Online please complete
  - Complete section 4 if you have an issue regarding the data you have access too. Please detail fully what the issue is
  - Section 5 Must be completed

**All RE forms must be submitted to [Wholesaleservicedesk@uuplc.co.uk](mailto:Wholesaleservicedesk@uuplc.co.uk)**

**Forms submitted to other UU Mailboxes will not be processed.**

## c. RE 03

This form can be used where Retailers are requesting provision of standard export files for UU Wholesale Network Data Management loggers

Please read the text at the top of the RE03 form and also the terms and conditions prior to submitting the request. This will ensure your request is dealt with in a timely manner.

Please ensure you are using the most recent form on the UU forms portal.

- Sections 1, 2,3, 4 and 6 MUST be completed
- Complete section 4 - Form must be completed in full. HWM will use this form to process the request without it the request cannot be processed. Any omissions may delay the request being completed
- Complete section 5 - Use this section when a customer is already receiving the export files and requires further UU Wholesale loggers adding

**All RE forms must be submitted to [Wholesaleservicedesk@uuplc.co.uk](mailto:Wholesaleservicedesk@uuplc.co.uk)**

**Forms submitted to other UU Mailboxes will not processed.**

## 15 Glossary

- **Water Butts** - We do not usually give a reduction for water butts because the water butts usually stand over a grid which then drains to the public sewer. However, if the drain drains elsewhere (e.g. soakaway), then we will investigate the claim. The details should be clarified first and then submitted via a H01
- **Soakaway** - Generally a covered hole filled with gravel/stone which drains slowly to the surrounding soil. Retailer should complete an H01 form and return with full details of this together with a drainage plan showing approximate position of soakaways.
- **Rainwater Harvesting System** - collects, stores and distributes recycled rainwater. Collects from roof and stores until required. Usually the rainwater is used to flush toilets. Reductions are not normally given for rainwater harvesting systems. One of the reasons is because the systems usually overflow to the sewer when lots of rain is collected. However, we have introduced a trial scheme where if the overflow does not drain to the sewer, (drains to watercourse) we will allow give an allowance. If you are not sure about the overflow situation, please refer H/01 form with all information. To help us with the trial we need more cases.
- **Interceptor** – An interceptor is a trap used to filter out pollutants and sometimes solids from rainwater runoff. Generally it will then drain into the sewer. Sometimes it can drain directly to a water course or soakaway. The customer would usually have to pay for a third party to empty the interceptor as well as UU to take away and treat the surface water from the interceptor.
- **Pumping stations** - Generally pumping stations pump foul (sometimes surface water) into our asset and they use electricity to run and the customer may pay a fee to the managing agent for electricity/maintenance of the pumping station. This is in addition to our charge for treatment and removal of sewerage. This makes no difference to the charges, but sometimes can be confused with treatment works and septic tanks.
- **Un-adopted Sewer** - This is a sewer that has not been 'adopted' ie owned and maintained by UU. If the un-adopted sewer then drains to a water course, customers can claim a reduction. If the un-adopted sewer drains on into an adopted sewer, then charges are still payable. Un-adopted sewers can be adopted after a period of time and charges would then be payable. These types of query should be referred to UU Wholesale.