

Surface water drainage

Everything you need to know about paying less or getting a refund for your surface water charges

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We know just how important water is - from keeping your plants green to filling up a bucket to sponge down your car - and so we're committed to keeping water flowing to your home and taking away any waste water.

You'll be pleased to know that we never want you to pay more than you need for your water and waste water services. That's why we've put together this handy little leaflet to help you work out what you should be paying for surface water drainage.

So, what is surface water?

When it rains, the water that runs off your property - from your roof, your path or your driveway - usually ends up in the public sewers. We call this 'surface water', and our fee for removing it is included in what you pay for sewerage.

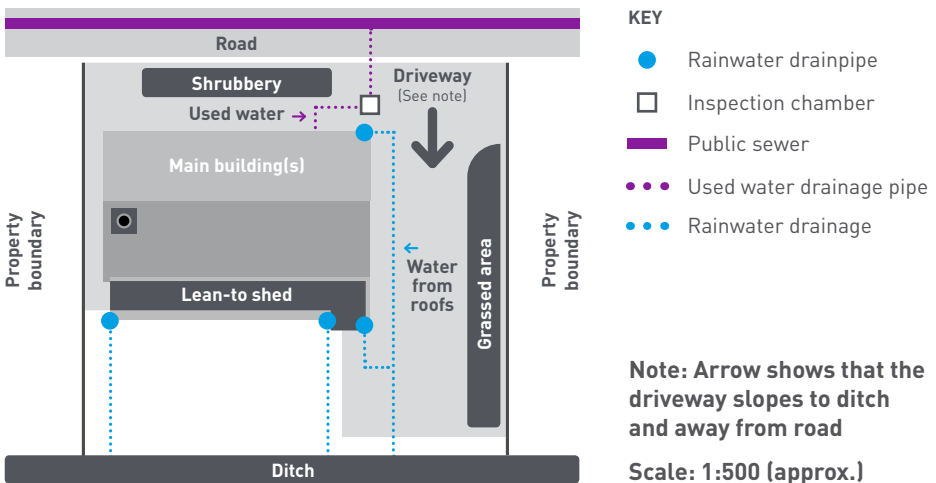
If none of the surface water from your property drains into the public sewers (whether that's directly or indirectly), you might be able to claim for a reduced sewerage charge. So for example, if the surface water on your property drains into a soakaway or similar, you shouldn't be paying for us to take it away.

How to claim

If you think you're paying for surface water drainage when you shouldn't be, we need a bit of information from you so we can work what's happening to your water and help you make a claim.

Please fill out the application form in this leaflet and pop it in the post to us. It would be really helpful if you could draw a quick diagram to show us how your property is laid out (don't worry - we don't expect a work of art). In your diagram, please show us:

- Where your property boundary is.
- Where the public sewer is, and how you're connected to it (only if you know).
- How surface water drains away (so show any downpipes, soakaways, manhole covers and places where water soaks into the ground).



Example diagram for a household property

Claim form

Please fill in this form to help support your claim.

Don't forget to include a diagram showing:

- Where your property boundary is.
- Where the public sewer is, and how you're connected to it (only if you know).
- How surface water drains away (so show any downpipes, soakaways, manhole covers and places where water soaks into the ground).

When complete, return this application with your plan to:

Hafren Dyfrdwy

Customer Care

PO Box 507

Darlington

DL1 9XF

Claim form

Please fill this form out in BLOCK CAPITALS

Title	First name
Surname	Date of birth
Account number	
Property address	
	Postcode
Mobile number	

Type of property:

- | | | |
|-----------------------------------|--|--|
| <input type="checkbox"/> Flat | <input type="checkbox"/> Semi-detached | <input type="checkbox"/> Non-household |
| <input type="checkbox"/> Terraced | <input type="checkbox"/> Detached | <input type="checkbox"/> Other |

Please choose from the following:

- I would like you to make an appointment to visit my property/an appointment will be required for you to gain all-round access to the grounds of my property.
- You will not require an appointment to gain all-round access to the grounds of my property. I agree to your representative visiting my property and entering the grounds at any reasonable time to check the drainage arrangements.

Where does the surface water from the roof of your property drain, i.e. from downpipes? Please tick all that apply

- | | | |
|-------------------------------------|--|--|
| <input type="checkbox"/> Soakaways | <input type="checkbox"/> Grassed area | <input type="checkbox"/> Other (provide details) |
| <input type="checkbox"/> Waterbutts | <input type="checkbox"/> Watercourse/river/brook | |

Does your driveway slope towards the road? Please tick

 Yes No

If yes, where does the surface water from your driveway drain? Please tick all that apply

 Soakaways Grated gully Grassed area Highway drain Other (provide details)

If known, do the other properties on your street/estate discharge surface water to the public sewer? Please tick

 Yes No Unsure

If no, please provide details

I confirm:

 No surface water from the above property drains to the public sewer and The plan shows how the surface water is removed

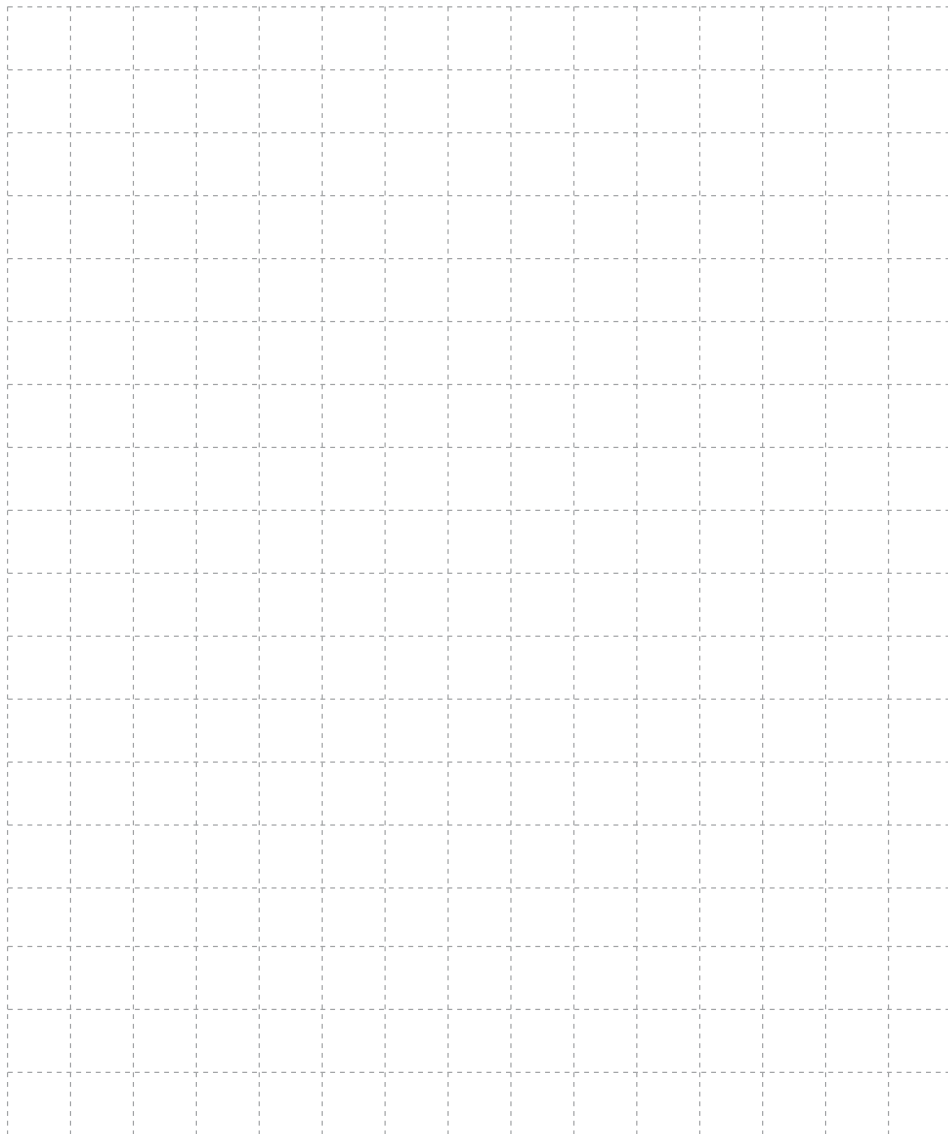
We may be able to inspect the drainage arrangements without accessing the property, or by accessing only part of the grounds which is freely accessible. If this is not possible, or if you would prefer us to do so before we visit, we will need to make an appointment with you to access the property to complete the inspection.

Signature

Date

Please use this page to draw where your surface water drains.

(Instructions on what to include are in this leaflet)



Frequently asked questions

Will I get a refund if I've paid too much?

If you're successful, you won't need to pay the surface water charge in future. We'll refund you for what you've paid up to that date in this charging year. Simple. If you did previously have to pay the charge, but have had some work done to change the way your water drains, we'll refund you from the date the work was carried out (if it's later than 1 April).

How far back does the refund go?

If your property is confirmed as not connected for surface water drainage (domestic customers) to the public sewer for rainwater, we'll normally backdate refunds to 1 April 2014. However, for properties occupied for the first time on or after 1 April 2014, we'll backdate this to the date you occupied the property.

Who do I contact if I'm a non-household customer?

On 1 April 2017 the retail water market for business and non-household customers changed. For billing and account enquiries, you will need to speak to your water retailer. If you don't know who your retailer is, have a look on your bill. You can also visit [Open Water](#) to see a list of all retailers and to find out more.

If I live in a flat or apartment, can I get a refund?

Every flat or apartment in a building benefits from surface water being taken away, even if it's not on the top floor. This cost is usually shared. But, if you think that no surface water from the building or grounds goes into the public sewer, you might qualify for a rebate. Fill out the enclosed form and we can help you find out.

Frequently asked questions continued

My neighbour just got a surface water refund. Does that mean I can get one too?

Because we look at every claim individually, it's hard to say. If you think that neighbouring properties aren't connected for surface water drainage, make sure you tick the box on the form when you make a claim.

How will my bills change?

If your claim is successful, we'll make sure the charge for surface water is updated or removed from all future bills. But don't forget, while we're still looking at your claim, you'll need to carry on paying all your bills - including the surface drainage charge.

What if my property isn't connected to the sewer at all?

If your waste water drains into a cesspit, septic tank or a private sewer system and your surface water drains into a soakaway or similar, you aren't using the public sewers and so shouldn't be paying for any sewerage service. Give us a call on **0330 678 0679** and make sure you're not charged more than you should be.

If you have any questions about this leaflet, or there's anything you want help with, get in touch.

This publication is available in alternative formats, including large print and Braille. You can also receive future communications from Hafren Dyfrdwy in Welsh language.

For more information:

Call **0330 678 0679**

Email **customercare@hdcymru.co.uk**

Calls to 0800 numbers are generally free from all mobiles and landlines. Calls to 0330 and 0333 numbers are charged at the same rate as standard landline numbers that start with 01 and 02 and will be included in any inclusive minutes. For calls to 0845 numbers, please check with your network provider.

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