



SEVERN TRENT CONNECT
HOUSEHOLD CHARGES 2019/20
Aurum, Basingstoke

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1.0 Introduction

Severn Trent Services (Water and Sewerage) Limited is the appointed sewerage undertaker for the site known as Aurum, Basingstoke and as described in our variation of appointment notice. Severn Trent Connect is the trading name of Severn Trent Services (Water and Sewerage) Limited. We are part of Severn Trent Plc, a FTSE 100 company, which provides water and wastewater services in the UK through our two main businesses – Severn Trent Water and Severn Trent Services.

This Scheme of Charges details our charges for the period 1st April 2019 to 31st March 2020 for our household customers situated within the Aurum site.

2.0 General principles

Under Section 142 of the Water Industry Act 1991 we have the power to fix, demand and recover charges from any persons to whom we provide services, in accordance with our Charges Scheme. We have made this Scheme under section 143 of the Water Industry Act 1991 and it complies with the principles and guidelines set by Ofwat. This Scheme fixes charges for the services or facilities provided by us and in connection with the following:

- The provision of sewerage services

This Scheme applies to all household premises within the boundary of the Aurum, Basingstoke site.

3.0 Our different charging types

Our charge tariffs consist of both fixed and variable charges.

3.1 Fixed charges

Fixed charges cover the cost of taking away and treating rainwater from your property and the highway. They also include a contribution towards the cost of producing bills, processing payments and dealing with customer enquiries.

3.2 Variable charges

Variable charges are based on the consumption registered through the water meter fitted at your property, multiplied by the relevant pence per cubic metre charge.

4.0 Billing arrangements

Severn Trent Connect provide wastewater services to the Aurum development. South East Water provide water services to the site and we have arranged for them to bill for wastewater services on our behalf. For more information on billing arrangements please visit:

<https://corporate.southeastwater.co.uk/news-info/publications/our-charges>

5.0 Household customers

The properties at the Aurum site in Basingstoke are all served by a water meter. Wastewater charges are based on the consumption registered through the water meter and cover the disposal of foul water from the property. There is also a fixed wastewater charge covering the taking away of Surface Water (rain water) and Highway Drainage. Where a property does not have any Surface Water draining to the public sewer a reduced rate will be applied. For full details of our metered household tariffs please refer to Section 9.

6.0 WaterSure scheme

If you use a lot of water because you have a large family or someone in your household has a medical condition, and you are on a low income, our WaterSure scheme could help. It's a statutory scheme that offers you a capped charge for metered water services. For details of the Watersure tariff please refer to Section 9.

You may qualify for the WaterSure scheme if your water is metered, if someone in your household receives certain state benefits, and if you:

- have a large family of three children or more, or
- have a medical condition that requires the use of extra water.

6.1 Are you eligible?

If your answer is YES to the first two questions, and one from question three, you may be eligible for help with your metered bill through the WaterSure Scheme.

1. Are your water bills based upon meter readings?

2. Is anyone in your household (including you) in receipt of the following benefits / tax credits?

- Child Tax Credit (you must be in receipt of more than just the family element)
- Housing Benefit
- Income-based Jobseeker's Allowance
- Income Support
- Means-tested Council Tax Benefit (not including reductions / discounts)
- Pension Credit
- Working Tax Credit

Now answer either question 3a or 3b:

3a. Do you have three or more children, under the age of 19, who live at home permanently - for whom you are responsible and claim Child Benefit?

3b. Does one of the permanent residents of your household suffer from one of the following medical conditions which requires them to use a lot of extra water:

- Abdominal stoma
- Crohn's disease
- Desquamation (flaky skin disease)
- Eczema, psoriasis or varicose ulceration (weeping skin disease)
- Incontinence
- Ulcerative colitis
- Any other condition that requires the use of lots of extra water

South East Water currently administer the WaterSure scheme on our behalf, if you believe that you qualify please contact them direct on **0333 000 0001** for more information on the scheme and how to apply. Please note that the WaterSure scheme will not reduce any arrears from previous bills and any outstanding amounts will need to be paid in full.

7.0 Paying Your Bill

South East Water provide a billing service on our behalf and there are a range of payment options and methods available to our customers including Direct Debit. Please contact South East Water on **0333 000 0001** or visit their website at www.southeastwater.co.uk for more information.

7.1 Can I pay directly from my benefits?

If you have arrears and you receive Income Support, Jobseeker's Allowance, Employment Support Allowance, Universal Credit or Pension Credit, the JobCentre Plus (previously known as the Benefits Agency) may be able to arrange for your bill to be paid out of your benefits directly to us. Please contact South East Water on **0333 000 0001** and explain your circumstances to one of their advisors.

Paying this way means:

- You won't have to remember to make payments
- You pay in a convenient way for no extra cost
- We won't take further recovery action for non-payment.

If you've already contacted the JobCentre Plus offices for help, please let South East Water know.

8.0 Surface Water Drainage Rebate

If you can show that your property does not have any surface water draining to the public sewer, you will not have to pay the full fixed wastewater charge. A reduced charge will apply and these are detailed in the charge table in section 9. Please contact us if you believe your property is not connected for surface water.

9.0 Our 2019/20 Household Wastewater charges

Table 1 Household charges – Metered Customers

Area	Variable charge (pence/m3)	Fixed wastewater charge	Reduced wastewater fixed charge
Aurum, Basingstoke	84.57p	£71.73	£45.99

Table 2 Watersure charge - Wastewater

Area	Watersure wastewater Tariff
Aurum, Basingstoke	£184.28

10.0 Contact us

You can contact us at:

Severn Trent Connect
Severn Trent Centre
2 St Johns Street
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CV1 2LZ



0345 450 9549



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www.severntrentconnect.com

Severn Trent Services (Water and Sewerage) Ltd (T/A Severn Trent Connect)

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