

## **Do you pay for water drainage? - You may not have to!**

A resident has made us aware that you may be paying too much for your waste water.

### **The waste water/sewerage bill normally has a breakdown of:**

- Wastewater Charge - the % of water returned to the sewer
- Surface Water Drainage - rainwater run off from roofs/paved areas where it runs into public sewer

Householders should not be paying for surface water drainage if none of the rainwater from the property goes into the public sewer. For example if your surface water drains into a watercourse, stream, and river or soak-away you may be eligible for a rebate.

However if there is evidence of a sewer close by (for instance there may be a heavy duty manhole cover) then it is likely that you will have to pay for surface water drainage.

**If you think you are being incorrectly charged for surface drainage, you should phone your waste water company.**

### **You will need:**

- Your customer reference number (found on your waste water bill)
- Address and post code

Alternatively, you could fill out a form on the waste water company's website.

Contact numbers are on your waste water/sewerage bill.