

Assessed charges for household customers 2012/2013



If we were unable to fit a water meter in your home, you may still be able to make savings on your water bill by applying for an assessed charge.

The amount you pay depends on the type of property you live in, unless you live alone, in which case the single person household tariff will apply.

The assessed charge reflects the typical bill you would expect to pay if we had been able to fit a water meter in your home.

The charges for this year are shown in the table below.

Assessed charges 2012 / 2013

Type of premises	Water	Sewerage	Total
Single person household	£118.54	£154.06	£272.60
Detached (includes houses, link-detached and detached bungalows)	£252.25	£258.54	£510.79
Semi-detached (includes houses and semi-detached bungalows)	£230.74	£241.73	£472.47
Other household premises (includes flats and terraced houses)	£176.94	£199.69	£376.63

Your questions answered

Am I eligible to apply for an assessed charge?

If you applied for a water meter, but we were unable to fit it, you can apply for an assessed charge related to your property type or for the single person household tariff. Our engineer should have explained why we couldn't fit the meter in your home, but the main reasons are usually:

- if the internal pipework is inaccessible, obstructed, in poor condition or does not comply with the Water Supply (Water Fittings) Regulations 1999
- if you have more than one incoming water supply
- if you share your water supply with other properties
- if you have access to communal facilities such as a laundry room
- if we are unable to find a suitable place to fit the water meter outside your property

Will I be better off by changing to an assessed charge?

You need to compare your current bill with the amount you would pay on an assessed charge (see table of charges above). For information on your current charges, please refer to your latest bill or call us on **0845 746 1100**.

If I apply for the assessed charge, when will I start to pay it?

When we receive your application we'll change your account details so you will pay an assessed charge from the date that we decided your property could

not be metered. Usually this is the date that our contractor carried out a survey at your home. The start date for your assessed charge account is shown on the attached application form.

How long have I got to register for an assessed charge?

Your application for an assessed charge must be received within three months from the date we notify you that we are unable to fit a water meter.

If I choose an assessed charge, can I go back to paying based on rateable value at a later date?

Yes, although it is unlikely that you would want to. If you would be better off on an assessed charge now, you are likely to continue to benefit in the future. If you do wish to go back to charges, based on the rateable value of your property, you must tell us (by phone or in writing) within 13 months of the start date for your assessed charge account. The start date of your account is shown on the application form.

What happens if I move house?

If you decide to pay your water services charges based on an assessed charge and then move out, any subsequent occupiers of that property will continue to pay on this basis too.

If you are eligible for the single person household tariff, any subsequent occupier(s) will be billed on a property-based assessed charge unless they are also eligible for the single person household tariff.

How to contact us about the information in this leaflet



unitedutilities.com



0845 746 1100

Opening hours:
8am – 8pm Mon to Fri;
8am – 5pm Sat



United Utilities
PO BOX 246
Warrington
WA55 1EA

How often will I get a bill?

You will receive a bill every six months and will be billed for six months' charges in advance.

What will happen to my rateable value account?

We will recalculate the charges on your current account and apply the assessed charge from the date agreed.

Any overpayment or money owing will be added to your assessed charge bill.

Any existing payment arrangements will be recalculated automatically.

How do I apply for the assessed charge?

Fill in the application form opposite and return it to:

United Utilities
PO Box 246
Warrington
WA55 1EA

WaterSure

Customers who have a water meter or an assessed charge, and use water for essential purposes, may benefit from our WaterSure scheme. This may apply if you receive certain benefits and, in addition, either have a large family or you or a member of your household has a medical condition which requires a significant amount of water.

For further information contact us on **0845 309 3001** for an information pack which includes an application form.

How to complete this application form

If you live alone, please complete **Form A** to apply for our single person household tariff.

All other customers should complete **Form B** to apply for an assessed charge.



About us

United Utilities is the North West's water company. We keep the taps flowing and toilets flushing for seven million customers every day. From Crewe to Carlisle, we work hard behind the scenes to help your life flow smoothly.

United Utilities Water PLC, Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Warrington WA5 3LP.
Registered in England and Wales. Registered Number 2366678.

Form A: Single person household tariff

Application for single person household tariff - declaration

We have been unable to fit a water meter in your property for the reason shown below.

If you would like to apply for the single person household tariff please fill in this form and return it to: United Utilities, PO Box 246, Warrington, WA55 1EA.

I hereby confirm that I live alone at the address below and that I am therefore eligible for the single person household tariff.

I understand that:

- the single person household tariff only applies if one person is living at the address below. Children do count as occupiers, even if they normally only live at my home for part of the week. A single parent therefore does not qualify for this tariff
- I am required to notify United Utilities immediately if my circumstances change and there is no longer just one person living at the address below
- I may be committing an offence if I knowingly provide false information or withhold information which affects my eligibility for the single person household tariff
- United Utilities has the right to turn down my application if it is known that my water usage is significantly higher than would normally be expected for a single person, for example where the property has a swimming pool
- United Utilities has the right to turn down my application or subsequently to remove me from the single person household tariff where there is evidence that I am not eligible for it
- if I move to another address my charges there may be based upon metered water usage or upon the rateable value of the property, rather than the single person household tariff

Please use block capitals

Your customer reference number:

Single person household tariff for 2012/2013: £272.60

Name (Mr/Mrs/Ms): _____

Address _____

Postcode: _____

Daytime telephone: _____

Evening telephone: _____

Property type: Detached Semi-detached Other

I wish to be charged on the single person household tariff from the start date below.

Signed: _____ Date: _____

If you do not live alone, complete the property based assessed charges application form overleaf.

FOR UNITED UTILITIES' USE ONLY

Work reference: _____

Reason water meter could not be fitted

Internal

- Internal stop tap and pipework obstructed
- Pipework alterations (>1m) required
- Other

External

- Shared supply
- More than one supply
- Major pipework alterations required
- Other
- Communal facilities
- Unable to locate supply

Date of visit:

Approved by United Utilities

Print name: _____ Signed: _____ Date:

Form B: Property based assessed charges application

We have been unable to fit a water meter in your property for the reason shown below. If you would like to apply for an assessed charge, please fill in this form and return it to: United Utilities, PO Box 246, Warrington WA55 1EA.

Please use block capitals

Your customer reference number:

Name (Mr/Mrs/Ms): _____

Address _____

Postcode: _____

Daytime telephone: _____

Evening telephone: _____

Property type

Please tick your property type (the assessed charge for each property type is also shown):

Detached (£510.79) Semi-detached (£472.47) Other (£376.63)

I agree to be charged by a property-based assessed charge from the start date below.

Signed: _____ Date: _____

If you live alone, please complete the single person household tariff application form overleaf.

FOR UNITED UTILITIES' USE ONLY

Work reference:

Reason water meter could not be fitted

Internal

- Internal stop tap and pipework obstructed
 Pipework alterations (>1m) required
 Other

External

- Shared supply
 More than one supply
 Major pipework alterations required
 Other

- Communal facilities
 Unable to locate supply

Date of visit:

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Print name: _____

Signed: _____

Date:



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