

H/01 Wastewater Abatement Instructions

In order to apply for Wastewater Abatement, Thames Water requires the attached forms to be completed. The forms should be completed as far as possible and returned to Castle Water via email; wholesale@castlewater.co.uk along with any additional information for example; calculations or evidence to back up your answers. If you find you need additional space for your answers, please put this in a word document and attach. Please note; these forms are only applicable for customers in the Thames Water supply area. Castle Water will process your forms and submit them to Thames Water. If you wish to make an application to another Wholesaler, please contact us.

1. Retailer details

- Line 14: enter your account number e.g. TW123456789

2. Supply point details

- Line 20: enter your water SPID (Supply Point ID) e.g. 0000000000W00. This can be found on your invoice.
- Lines 23-29: enter the address of the premises.
- Line 30: if you have a water meter, enter the manufacturer, e.g. KENT. This can be found on your invoice. If you do not have a water meter, enter NONE and leave lines 31, 32 and 33 blank.
- Line 31: if you have a water meter, enter the serial number, e.g. 12345678. This can be found on your invoice.
- Line 32: if you have a water meter, enter the physical size, e.g. 15mm. This can be found on your invoice.
- Line 33: if you have a water meter, enter the chargeable size, e.g. 15mm. This can be found on your invoice.

3. Reason for the request

- Line 36: please select the relevant option from the dropdown menu. This will tell you which section to complete. If only part of your non-sewage goes to the sewer and you use some of it for irrigation (for example, please, select "Change to a Non-Return to Sewer allowance". If there is a change to where your surface area drains to, e.g. you have a soakaway, please select "Change to surface area draining to the Sewerage System".
- Line 39: if this application is for a new wastewater abatement allowance, select "New Allowance" from the dropdown menu. If this application is for a review of a current wastewater abatement allowance, select "Review to existing allowance" from the dropdown menu.

4. Fire-fighting allowance - only to be completed if "Fire Fighting Allowance" was selected in line 36

- Line 42: please select the relevant option from the dropdown menu to tell us which fire-fighting allowance you are applying for. This will then tell you which section to complete next. Lines 44-50 are for volumetric charges and lines 52-54 are for meter based annual charges.
- Line 44: select the relevant option from the dropdown. If it is not listed, select "Other".
- Line 45: if "Other" was selected in line 44, please enter what the water is used for.
- Line 46: enter the requested date in the format dd/mm/yyyy.
- Line 47: enter the volume reduction amount that you are requesting the allowance for, in m3.
- Lines 49 and 50: enter the reads from the meter before and after the testing/training event.

- Lines 52-54, if applicable, direct you to Appendix A. Guidance on its completion can be found at the end of this document.

6. Change to a non-return to sewer allowance

- Line 69: please select the type of business from the dropdown options. If the type of business is not listed, select “Other”.
- Line 70: if “Other” was selected in line 69, please enter the type of business and briefly state why the wastewater does not go to the sewer, e.g. “COMMUNAL GARDENS. WASTEWATER USED FOR IRRIGATION”.
- Line 72: if your premises is a sports ground or golf course, enter the type of ground and what it is used for, e.g. “BOWLING CLUB WITH 2 GREENS. REAL GRASS”. If your premises is not a sports ground or golf course, leave blank.
- Line 73: if your premises is a sports ground or golf course, use the dropdown options to tell us if there are catering or other indoor facilities. If your premises is not a sports ground or golf course, leave blank.
- Lines 75 and 76: if your premises is a swimming pool, enter your average annual consumption in line 75, and the surface area of the swimming pool(s) in line 76. The average consumption should be worked out using your actual meter reads, and should be in m³. The surface area should be in m². If your premises is not a swimming pool, leave lines 75 and 76 blank.
- Line 78: enter your total annual consumption in m³. This is to be calculated using your actual meter reads.
- Line 79: enter the annual volume of water used (that does not return to your sewer) in m³. E.g. the amount of water that is used for irrigation.
- Line 80: enter the number of full time employees at the premises.
- Line 81: enter the number of part time employees at the premises.
- Line 82: please use the dropdown menu to tell us if there is a canteen on the premises.

7. Change in surface area drainage to the sewerage - only to be completed if “Change to surface area draining to the Sewerage System” was selected in line 36

- Line 86: using the dropdown menu select either “Yes” or “No”.
- Line 88: if “No” has been entered in line 86, select the relevant option from the dropdown. If it is not listed, select “Other”.
- Line 89: if “Other” has been selected in line 88, please specify where the surface water is discharged to.
- Line 90: this line does not require an entry, but it states that any evidence of where the surface water is discharged to, must be provided.
- Line 92: if “Yes” has been selected in line 86, enter the percentage of the total site that is connected to the sewerage system for surface water drainage.
- Line 94: this line asks for a plan of the site and lays out the information that should be shown on it. This plan **must** be submitted with all applications asking for a change in surface water drainage.

8. Change in trade effluent allowance

- Line 97: enter the average number of days worked per week e.g. 5.
- Line 98: enter the average number of weeks worked per year e.g. 46.
- Line 99: enter the details of any regular or seasonal closures e.g. Christmas day & Boxing Day.
- Line 100: calculate the hours worked per year for all employees at the premises divided by 1800. 4 seasonal employees = 2 part time employees = 1 full time employee. A full-time employee is expected to work 1800 hours per year (8 hours per day, 5 days a week, 52 weeks per year, with 35 days leave).
- Line 101: select “yes” or “no” from the dropdown menu to tell us if there is a staff canteen where full meals are provided.
- Line 102: if “Yes” has been selected in line 101, enter how many full meals are provided each day.
- Line 103: enter the number of shifts worked per day.
- Line 104: enter the number of residential staff. If there are no residential staff enter “0”.

- Lines 106- Line111 is relevant if there is water loss, e.g. if water is used in the making of soft drinks and therefore not returned to the sewer. If these lines are completed, you must also provide your calculations. If you have a soak away, please leave lines 107-110 blank and enter “Soak away” in line 111.

9. Additional Information

- Line 114: if you provide additional/supporting information you must list it here. This can be a very brief description e.g. “ALL NON-SEWERAGE WASTE IS USED FOR IRRIGATION”.

10. Consent to visit the eligible premises

- Line 118: enter the name of the person whom you want Thames Water to contact should they require more information.
- Line 119: enter the phone number for the person whom you want Thames Water to contact should they require more information.

11. Declaration

- Line 123: enter your name.
- Line 124: enter the date in the format, dd/mm/yyyy.
- Line 125: enter your name.

Appendix

This section is to be completed if directed to do so from section 4.3, lines 52-54. There is a column for data relating to each meter. Enter N/A in any non-applicable columns.

If this section is not applicable, please leave blank.

1. Site information

- Line 7: check your meter for any of the details requested. If you cannot find this information, please leave blank. If you do not have a meter, enter "N/A".
- Line 8: enter your meter(s) serial number(s).
- Line 9: if you know the supply pressure (in Bar) enter it here. If you do not know it, leave blank.
- Line 10: enter the diameter of the incoming pipe into the building/premises. This is the same as the physical size of the meter and can be found on your invoice.
- Line 11: enter "Y" or "N" to tell us if there is a fire supply.
- Line 12: enter "Y" or "N" to tell us if the land is contaminated or not.
- Line 13: enter the time periods that the premises/building is in use.

2. Number of water fittings

- Lines 17, 18, 20-43: enter the requested information for each line. Where you do not have an answer, please enter "0".

3. Flowrate – only to be completed if there are no details for section 2

- Lines 48-50, 52-53: if you have this information and you have not completed section 2, please enter in the relevant fields. If you do not have the information, please leave blank.

4. Fire Supplies – only to be completed if directed to do so by section 1 line 11

- Lines 57, 58, 60-64: enter any relevant data if you selected "Y" in section 1 line 11. If you selected "N", please enter "N/A".

5. Meter Requirements

- Line 68: enter "Y" or "N" to tell us if there is power at the site, as applicable.

Wastewater Abatement Commercial Inserts

Depending on the reason you are requesting a wastewater abatement, you may be required to complete a wastewater abatement commercial insert. This information is used by Thames Water to validate your claim.

You are not required to complete every tab, only the ones relevant to your application. The tabs include crop spraying, livestock, water in product, swimming pool, commercial irrigation, hosepipe, and cooling tower.

Please provide us with as much information as possible to assist Thames Water. Failure to complete a field may result in your request being rejected.