Non-household return to sewer allowance policy

Wessex Water
YTL GROUP

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Non-household return to sewer allowance policy

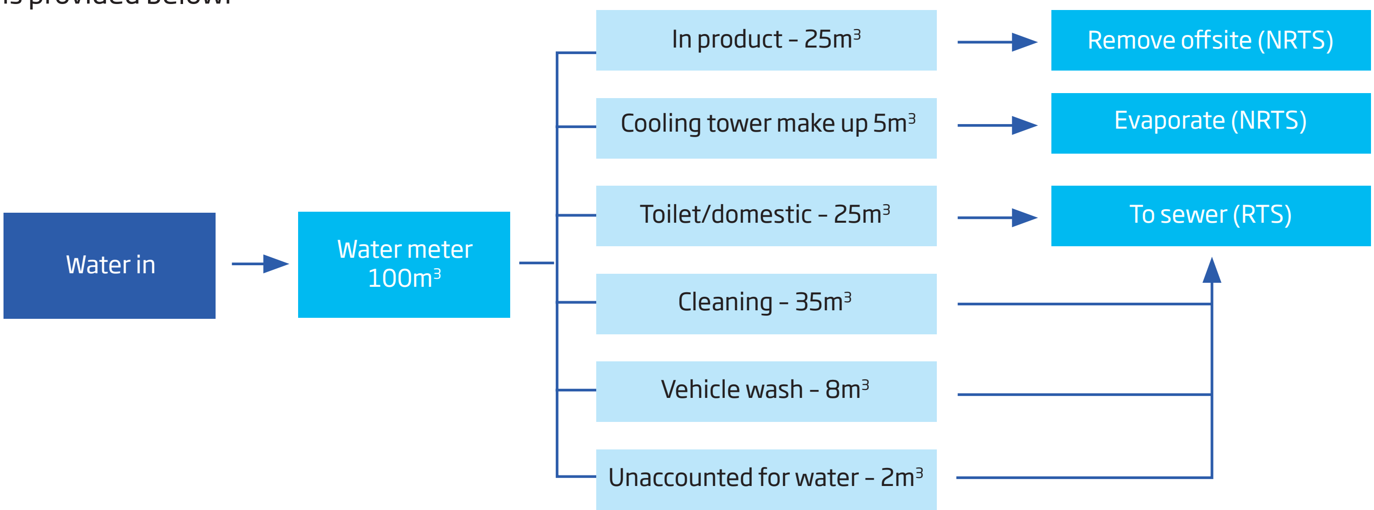
This policy document sets out the criteria in which a non-household customer can apply for a return to sewer allowance via their selected retailer. The retailer should request an allowance using process H1 of the Operational Terms.

Our return to sewer allowance policy is fully compliant with the RWG Good Practice Guide which has been created to provide a consistent and collaborative approach within the market. This document outlines the addendums to our policy in more detail.

1. Our default return to sewer allowance is a fixed value of 95%.
2. Allowances are only given for continued reductions in the volume of sewage returned to our network that is below the default allowance.

   Applications for one-off reductions, for example dry summers or filling domestic swimming pools, will not be awarded.
3. An allowance will only be given where the customer is able to show that when taking one year with another, consistently less than 95% of the recorded water supply consumption is returned to sewer as foul water.
4. Evidence of how consumption is utilised is required to calculate any allowance and should be in the form of sub meter readings.

   For newly installed meters, a minimum of 6 reads from installation is required. To ensure seasonal usage is included, reads are to be taken at monthly intervals.
5. Where sub metering is agreed by us as not feasible, an application using a water balance will be a suitable alternative. This should include a full breakdown of the premises use, number of employees if applicable and volumes used for production or usage. A simple water balance table from the RWG Good Practice Guide is provided below:



   This should be presented in a spreadsheet with clear calculations.

RTS	Volume
Toilet/domestic	25m^3
Cleaning	35m^3
Vehicle wash	8m^3
Unaccounted for water	2m^3
Total	**70m^3**

6. The allowance will be backdated to 1 April of the current financial year or to the date of new occupancy, whichever is the most recent.
7. Allowances will be reviewed periodically in addition to occupancy changes and notified changes of use. Failure to notify us of change or provide evidence when the allowance is reviewed, may result in the allowance being revoked and set back to default.

Reviewed March 2026