



# Site Area Charging

Retailer Overview

13<sup>th</sup> September 2021

- What is Surface Water & Highway Drainage?
- What is Site Area charging?
- Which types of premises are charged based on Site Area?
- How is it worked out?
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- Reductions in Surface Water charges
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# What is Surface Water & Highway Drainage?

## What is Surface Water & Highway Drainage?

Site Area charging is made up of two charges, Surface Water and Highway Drainage.



Surface Water charges cover the removal and treatment of rainwater from a site or premises, for example water that drains into the public sewer from the roof, car parks or other hard standing areas.

**Surface Water charges apply to all premises where surface water from the premises drains to the public sewer either directly or indirectly.**

If all or part (more than 10%) of a customer's Surface Water does not drain to our sewer, either **directly or indirectly**, they may be eligible for a reduction to their Surface Water charges.

**In CMOS, this charge is called Area Drained.**



## What is Surface Water & Highway Drainage?

Site Area charging is made up of two charges, Surface Water and Highway Drainage.



Highway Drainage charges cover the cost to remove and treat rainwater falling on the roads and footpaths in our region.

**Everyone connected to the public sewer must pay for this part of the sewerage service even if the Surface Water does not drain to the public sewer i.e. foul only.**

Highway Drainage charges will apply where surface water from the premises indirectly drains to public sewer i.e. the premises is being charged for surface water services.

In CMOS, this charge is called Surface Area.

# What is Site Area charging?

## What is Site Area charging?

Site Area charging is the method that we use to calculate the Surface Water and Highway Drainage charges for business (and other non-household) premises based in the North West where those premises are supplied through a water meter.

This involves measuring the total area of a premises including the boundary and all land within the boundary. We then **exclude** any permanently grassed, cultivated or landscaped areas where no Surface Water or ground water drains either directly or indirectly to a public sewer

If the water supply to the premises is not via a meter (an unmeasured supply) then the Surface Water and Highway Drainage charges are calculated based on the Rateable Value of the premises (or a Charging Value derived from the business rates).



# Which types of premises are charged based on Site Area?



## Which types of premises are charged based on Site Area?

Site Area charging **IS** used as the basis of charging for premises that have a water meter and / or have a UU sewerage service

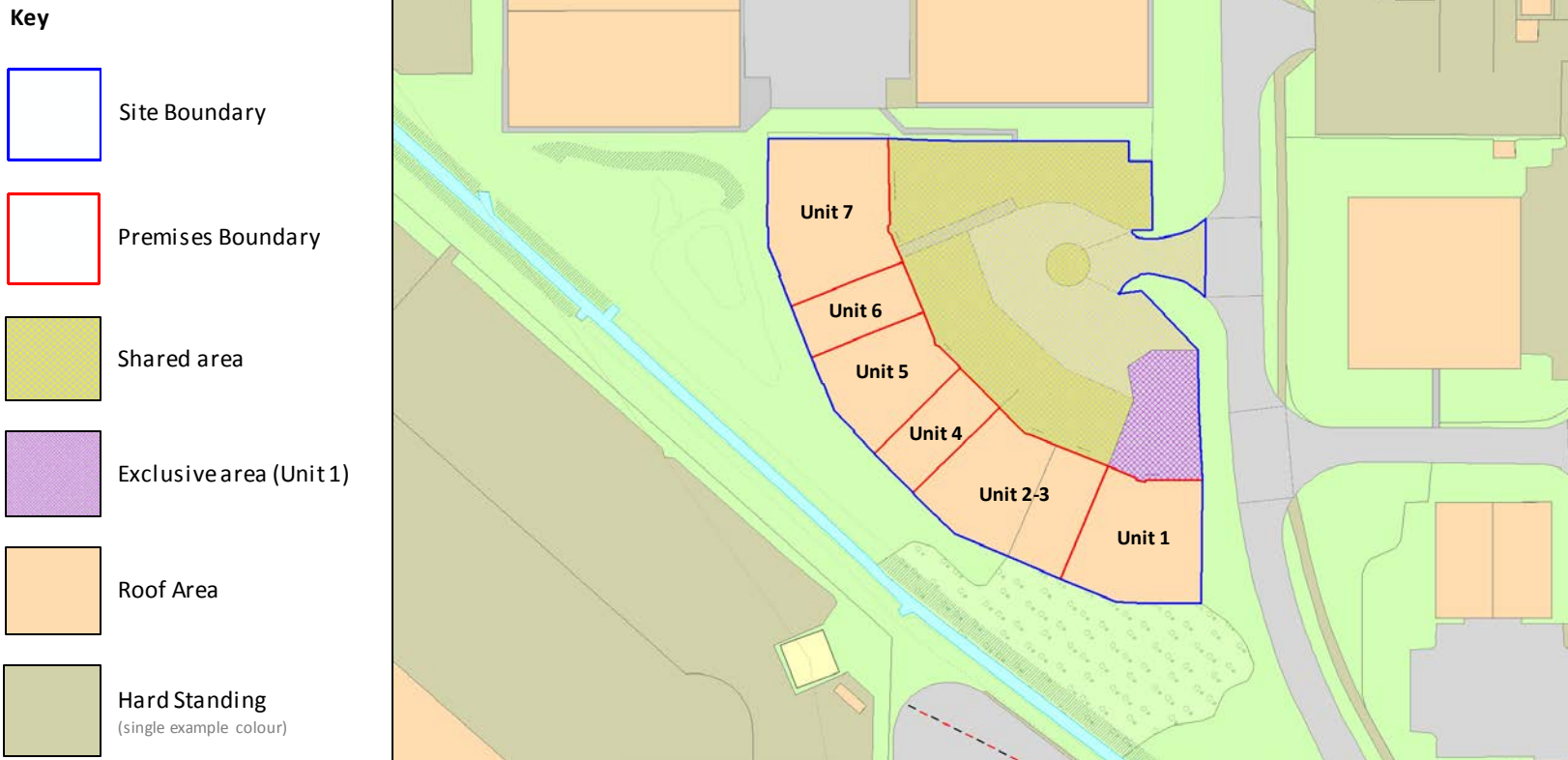
Site Area charging **IS NOT** used as the basis of charging for premises in receipt of an unmeasured water supply as well as some measured working farms and other agricultural premises

# How is it worked out?

## How is it worked out?

Where premises have a charging value they are deemed to be a single economic unit. If premises have more than one charging value then a site area charging band is applied for each charging value that exists for that premises.

We will only allocate a single chargeable area/site area charging band where a single business rating assessment is made available. Where an eligible premises is not liable for a business rate assessment, or a single business rating assessment covers more than one site we will determine an individual chargeable area for each site.



### Component parts of Site Area charging

- Rain water from your roof area, shown left in the key and map example
- Rain water from the ground areas - normally hard standing in type

Both of these parts are demonstrated left in the map key and map example.

In the case of a multi-occupied site or premises, charges are proportioned. Exclusive areas are allocated entirely, or proportionate if shared with another, but not all, parts of the site.

## How is it worked out?

Site Area charging component		How the area is calculated
Building roof area(s) (Internal areas)	A - Individual roof areas	Entire building roof area is assigned to the individual premises.
	B - Shared roof areas	<p><b>Where we are able to establish the internal floor area using the VOA:</b> Proportionate share of the building roof area based on the internal floor area of the individual premises in proportion to the combined total internal floor area of each of the individual premises within the multi-occupied building.</p> <p><b>Where we are not able to establish the internal floor area using the VOA:</b> Proportionate share of the building roof area based on the internal floor area of the individual premises in proportion to our internal map system-led assessment of the combined total internal floor area of each of the individual premises within the multi-occupied building.</p>
Other chargeable area(s) (External areas)	C - Exclusive area (Unique to the premises)	All external chargeable areas assigned to the individual premises.
	D - Shared area (Area is shared with other premises on a site)	<p>Proportionate share of the external chargeable area(s) based on the internal floor area of the individual premises in proportion to the combined total floor area of each of the individual premises which benefits from access/use of the shared area.</p> <p>Note 1: A premises may benefit from a mix of both exclusive external and shared external areas in which case each area will be assessed individually and added together.</p> <p>Note 2: Some premises may share different external areas with different premises or groups of premises. In such cases each of the shared areas which benefit different groups of premises will be assessed individually and added together.</p>

Let's look at some scenarios...

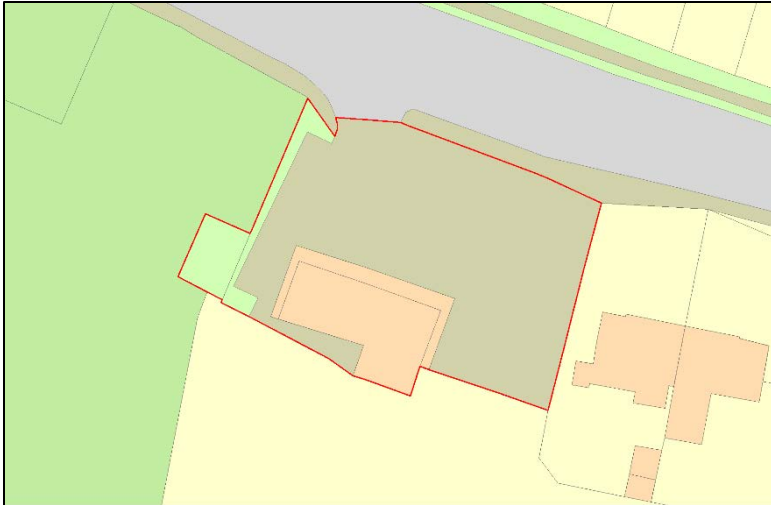




# How is it worked out?

## Scenario 1 - Individual premises in single occupation

Premises shares a building(s) with other premises?	Premises has use of a communal external area(s) with other premises	Methodology to apply		Site Area charging component	How the area is calculated
		Internal areas	External areas		
N	N	A	C	<b>A - Individual roof areas</b>	Entire building roof area is assigned to the individual premises.
				<b>C - Exclusive area (Unique to the premises)</b>	All external chargeable areas assigned to the individual premises.



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# How is it worked out?

## Scenario 2 - Premises within building(s) or site of multiple occupation without external shared area(s)

Premises shares a building(s) with other premises?	Premises has use of a communal external area(s) with other premises	Methodology to apply		Site Area charging component	How the area is calculated
		Internal areas	External areas		
Y	N	B	C	<b>B - Shared roof areas</b>  <b>Where we are able to establish the internal floor area using the VOA:</b> Proportionate share of the building roof area based on the internal floor area of the individual premises in proportion to the combined total internal floor area of each of the individual premises within the multi-occupied building.  <b>Where we are not able to establish the internal floor area using the VOA:</b> Proportionate share of the building roof area based on the internal floor area of the individual premises in proportion to our internal map system-led assessment of the combined total internal floor area of each of the individual premises within the multi-occupied building.	
				<b>C - Exclusive area (Unique to the premises)</b>	All external chargeable areas assigned to the individual premises.



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# How is it worked out?

## Scenario 3 - Individual premises on a site of multiple occupation with external shared area(s)

Premises shares a building(s) with other premises?	Premises has use of a communal external area(s) with other premises	Methodology to apply		Site Area charging component	How the area is calculated
		Internal areas	External areas		
N	Y	A	D	<b>A - Individual roof areas</b>	Entire building roof area is assigned to the individual premises.
				<b>D - Shared area (Area is shared with other premises on a site)</b>	Proportionate share of the external chargeable area(s) based on the internal floor area of the individual premises in proportion to the combined total floor area of each of the individual premises which benefits from access/use of the shared area.



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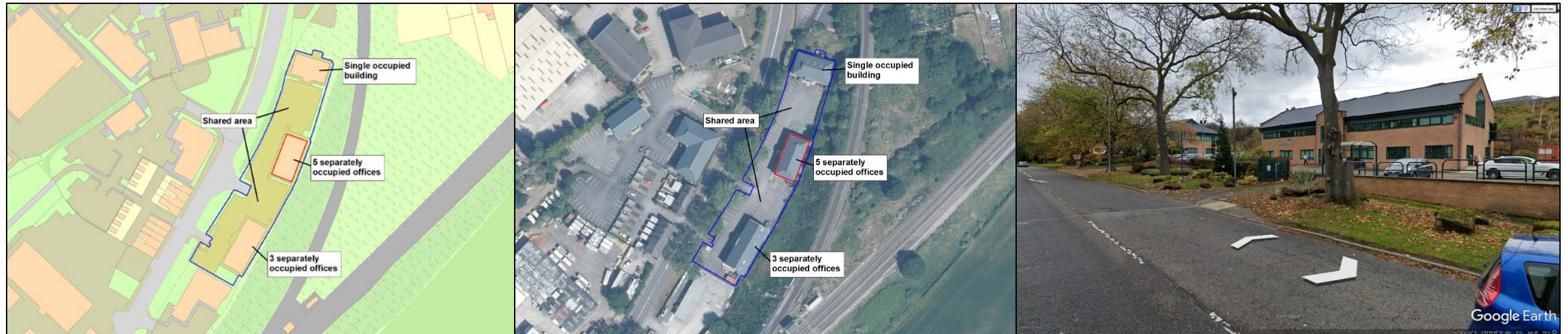
**Note 1:** A premises may benefit from a mix of both exclusive external and shared external areas in which case each area will be assessed individually and added together.

**Note 2:** We consider an area exclusive if there exists something physically preventing entry to those who have no access. Temporary barriers such as containers, pallets etc. will not be considered.

# How is it worked out?

## Scenario 4- Premises within building(s) or site of multiple occupation with external shared area(s)

Premises shares a building(s) with other premises?	Premises has use of a communal external area(s) with other premises	Methodology to apply		Site Area charging component	How the area is calculated
		Internal areas	External areas		
Y	Y	B	D	<p><b>B - Shared roof areas</b></p> <p><b>D - Shared area (Area is shared with other premises on a site)</b></p>	<p><b>Where we are able to establish the internal floor area using the VOA:</b> Proportionate share of the building roof area based on the internal floor area of the individual premises in proportion to the combined total internal floor area of each of the individual premises within the multi-occupied building.</p> <p><b>Where we are not able to establish the internal floor area using the VOA:</b> Proportionate share of the building roof area based on the internal floor area of the individual premises in proportion to our internal map system-led assessment of the combined total internal floor area of each of the individual premises within the multi-occupied building.</p> <p>Proportionate share of the external chargeable area(s) based on the internal floor area of the individual premises in proportion to the combined total floor area of each of the individual premises which benefits from access/use of the shared area.</p>



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A top-down view of a white ceramic mug filled with a light brown coffee beverage. The mug is centered on a solid red background. The text "Comfort break" is overlaid in white, bold, sans-serif font across the middle of the mug.

Comfort break



# Amendments to Site Area measurement / banding

## Amendments to Site Area measurement / banding

The Chargeable Area of a premises may vary over time if the customer makes changes on site for example turning a grassed area into a car park or landscaping a previously paved area.

We may also discover a data error that needs to be corrected for example the Chargeable Area in our system is too high or too low.

If we are notified of / discover that there have been changes on site or that there is a data error, we will reassess the Chargeable Area as follows:

Changes  
resulting in  
a **reduction**  
in charges

Amended back up to the most recent of;

- 6 months from the date of retailer request (or the date that we discovered the change)
- The date that the changes were made
- The date of occupation

Changes  
resulting in  
an **increase**  
in charges

Amended from the date that the market data is updated

A Non Primary Charge may be applied when, following investigation, no amendments are made to the Chargeable Area.

# Reductions in Surface Water charges

## Reductions in Surface Water charges

The Chargeable Area and associated Surface Water charges may be reduced where some Surface Water from the premises does not drain to the public sewer.

Amendments to the Surface Water value will not affect the Highway Drainage and thus will not reduce Highway Drainage charges unless the premises is not connected for foul, trade effluent and Surface Water drainage services.

### Premises where no Surface Water drains to the public sewer

If a retailer / customer believes that no Surface Water from a premises enters the public sewer they may request for Surface Water charges to be removed and for any historic charges to be refunded.

The resulting adjustment to charges will be applied back up to 6 years from the date of receipt of a valid claim from the retailer and for the current occupier only.

## Reductions in Surface Water charges

### Premises has a partial connection to the public sewer

Where a retailer / customer believes that the Surface Water from an area, equivalent to 10% or more of the Chargeable Area of the premises, does not drain to a public sewer they are entitled to claim for a reduction in the Surface Water value applied to the premises. Amendments to the Surface Water value may or may not result in a subsequent reduction in charges – this is subject to a change in charging band.

Surface Water charges may also be reduced where Surface Water from at least 10% of the premises is captured, discharged and charged as trade effluent.

Amendments to the Chargeable Area value for Surface Water will not affect the overall Chargeable Area and thus will not reduce Highway Drainage charges.

The area that does not drain to sewer can be a single area or can be made up of multiple smaller areas within the premises boundary.

Adjustments in relation to previous occupiers will be considered by application (up to a maximum of 6 years from the date of receipt of a valid claim from the retailer and in relation to the period of occupation).



## Reductions in Surface Water charges

### Sustainable Drainage Systems(SuDS)

For measured non-household customers, where it is demonstrated that Surface Water from an area equivalent to at least 10% of the site is drained to a public sewer via an appropriately designed, built and maintained sustainable drainage system, an 80% reduction will be applied to the Chargeable Area for Surface Water charges.

Qualifying systems are determined by us and have been assessed with regard to the Construction Industry Research and Information Association (CIRIA) C753, The SuDS Manual.

Further information about SuDS can be found on our [website](#)

We also recently delivered a Suds Webinar which will be published on our website in the coming weeks.



# Concessionary schemes

## Concessionary Schemes

Our concessionary scheme for community groups means your customer could have their Surface Water and Highway Drainage wholesale charges capped at band 1, regardless of their size. If they successfully meet the eligibility criteria, their charges will be amended back up to a maximum of 6 months from the date that the successful application is received .

A premises will be eligible for our concessionary scheme if the principal use is a:



Place of worship and cemetery

Scout and guides hall



Community amateur sports club

Village hall or community centre



Local Authority park

Sea cadet unit



## Concessionary Schemes

**Our concessionary scheme for eligible schools means they can have their Surface Water and Highway Drainage wholesale charges reduced by 50%.**



Measured premises which fall within the scope of the following definition will be eligible for a concession for Surface Water and Highway Drainage charges, where these charges are based on a Chargeable Area.

An Educational Establishment which:

- is used exclusively or nearly exclusively for delivering education and tuition of students for any or all of Key Stages 1 – 5 or equivalent; and also,
- has a playground facility attached.

Any eligible schools that have not already been identified by us will need to apply for the scheme via their retailer. The new tariff will be applied from the most recent of:

- 6 months from the date of application
- Date of occupation
- Date of eligibility

# Map checking service



## Map checking service

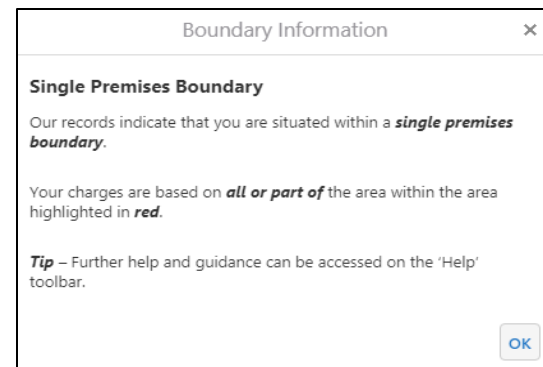
The purpose of this service is to allow businesses the ability to access their Site Area data and to decide whether the fundamentals of their site are correct e.g. their boundary, surface types.

The primary target audience is those businesses who occupy a site in solo occupancy where they can more readily determine whether or not the boundary extent on display is accurate. It is *not* designed to illustrate or explain how U UW have calculated Site Area charges within a multi-occupied building or site. The service will present users with a pop-up message outlining the principle of our charging basis but the precise details of that multi-occupancy calculation will need explaining by a U UW agent.

You can access and read more about this service on our [website](#).

To login you will need to have available the wastewater supply point identifier or SPID (starts with a '3' and is 13 characters in length) and the property postcode.

Once logged in, a brief message will appear which outlines the basis of which we understand your Site Area to be classed as e.g:



# Map Requests

# Map Requests

Below is a brief overview of what our new format will be when sending our map data externally. The changes are:

- Site area charging explained
- Understanding your site area map
- New map template
- Ordnance Survey map key

## Site area charging explained

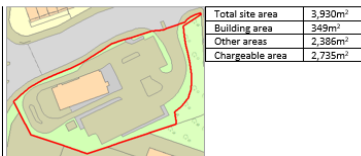
What is site area charging all about?



Site area charging is our way of charging **surface water** (area drained), which covers costs for the removal of rainwater from your premises, and **highway drainage** (surface area), which is a contribution towards draining highways in the North West region.

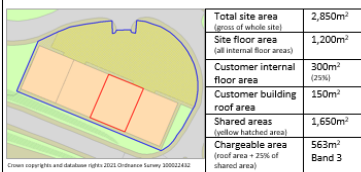
### Chargeable area for surface water and highway drainage

This is the total site area of premises including the boundary and all land held within that boundary but excludes any permanently grassed, cultivated or landscaped areas where no surface water or groundwater drains either directly or indirectly to a public sewer.



### What if my premises is part of a multi-occupied area and shares an area/building with other premises?

We will make an assessment of each premises floor area in comparison to the total building or site floor area and apply a proportionate charge to each element.



The larger your internal floor area, normally obtained from the Valuation Office, the larger your proportion is.

Any exclusive areas will be allocated to the respective beneficiary where we become or are made aware.

### Surface water (SW)

This covers costs related to the collection of rainwater that falls on premises and then drains directly or otherwise to public sewers.

SW charging is normally calculated equal to the HD charges, as explained below.

Where a successful claim has been made to reduce SW charging, we will adjust only this element of the site area charge.



### Highway drainage (HD)

This element of site area charging is based on those areas of your property that we have determined are not classed as permanently grassed, landscaped or cultivated. The make-up of charges is normally a mixture of building areas and other chargeable areas (e.g. concrete, tarmac, gravel, paved or similar areas), whether they are permeable or not.



## Understanding your site area map

General information



The information in this attachment should be understood alongside a site area map appended to your United Utilities Water (UUV) reply.

Site area charging is UUV's way of calculating surface water (SW) and highways drainage (HD) charges that are also known as 'area drained' and 'surface area' respectively. Below is a list of all of those map features that may feature on your particular site area map with an explanation of what they mean.

Feature name	What does it mean?	Visual
<b>Premises boundary</b> ( <i>Prem poly; Red poly; Red boundary; Property boundary; Customer boundary</i> )	Used to illustrate a building roof / land area of sole responsibility or multiple-occupancy (e.g. where a Ground Floor and First Floor business exist independently within the same building roof area)  Can sometimes cover parts of 'Other Chargeable Area'. Where solely occupied, this area is considered exclusive, or where multi-occupied the area is shared only between the occupants within the premises outlined area.  Wherever displayed, we believe the customer property to be within the outlined area.	
<b>Site boundary</b> ( <i>Blue boundary; Blue poly; Site; Site poly</i> )	Used to illustrate a site which will comprise of at least two separate premises boundaries and is always considered as a multi-occupied boundary.  Normally extends to perimeter fences/gates and covers all parts, whether chargeable or otherwise.	
<b>Shared area</b> ( <i>Common area; Communal area; Yellow hatched area</i> )	This layer represents areas within a premises/site boundary that we consider shared to all occupants.  Charges will be proportionate based upon other occupants within the premises/site boundary by using the customer property internal floor area as a basis to do so.	
<b>Exclusive area</b> ( <i>Exclusive; Purple hatched layer</i> )	This layer represents areas within a premises/site boundary that we consider either exclusive to a single property, or a subset of occupants within the premises/site boundary.  If the exclusive area belongs to a single property, the whole chargeable area is allocated.  If the exclusive area is shared, charges will be proportionate based upon other occupants internal floor area and using the customer property internal floor area as a basis to do so.	
<b>Surface water drainage – connected</b> ( <i>SW Drainage; Connected area; Blue hatched area</i> )	Shows areas that are proven to connect SW to our public sewer network. This means that full SW charges apply to these areas.  If the area shown is within a multi-occupied premises/site boundary, SW charges are calculated proportionately for those parts the layer overlays.	
<b>Surface water drainage – not connected</b> ( <i>SW Drainage; Connected area; Black hatched area</i> )	Shows areas that are proven to not connect SW to our public sewer network. This means that no SW charges apply to these areas.  If the area shown is within a multi-occupied premises/site boundary, SW charges are reduced proportionately for those parts the layer overlays.	

Continues

# Map Requests

Below is a brief overview of what our new format will be when sending our map data externally. The changes are:

- Site area charging explained
- Understanding your site area map
- New map template
- Ordnance Survey map key

Date: 27/07/2021 | Scale (Approx. @ A3): 1 Cm = 0 Meters

Customer Map View

	[Description]	[Area in m2]	Wastewater SPID - SPID [Additional comments]
This plan is based upon the Ordnance Survey Map with the sanction of the controller of H.M. Stationery Office. Crown, United Utilities and HULL copyrights are reserved. Unauthorised reproduction will infringe these copyrights.  Crown copyright and database rights ©2011 Ordnance Survey 100024432.	Gross area	< m2 >	
	Building roof area	< m2 >	
	Other chargeable area	< m2 >	
	Shared area	< N/A >	
	Exclusive area	< N/A >	
	Exclusive area (shared)	< N/A >	
	Total chargeable area	< m2 >	
	UUW charge area and band	< m2 >	<Band>

## Ordnance Survey Map Key

OSMM version 9.9



Ordnance Survey Map Key					
<b>Building Chargeable Area</b>					
Symbol		Symbol			
	Archway Fill		Building Fill		
<b>Other Chargeable Area</b>					
Symbol		Symbol		Symbol	
	Bridge Fill		Roadside Manmade Fill		
	Footbridge Fill		Step Fill		
	Glasshouse Fill		Structure Fill		
	Level Crossing Fill		Track Fill		
	Manmade Fill		Traffic Calming Fill		
<b>Other Chargeable Area</b>					
Symbol		Multi Surface Fill			
<b>Non-Chargeable Area</b>					
Symbol		Symbol		Symbol	
	Agricultural Land Fill		Rough Grassland Fill		
	Boulders Fill		Saltmarsh Fill		
	Canal Fill		Sand Fill		
	Cliff Fill (overlapping layer)		Scree Fill		
	Coniferous Tree Fill		Scrub Fill		
	Coppice Or Osiers Fill		Shingle Fill		
	Foreshore Fill		Slope Fill (overlapping layer)		
	Heath Fill		Tidal Water Fill		
	Inland Water Fill		UU Unclassified		
	Landform Manmade Fill				
	Landform Natural Fill				

# Glossary

## Glossary

### Area Drained

The name given to Surface Water charges in CMOS

### Chargeable Area

For Surface Water drainage and Highway Drainage this is the total Site Area of premises including the boundary and all land held within that boundary but excludes any permanently grassed, cultivated or landscaped areas where no Surface Water or groundwater drains either directly or indirectly to a public sewer

### Charging Value

The rateable value or a charging value assessed by us (based on either a rateable value, or a business rateable value where rateable value is not appropriate), or an assessed charge used for charging purposes. Also referred to as CV

### Foul drainage

Water discharged from premises as domestic sewage excluding surface water

### Premises

Includes any building or part of a building which is separately occupied or intended to be occupied and land or an interest in land

### Rateable value

The value of premises shown in the official valuation list (for the purposes of the General Rate Act 1967) on 31 March 1990

### Site

Premises in the same curtilage or adjoining each other receiving the benefit of our services, occupied and operated as a single economic unit

### Surface Area

The name given to Highway Drainage charges in CMOS

### Shared Area

Everything within a boundary will be treated as shared unless there exists something physically preventing entry to those who have no access.

### Exclusive Area

We consider an area exclusive if there exists something physically preventing entry to those who have no access. Temporary barriers such as containers, pallets etc. will not be considered