



Non-return to Sewer Allowances Questionnaire

This form is provided to support the calculation of the Non-return to Sewer Allowance for the premise or area supplied by a water meter. Please answer the questions that are relevant to the nature of the business or facility.

1. CUSTOMER DETAILS

Customer Reference No:	
Meter Serial No.:	
Name	
Property Address	
Postcode	

Please enter name of person who receives the bill and the billing address if different from above.

Name	
Property Address	
Postcode	

Please provide details of persons, who may be contacted for future enquiries

Contact Name (1)		Contact Name (2) <i>(optional)</i>	
Telephone		Telephone	
Mobile		Mobile	
Fax		Fax	
E-mail		E-mail	
Web-site		Web-site	

2. DESCRIPTION OF BUSINESS OPERATION

Please state the nature of your business / the facility supplied by the water meter

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Please continue to question 3.

3. Employees / Amenities

a. Please enter the number of employees in the categories shown

	Full time	Part time
Daytime Staff		
Shift Staff		

b. Are showers available? Yes/No (circle as appropriate)

c. Is a staff canteen available? Yes/No (circle as appropriate)

If Yes, approximate number of meals produced per day.

4. Occupancy

a. Does anyone live at the property? Yes/No (circle as appropriate)

b. If Yes, please give numbers etc

Please continue to question 5.

5. Water Supply

a. Number of incoming water pipes (meters) supplying the premises:

b. Have you taken water from any other source, other than your metered supply, in the last two years?
e.g. borehole, rainwater recycling

Yes/No (circle as appropriate)

c. If yes, please state where from:

6. Wastewater

a. Number of connections to sewer

b. Does the property use a septic tank(s)? Yes/No (circle as appropriate)

Total Capacity m³

c. Does the property use a cesspit(s)? Yes/No (circle as appropriate)

Total Capacity m³

d. Is water discharged to a river? Yes/No (circle as appropriate)

e. Does the property have a soak-away? Yes/No (circle as appropriate)

7. Bathroom Facilities

Please indicate the numbers of fittings in the table below

	Staff	Residents	Public
Toilets			
Bidet			
Urinals			
Hand basins			
Baths			
Showers			
Sinks			

Please continue to question 8.

8. Washing Machines

a. Dishwashers

Type	Number of machines of type	Average washes each machine per day	Use commercial/domestic
<i>e.g. Hotpoint /HDA3430ZWW</i>	<i>1</i>	<i>2</i>	<i>Domestic</i>

b. Washing Machines

Type	Number of machines of type	Average washes each machine per day	Use commercial/domestic

c. Tumble Dryers

Type	Number of machines of type	Average washes each machine per day	Use commercial/domestic

Please continue to question 9.

9. Swimming Pools

a. How many pools has the property?

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b. What are the dimensions of the swimming pool(s)?

Dimensions	Pool 1	Pool 2
Surface Area	m ²	m ²
Length	m	m
Width	m	m
Volume	m ³	m ³

c. Is the pool heated? Yes/No (circle as appropriate)

Pool 1	Pool 2
days	days

d. How many days of the year is the pool full?

Pool 1	Pool 2
°C	°C

e. At what temperature is the pool maintained?

f. Where are the pools?

	Pool 1	Pool 2
Indoor	Yes/No	Yes/No
Outdoor	Yes/No	Yes/No

g. Average number of bathers per day?

Pool 1	Pool 2
°C	°C

Please continue to question 10.

10. Fish Tanks / Ponds

Fish Tanks

a. How many fish tanks are in use?

b. What are the dimensions of the fish tanks?

Dimensions	Tank 1	Tank 2	Tank 3	Tank 4
Surface Area	m ²	m ²	m ²	m ²
Length	m	m	m	m
Width	m	m	m	m
Volume	m ³	m ³	m ³	m ³

c. Is the tank heated? Yes/No (circle as appropriate)

Tank 1	Tank 2	Tank 3	Tank 4

d. How many days of the year is the tank full?

Tank 1	Tank 2	Tank 3	Tank 4
°C	°C	°C	°C

e. At what temperature are the tanks maintained?

f. Where is the tank?

	Tank 1	Tank 2	Tank 3	Tank 4
Indoor	Yes/No	Yes/No	Yes/No	Yes/No
Outdoor	Yes/No	Yes/No	Yes/No	Yes/No

Ponds

a. How many ponds are in use?

b. What are the dimensions of the ponds?

Dimensions	Pond 1	Pond 2	Pond 3	Pond 4
Surface Area	m ²	m ²	m ²	m ²
Length	m	m	m	m
Width	m	m	m	m
Volume	m ³	m ³	m ³	m ³

c. Are the ponds heated? Yes/No (circle as appropriate)

Pond 1	Pond 2	Pond 3	Pond 4

d. How many days of the year are the ponds full?

Pond 1	Pond 2	Pond 3	Pond 4
°C	°C	°C	°C

e. At what temperature are the ponds maintained?

f. Where is the pond?

	Pond 1	Pond 2	Pond 3	Pond 4
Indoor	Yes/No	Yes/No	Yes/No	Yes/No
Outdoor	Yes/No	Yes/No	Yes/No	Yes/No

11. Sauna/Steam Room

a. Is there a sauna? Yes/No (circle as appropriate)

If yes,

Max capacity (people)	
Average users per day	
Hours of use	

b. Is there a steam room? Yes/No (circle as appropriate)

Max capacity (people)	
Average users per day	
Hours of use	

12. Garden Watering

The following section should only be filled in if you water a garden. If not please go to Section 13

a. Total area of premises/building m²

b. Total area of gardens m²

c. Do you water the "garden"? Yes/No (circle as appropriate)

d. Approximate area watered

Inside	m ²
Outside	m ²

e. Please indicate the method of watering and indicate the length of time taken.

Method	Used - Yes or No	Minutes per application	times/day	days/year
Watering can				
Hand-held hose				
Sprinkler				
Irrigation System				
Other (please state)				

Please continue to question 13

13. Manufacturing/Process

- a. Do you produce / manufacture any products? Yes/No (circle as appropriate)
- b. Give a brief description of the process and give an indication of areas where water loss occurs (or does not return to sewer) in the box below. Please continue on a separate sheet if required
e.g. used for cooling or loss by evaporation, industrial cleaning etc.

- c. Indicate product, quantities and water loss per unit in the table below.

Description	unit/week	Quantity	Volume of water/unit
<i>e.g. bread</i>	<i>loaves</i>	<i>500</i>	<i>0.1 litre</i>

Notes: 1 litre = 1000 ml 1 m³ = 1000 litres 1m³ = 220 gallons

Please continue to question 14

14. Meals/Vending Machines

a. Are meals sold on the premises? Yes/No (circle as appropriate)

	Average no. per day
Take-out	
Eat in	

b. Are drinks served on the premises? Yes/No (circle as appropriate)

	Average no. per day
Take-out	
Eat in	

c. Are drinks vending machines used? Yes/No (circle as appropriate)

Product	Average number per day	Percentage consumed on premises
Cups		%
Cans		%
Other (please state)		%

Please continue to question 15.

15. Plans and Drawings

a. Water Distribution pipework drawings:

Please attach copies of relevant drawings, if available.

Available	Yes/No	(circle as appropriate)
Attached	Yes/No	(circle as appropriate)

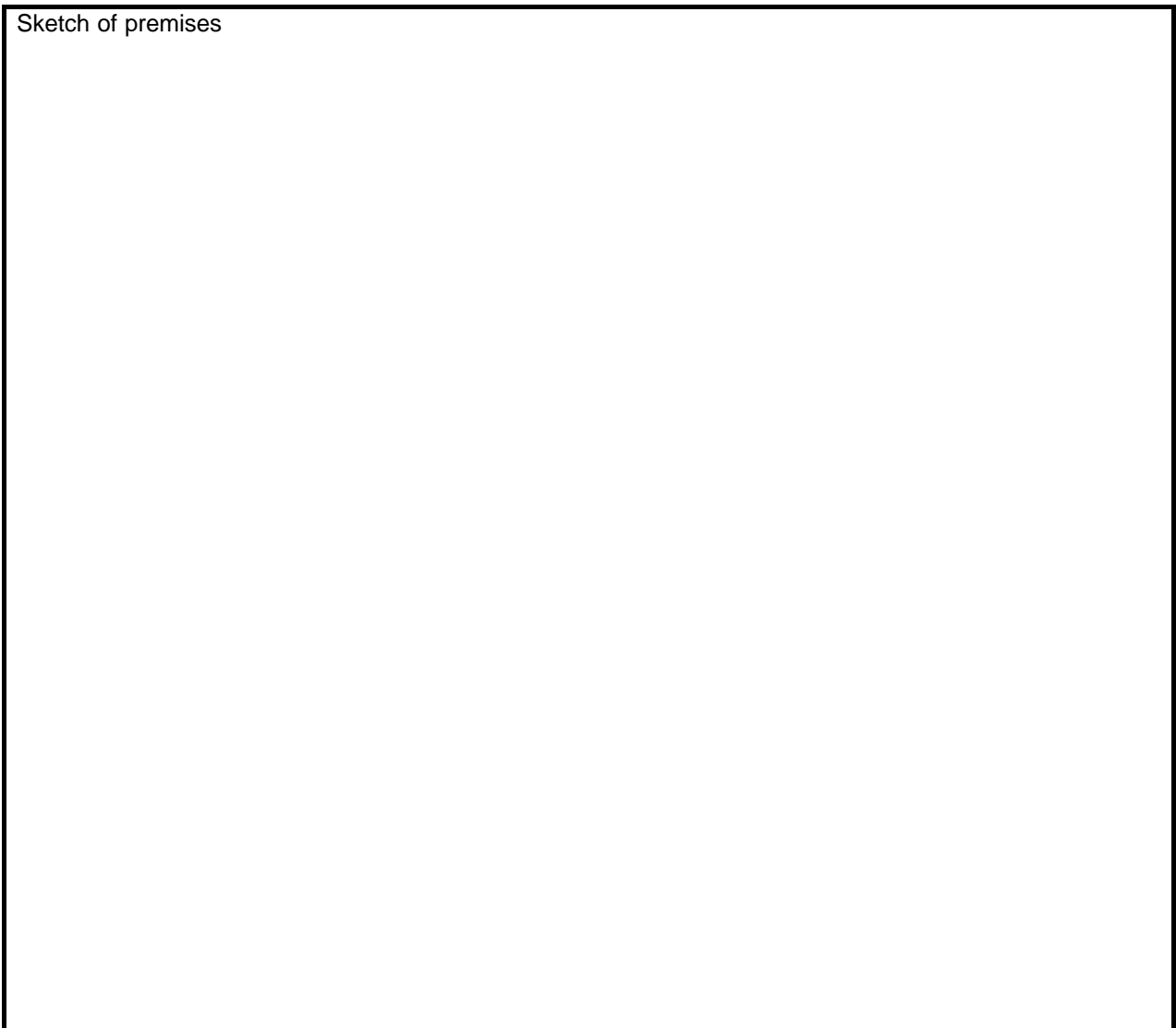
b. Drainage drawings

Please attach copies of relevant site drainage drawings (foul, trade waste & stormwater), if available.

Available	Yes/No	(circle as appropriate)
Attached	Yes/No	(circle as appropriate)

c. If you wish you may use the space below to sketch the layout of drains/sewers in the vicinity of the premises.

Sketch of premises



Please continue to section 16.

16. Supplementary Information

You are welcome to provide any other information that you feel may be appropriate or relevant to this application on a separate sheet.

Further information supplied Yes/No (circle as appropriate)

17. Declaration

The information provided is used to relate to the premises or area supplied by the water meter. Individual returns are to be provided for each water meter.

I declare that to the best of my knowledge and belief that the information provided is true and reasonable. I accept that this information may be subject to verification by Dŵr Cymru Welsh Water before any allowance for nonreturn to sewer is granted.

Signed

Name (Capitals)

Dated

Position in Company (if applicable)

This questionnaire is available in Welsh upon request.