

# Charges that are right for you

Single Occupancy Assessed Charge (SOAC)

Helping  
to reduce  
your bill



The Single Occupancy Assessed Charge (SOAC) is a scheme we offer to eligible customers that can't have a water meter fitted to help reduce their bill.

Sometimes we're unable to fit water meters in our customers' homes so they won't be able to benefit from lower charges for using less water.

If you live alone, your name is on the account and you have asked for a water meter but one can't be fitted at your property, then you may be eligible for SOAC instead.



## How to apply

If you meet the following requirements you can apply for the SOAC tariff by completing the attached application form:

- 1) You live alone.
- 2) Your name is on the account.
- 3) We can't fit a water meter.

You'll benefit from the reduced tariff from the date we confirmed we were unable to fit a meter, provided the completed application form sent to you after the attempt is returned within 30 days. If you request another application form after the initial 30 days, you will become eligible from the date that we receive that completed form.

Unfortunately we're not responsible for any postal delays or losses, so make sure you return the form as soon as possible.

Fill in the form  
and return it to us  
to see if you could  
be paying less



## Charges

If you're eligible for the Single Occupier Assessed Charge, all of your existing charges and payment plans will remain unchanged until you've received confirmation from us that your application has been successful.

If another company provides your sewerage service, we'll apply the charge for the water we supply as well as the 'appropriate' charge for the services provided by the other company. However, please note that not all water and sewerage companies offer this type of tariff. Contact us if you'd like details of what the charge will be.

All charges before the date of your failed meter fit, or the date your application is received, are considered correct and payable. These charges won't be revised and we're unable to consider requests for charges to be backdated.

You'll receive a letter confirming when you become eligible for the SOAC tariff.

Should your circumstances change, you must tell us immediately as you will potentially no longer be eligible for this tariff. If we're not told as soon as possible then we may back charge you for the full standard charge for the time you were on the tariff.

We may occasionally check with outside agencies that you live alone. If you live alone, the SOAC tariff could be cheaper than your current rateable value, however, it is likely that you would still be better off on a water meter if it can be fitted.



# SOAC application form

I *(enter name)*

certify that I am the sole occupant of *(enter full address)*:

No:

Street:

Town:

Postcode:

I agree to immediately inform Severn Trent Water as soon as my circumstances change and I am no longer the sole occupier of the property.

I understand that I am not entitled to be charged at the single occupier assessed charge where I am not the sole occupier of the property.

I am aware that, in the event that I cease to be the sole occupier of the property, I am liable to pay Severn Trent Water the appropriate charges set out in Severn Trent Water's Scheme of Charges depending on the circumstances and that this is likely to be a higher rate than the single occupier assessed charge.

I accept that if I do not notify Severn Trent Water that I have ceased to be the sole occupier of the property, Severn Trent Water will be entitled to claim backdated charges at the appropriate rate under their Scheme of Charges and, if I should have been paying higher charges as I was not the sole occupier of the property, the extra charges that I should have been charged will be payable immediately after I have received the bill relating to this increased charge.

Signature

Print name in capital letters

Dated

Account no *(on water bill)*

## Return address:

Severn Trent Water Limited  
Sherbourne House  
St Martins Road  
Finham  
Coventry CV3 6SD

FM400



This publication is available in alternative formats, including large print and Braille.

For further information:



Call **0345 750 0500**

Textphone **0800 328 1155**



**[customercare@severntrent.co.uk](mailto:customercare@severntrent.co.uk)**

Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.

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**Severn Trent Water Ltd**

PO Box 5309

Coventry

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[www.stwater.co.uk](http://www.stwater.co.uk)

**SEVERN**

**TRENT**

**WATER**