

**Chief Executive Officer**

OFWAT  
Centre City Tower  
7 Hill Street  
Birmingham  
B5 4UA

Dear Sir/Madam

**RE: Complaint of unfair water charges**

Recent analysis of Department for Education water and sewerage costs indicate that schools in the North West are currently being charged far more for their water and sewerage than schools in other areas.

The North West of England has very similar numbers of schools/pupils as the South East of England. However, whilst the water and sewerage bill for the North West Schools is around £27 million per year, it's just £11 million in the South East.

Our school The Holy Spirit Catholic Primary School, we paid **INSERT FIGURE HERE** per pupil in 2012/13, whereas the average for the whole of England is £17.61 per pupil. This means that our school is likely to have paid much more every year compared to similar schools in other areas.

Whilst we accept it is difficult to compare how one company charges in one area with another company in another area, we believe these charges are due to United Utilities surface water drainage charges being applied to large sites like our schools.

We understand United Utilities has an obligation to treat non-household customers fairly. We do not accept that it is fair that facilities such as schools should have such a degree of variance across England.

We hope that OFWAT will agree with our school and Halton Borough Council that this situation should change going forward. We request that OFWAT support our view to find a solution that is fairer.

Yours sincerely