

Core customer information



The levels of service we provide for household customers



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Purpose of this document

This document sets out the levels of service that we strive to provide to our household customers and the levels of compensation that we offer if things go wrong. It also contains key information for customers who want to know more about the services that we provide and the various ways that they can get in contact with us.

The quality of our customer service and the prices we are able to charge our customers are regulated by the Water Services Regulation Authority or Ofwat as it is more commonly known. This Core Customer Information complies with Licence Condition G of Anglian Water's appointment.

The Consumer Council for Water is another non-departmental public body sponsored by DEFRA and the Welsh Assembly Government to solely represent the interests of water consumers across England and Wales.

Other Government agencies regulate different aspects of our operations. For example, the Drinking Water Inspectorate make sure that the drinking water we supply to our customers is acceptable, while the Environment Agency controls the amount of water we are allowed to take from the environment and the quality of the water that we return to it.

Anglian Water at a glance

6.9 million

water and sewerage customers rely on us

1.2 billion litres

of high quality drinking water supplied every day means safe drinking water is our priority

Every day over

900 million litres

of used water is flushed through the sewers to our treatment works

We operate in the driest region in Britain with around

600 millimetres

of rainfall each year, half the national average

We serve customers in the Hartlepool area supplying

32 million litres

of water to around **90,000 customers** in the northeast of England



Geographically, we're the largest of the 10 regional water and sewerage service companies in England and Wales

We cover a region of

28,500 sq kms

from the Humber in the north to the Thames in the south, from Daventry in the west to the east coast

Environmentally sensitive sites

Our area includes some of the most important conservation and environmentally sensitive sites in the UK and our coastline is an important tourist area



How to contact us



Billing enquiries

Call 03457 919 155

Lines are open from 8am to 8pm Monday to Friday and 8am to 4pm on Saturday.

Problems paying your bill

Call 0800 169 3630

Lines are open from 8am to 8pm Monday to Friday and 8am to 4pm on Saturday.

Bereavement support

Call 0800 141 2944

Our specially trained staff are able to help and guide you 8am to 8pm Monday to Friday and 8am to 4pm on Saturday. Or you can visit our website anglianwater.co.uk/help-and-advice/water-care/bereavement-support/

Water and water recycling/sewerage supply queries (emergency number)

Call 03457 145 145

This line is available 24 hours a day 365 days a year. Or go online here anglianwater.co.uk/help-and-advice/report-an-issue/

Metering installation helpline

Call 0345 850 5852

Lines are open from 8am to 8pm Monday to Friday and 8am to 4pm on Saturday.

Moving home

Call 03457 919 155 or self serve

via your online account here: my.anglianwater.co.uk/

Please contact us as soon as possible. We require at least five working days notice by telephone.

Text relay service

You can use a text relay service via a mobile phone or other mobile device by downloading the Relay UK app for free here relayuk.bt.com/how-to-use-relay-uk/download-app.html

Language line

Call 03457 919 155

If English is not your first language, please call us and ask for our language line.

Sign language interpreter

Use a sign language interpreter

Via our website here: anglianwater.co.uk/help-and-advice/water-care/sign-language-interpreter/

To check who we are when we visit

Call 0800 145 145

To check the identity of an Anglian Water employee for your security.

If you are calling from abroad

Call +44 (0) 1239 804 900

Development Services including our New Connections Team

Call 03456 066 087

Lines are open 8am to 5pm Monday to Friday and closed on weekends. Information regarding our services is available online here: anglianwater.co.uk/developing

You can also go to our website

anglianwater.co.uk

Where you can register to manage your account online: pay and view your bills, get an up-to-date balance, get alerts of what's happening in your area, submit meter readings and much more.

Write to us at

Anglian Water, Customer Services PO Box 4994, Lancing, BN11 9AL



Section 1

Your water supply

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Section 1 – Your water supply

Drinking water quality

Providing safe, clean drinking water is our absolute top priority. The quality of your water supply is regulated by the Drinking Water Inspectorate (DWI) under the Water Supply (Water Quality) Regulations 2016 (as amended 2018).

The chemical and bacteriological content of the water, its acceptability for colour, odour, taste and clarity are just some of the stringent measures included in the Regulations.

We are very proud of the quality of our drinking water, and information about the quality of your water supply is regularly updated and published both on our website and in information leaflets, which we would be happy to send to you free of charge. These provide details of the strict standards we work to, and how we are performing against them. More information can be found at anglianwater.co.uk/dwq

We also provide hints and tips about how you can help maintain the high quality of your drinking water within your own home or business.

Every day we carry out more than 1,000 tests on water samples and maintain records of these tests for each of our supply zones. A supply zone is an area in which up to 100,000 people live. If you would like to know more about the water in your supply zone, please:

- Visit our website anglianwater.co.uk/dwq enter your postcode and you will find full details about your drinking water
- Call us on **03457 145 145**, and we'll be happy to print this information off and send it to you
- Write to: **Water Quality Regulation Manager, Anglian Water, Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon, Cambs PE29 6XU**

The Secretary of State for the Department of the Environment, Food and Rural Affairs (DEFRA) may, on occasion, allow us a period of time to carry out improvement works to ensure we meet a requirement of the Regulations. This is described as a Legal Instrument.



**Everyday
we carry out
more than
1,000 tests
on water
quality**

Section 1 – Your water supply

What if there is a problem with the quality of your water supply?

If you tell us you are unhappy with the taste or smell of your water we will always investigate. Please note that it is normal for chlorine to be present in your water supply - this is used to safeguard the quality of your supply.

If you report a water quality problem which we consider could have an impact on the safety of your water supply we will arrange to visit your property at a time that is convenient with you and will arrange for an alternative supply, if necessary.

If we take a sample of water for analysis in response to the above and you would like to know our findings, we will:

- Give you an explanation of the key microbiological results by phone within 48 hours; and
- Confirm the results in writing within 10 working days.

If anything causes us to believe that there is a problem with the quality of your water due to our supply system, we will provide appropriate advice and an alternative supply of drinking water where we think necessary.

In exceptional circumstances, a water quality issue such as this may involve us advising customers not to use the water or to boil it prior to use. If this is necessary we will let all customers know using all available communication channels, and we will regularly update them, using the most appropriate and effective measures available to us to quickly share information. This may include letters or cards direct to properties, social media, broadcast media announcements and updates to our website.

As well as these measures we also have our Priority Service register. The register is available to all sorts of customers, including those who are frail and elderly, classed as disabled, or have sight or hearing difficulties. It's also designed to help customers with urgent medical needs such as kidney dialysis patients and nursing mothers with children under the age of one.

If you, or someone you know, could benefit from the extra care, which could include a priority delivery of bottled water in case supplies are interrupted, different ways of getting information, or extra guarantees against potential bogus callers, then apply online at anglianwater.co.uk/watercare or call us on **03457 919 155**.

Section 1 – Your water supply

Keeping up with demand

We must ensure that our water distribution system can fully meet the demand of one of the UK's fastest developing regions.

We give a high priority to maintaining and replacing our 38,000 kilometres of water mains across our region and reducing the level of leakage to the point that represents best value for our customers and the environment.

Furthermore, we assess the impact of proposed new developments on both our distribution system and the availability of water resources. This ensures our level of service to you will not be adversely affected in the face of climate change and population growth. We will provide you with enough water for normal domestic purposes: drinking, cooking, washing and bathing, central heating and flushing toilets. We aim to provide enough water to allow you to wash your vehicle and water the garden, using either a watering can, bucket or a hosepipe.

Every drop of water we supply is borrowed from the environment around us, meaning that prolonged periods of dry weather can put a strain on the resources available. Dry winter weather has a particularly noticeable impact on water levels in the region's rivers, reservoirs and groundwater stores, as this is when we usually expect higher levels of rainfall allowing us to bank resources ready for periods of higher demand.

On occasion, we may need to impose temporary use restrictions, primarily related to hosepipes, to reduce the demand for water during drought. In extreme circumstances, following an extended period of drought conditions, we may have to impose non essential use bans on some of our customers. This is only done when it is necessary in order to ensure there is sufficient resources to meet the essential domestic needs of our customers.

In order to minimise the chances of restrictions being needed, and keep the cost to customers and the environment low, we have a detailed Water Resources Management Plan. This includes developing new resources, increasing the resilience of our network and our ability to move water around the region, driving down leakage, and encouraging all of our customers to be more water efficient.

To achieve this and ensure the long term security of water supplies for our region we will:

- Continue to raise public awareness of the need for water efficiency
- Promote the use of water-saving devices and the effective use of meters including smart meters
- Drive down leakage to record low levels
- Invest in resilience such that by 2025 severe restrictions would only be needed in a drought of greater than 1 in 200-year severity

In the longer term, we will:

- Re-evaluate the anticipated increase in demand due to the forecasted impacts of climate change
- Secure and develop new sources of water to meet future demand and population growth
- Explore, with other water companies and stakeholders, the prospect of sharing resources across company boundaries
- Develop new and innovative ways to help our customers to save water in their homes and businesses.

Section 1 – Your water supply

Keeping the water flowing

We aim to provide a constant supply of water at a consistent and suitable pressure for your property, but some events will inevitably interrupt the flow or affect your water pressure; for example, bursts in water mains, pump failures or power cuts can impact on your supply.

In any incident we will always work to restore supplies as quickly as possible with minimum interruption to customers. If there is a problem, please call our [24-hour water and water recycling/sewerage supply queries number: 03457 145 145](#).

Occasionally we need to turn off the supply to carry out essential, planned work. In these circumstances we will let you know in advance and tell you when the supply will be restored. This will usually be in the form of either a letter or a card through your door. For planned interruptions of more than four hours, we will give you at least 48 hours notice in writing.

After an emergency or unplanned interruption, supplies will be restored within 12 hours for most bursts. If any unplanned interruption will continue for longer than this time, we will give you an alternative supply of drinking water.

If we fail to meet these standards, we will automatically credit £30 to your account and a further £30 for every 12 hours that you remain without water. If we fail to make a payment within 20 days of the interruption, we'll automatically credit you a further £20.

It is sometimes difficult to know who has been affected by these interruptions. If you were affected and we have not credited your account please call us.

Keeping up the pressure

In most cases, you can expect water pressure will be such that it will fill a storage tank at first floor roof level. In practical terms, this pressure would allow you to fill a nine-litre bucket in one minute, from a downstairs tap with the tap on full.

If your water pressure falls substantially below normal, please let us know. We will first check whether this is due to an operational fault, for example a burst main. If not, we will carry out further checks using pressure loggers. If we identify a pressure level in the communication pipe below seven metres static head for at least an hour on two separate occasions within a 28-day period we will give you a £25 payment. Claims for low pressure must be made in writing within three months of the last of the two occasions and can only be made once in a 12-month period.

If however, as a result of our negligence, high water pressure causes damage to your water fittings, we will pay the cost of any repairs to these fittings.

Water shortages

If we have to interrupt or cut off your supply as a result of a Drought Order, we will automatically pay you £10 for each day, or part day, that your water supply is interrupted. This is up to a maximum of the average household water bill from the previous year.

Section 1 – Your water supply

Checking for leaks

As part of our programme for checking leaks, we sometimes turn off sections of water mains for a few minutes at night to help identify leaks. We usually do this between midnight and 6am, but these interruptions are only for short periods and, because the disruption is slight, we won't tell you in advance. However, if this is likely to cause you a specific problem, please call our [24-hour water and water recycling/sewerage supply queries number: 03457 145 145](#).

Responsibly for pipework

Anglian Water pipework

The water mains in the street are our responsibility. Normally the pipe from the water main is also ours until it reaches your boundary box, which is usually located between the edge of your property and the highway where our main is laid. This part of the pipe is known as the communication pipe. But if your property does not abut the street where the water main is, there will be a length of private pipe between the edge of that street and your property. Most properties have an underground stop tap at the boundary of the street where the water main is and our pipe ends at that stop tap. The stop tap belongs to us and we are responsible

for keeping it, the communication pipe and the water main in good condition. Further details on pipework ownership and responsibility can be found in section 179 of the Water Industry Act 1991.


Maps detailing the location of our water and sewerage assets (both underground assets and above ground assets such as pumping stations and treatment works) can be viewed in a number of ways:

- At our company office at Osprey House, 1 Percy Road, Huntingdon, Cambridgeshire PE29 6SZ (Monday to Friday 9.00am to 5.00pm, excluding bank holidays) - free of charge,
- At participating local council offices (please contact them directly for access and opening hours), or
- Printed versions of maps can be obtained via digdat.co.uk - charges apply.

Lead

Many older properties still have lead pipework inside or underground and drinking water can pick up small amounts of lead as it passes through. Lead can build up in the body and be harmful, so it is sensible to consume as little as possible especially in the case of pregnant women and young children. We offer a free lead test and advice on our Lead Advice Line [0345 070 3445](#). You may decide to replace your lead supply pipe and lead plumbing. If you decide to replace the lead pipework to your property, we'll replace our bit too on a like for like basis, free of charge.

Please contact our New Connections Team to discuss whether you would be entitled to a free lead replacement. Customers on a low income may be eligible to apply for a grant from the local authority to replace their lead supply pipes. If you are considering replacing a pipe which you share with your neighbours, we suggest separate pipes are laid.



See diagram on the next page and Section 6 'Leakage' for further details

Section 1 – Your water supply

Shared supply pipes

If you share a supply with one or more of your neighbours (see diagram below), the flow of water at your tap may be unacceptably low when your neighbours are using water. If the pipe is in poor condition you can, jointly with your neighbours, replace the existing pipework, but this is unlikely to produce a significant long-term improvement.

You can install extra water storage tanks in the loft and have taps and fittings fed from them. Using these fittings at times of peak demand may give a better flow than that obtained from taps fed directly off the main. However, some modern heating appliances will not work below certain levels and this option may not provide enough pressure to operate them.

The best long-term solution is to share the cost with your neighbours of having separate supplies installed - this is likely to give significant improvement. It will also relieve you from the complication of responsibility for maintaining a shared supply.

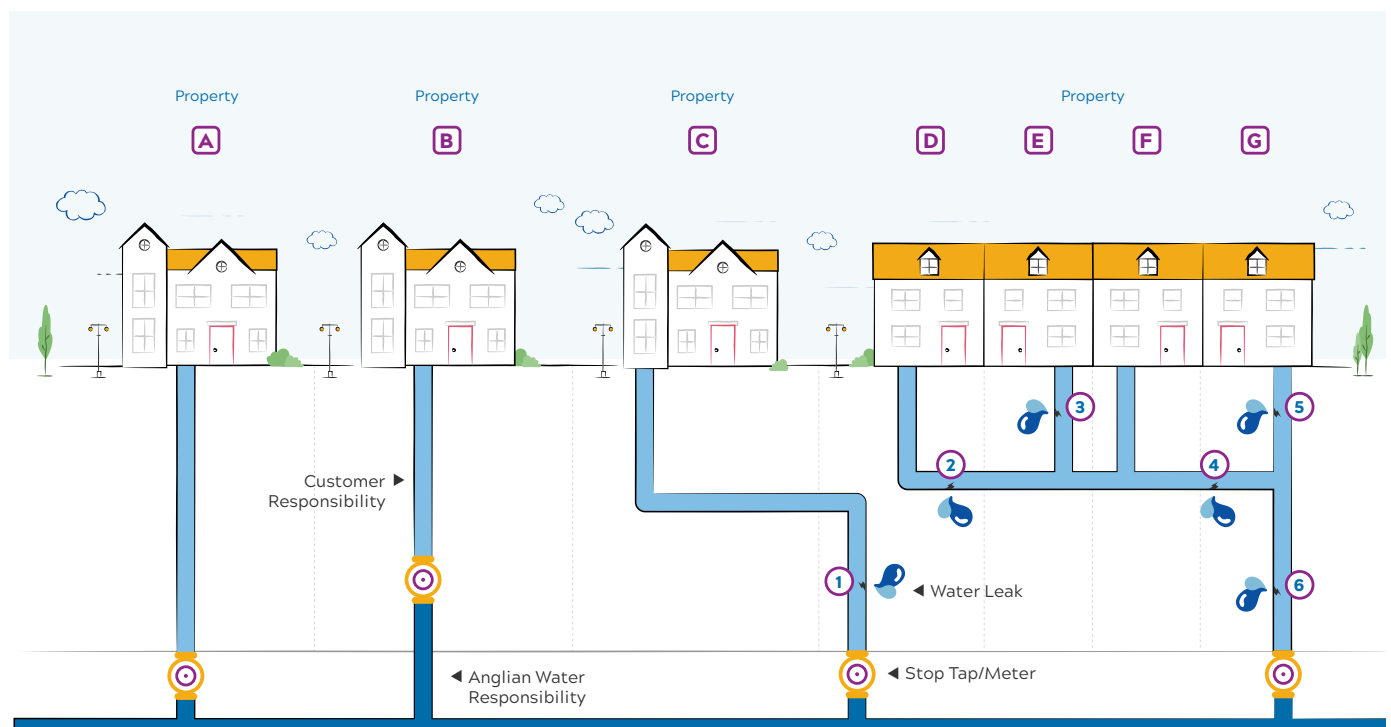
Even if you don't choose to have your own separate supply installed, we may insist that you replace the shared supply with separate supply pipes if:

- One of the households on the shared pipe falls into payment arrears
- The houses are converted into a larger number of flats or homes
- The shared pipe has been interfered with
- You ask for a meter to be installed.

Disputes about the requirement for separate supply pipes can be referred to Ofwat for determination.

➤ See Section 9 'What to do if you have a complaint' for contact details.

If you are buying a property, please insist that your solicitor asks whether the water supply is a shared service. If it is, you may incur costs if there are any problems with the supply at a later date.



Section 1 – Your water supply

Water meters

In certain circumstances we may require a meter to be installed in your property. Installation is free and we will agree the location of the meter with you, if this is a matter of concern.

➤ See Section 5 ‘making the most of your water meter’ for further details.

If you would like to have a meter installed, or to find out if metering is the right choice for you, please call our [Meter Installation Helpline](tel:03458505852) on **0345 850 5852** or visit our website anglianwater.co.uk/metering

Electrical earthing – safety first

Safe earthing of electrical appliances in your house is your responsibility. Your water supply pipe should not be used for earthing your household electrical installation.

Many houses, (particularly those built before 1966), still rely on their water pipes as an earth. If your house is one of these, please remember that the increasing use of plastic water pipes reduces the effectiveness of your water pipe as an earth. You should consult your electricity supplier or an approved electrician for advice on electrical earthing.

Access to pipework

Where we need to lay or maintain pipes in your land we have the legal right to do so. We will observe a detailed Code of Practice for this work. A copy of the full Code of Practice for Pipelaying is available from [Customer Services](#) by calling **03457 145 145**.

➤ See the section on ‘pipelaying’ for a summary.

Protecting water supplies against contamination

The Water Supply (Water Fittings) Regulations 1999, which we have a duty to enforce, are aimed at preventing misuse, waste, undue consumption or erroneous measurement of water and, most importantly, preventing contamination of drinking water.

We have statutory rights of entry, which we can use to inspect premises for breaches of the regulations and/ or to take quality samples. In an emergency, entry can be made without notice, but in all other cases, reasonable notice would be given in advance.



If you
would like a
water meter
installed, call
**0345 850
5852**

Section 1 – Your water supply

New connections and water mains

We will connect new premises to the mains if you ask us to (it is our legal duty to do so). You will be required to meet our costs, which will include:

- The cost of making the connection
- The cost of laying our communication pipe and installing the stop tap
- A contribution to the overall costs of making water supplies available (see section on infrastructure charges).

You can apply for a new water connection through our online customer portal, **InFlow** inflow.anglianwater.co.uk.

Guidance to our 5 step process can be found on our website anglianwater.co.uk/developing/water-services/five-steps/

When we receive your application, we will call you within 28 days to discuss your requirements and complete your survey.

This will include advice on the pipe size and material which will need to be laid and whether traffic management or additional permits are required to deliver the connection.

You will also receive an invitation to pay which will detail the costs.

The survey will provide guidance on what you will need to do before we can make your connection including:

- Provision of a separate service pipe(s) to each part of the building or premises that is to be separately occupied;
- Where the pipe needs to be laid to the edge of the boundary;
- Ensuring that the Water Supply (Water Fittings) Regulations 1999 are complied with;
- Obtaining any necessary consent from other landowners; and
- How to make payment before work can progress.

We will normally make a connection to the water main within 28 days where we are required to lay part of the service pipe. Where we are not required to lay any part of the service pipe, for example, if you lay your own service pipe, we will make the connection within 14 days, subject to restrictions imposed by the Traffic Management Act or access being required to third party land. For us to make a connection your pipework must be lay to our guidelines and payment made, If a new water main is required, we will provide this within three months (or a longer period where agreed) of an undertaking to pay our charges.

Section 1 – Your water supply

Self-lay

Customers can also choose to use their own contractor to carry out the work. This is known as 'self-lay'. The contractor must be WIRS (Water Industry Registration Scheme) accredited.

To 'self-lay', an agreement is required between the relevant parties: the developer, the self-lay provider (SLP) and us.

As long as the pipes are constructed in accordance with the terms of the agreement, we will connect the new mains to our network and take responsibility for them. We will make an asset payment for the new mains we adopt.

Infrastructure charges

Infrastructure charges are separate from and additional to connection charges. This charge goes towards the overall cost of enhancing the existing water network to provide newly connected properties with water services.

Even if no additional infrastructure is needed straight away to service a new connection, each connection increases the load on existing infrastructure, bringing closer the time when renewals or extensions will be needed.

Section 2

Water recycling services

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Section 2 – Water recycling services

Dealing with used water

Our system of public sewers takes rain water from roofs and driveways to watercourses and the used water from your drains to the local water recycling centre where it is treated before its safe return to the environment.

Water recycling

When we treat the used water, it must meet certain standards before it is returned to the environment. The Environment Agency imposes these standards and checks that we meet them through sampling. The results go into a public register.


One of the by-products of the sewerage/water recycling process is biosolids. There are strict rules that govern its management. We recycle virtually all of our biosolids to agriculture, where it is used as valuable soil conditioner.

We operate our assets in accordance with good practice. We try to reduce any odour as much as possible, but cannot guarantee to eliminate it altogether. **If odour is causing you a nuisance, please contact us on 03457 145 145.**

Types of sewers

There are three main types of sewers:

- **Surface water** sewers carry rainwater, which runs off roofs and surfaces directly into rivers, watercourses and the sea. The highway authorities are responsible for the drainage of rainwater from the public roads and highways.
- **Foul sewers** carry waste from toilets, and water that has been used for cooking and washing to Water Recycling Centres. They may also carry trade effluent waste.
- **Combined sewers** carry both rainwater and used water to the water recycling centres.



**For all enquiries
about the public
sewerage systems
please call us on
03457 145 145**

Section 2 – Water recycling services

Sewers that we have the responsibility for

Most of our sewers are situated under roads or public open spaces. However, we also own pipework which runs through private land and in such cases we have a right of access to maintain the sewers.

Where we need to lay or maintain pipework in your land, we have a legal right to do so. We will observe the Code of Practice for Pipelaying, which has been produced to set out the landowner's rights and protect your interests. Call us for a full copy of the Code on **03457 145 145** or you can find a copy on our [website](#).

If you are planning to develop or extend your property, your Building Control Authority will advise you on whether any sewers are affected by the proposals. We may also advise on any work required to ensure the pipes remain intact and operational.

On the 1 October 2011, a change in law resulted in a fundamental change in ownership of the overall sewerage network and as a result, we became responsible for an additional 30,000km of pipes. The law was intended to remove the burden of responsibility on householders for pipes located in land outside of their ownership or those which serve neighbouring properties.

A simple guide explaining what this means for your property can be found on our website: anglianwater.co.uk/services/sewers-and-drains/flooding/sewer-responsibility/

Following this change, most customers are only responsible for the pipes within their property boundary and which serve their property alone as per the diagram below. Pipes which are shared with neighbouring properties and that were connected before 1st July 2011 are likely to now be public, and the responsibility of Anglian Water. It is however unlikely that these will be shown on the public sewer records. We highly recommend speaking with our Development Services Team if you are planning to develop or extend your property and believe you have a shared pipe located within your boundary. More information can be also be found here: anglianwater.co.uk/developing/drainage-services/building-over-or-near-our-assets/

The same change in law also brought about the transfer of some pumping stations which were in private ownership. On 1 October 2016 we became responsible for their operation and maintenance costs. If you are served by a pumping station and have not already been contacted by us regarding the transfer, please call us on **03457 145 145**.

Please note that the change in law didn't apply to properties which discharge to a private treatment plant or septic tank, in which case the upstream pipes remain in private ownership.

Section 2 – Water recycling services

Maps of our sewers

We have maps showing the position of public sewers. You are able to access the public sewer records by visiting our reception at Anglian Water Services Ltd, Henderson House, 4 Lancaster Way, Huntingdon, PE29 7DU. Alternatively, you may view the records via our web based asset mapping tool Digdat at your local Council Building Control Office. Our records do not currently reflect the full extent of the change in ownership due to the transfer of previously privately owned sewers in 2011. We are undertaking an ongoing programme to update our records and include the transferred sewers but this will take many years to complete. If you are planning any building work or undertaking any activities which may impact on the sewers we recommend that you undertake a site survey and use trial holes to ensure that you don't damage any pipework.

Protection against flooding from sewers

Our sewers are part of a larger integrated drainage system that includes highway drains, ditches and watercourses which are the responsibility of others. We aim to provide adequate capacity in our sewers to protect your homes and the environment from the impacts of sewer flooding. A significant risk of flooding comes from heavy rainstorms when surface water enters the sewers. We plan to protect your home against flooding incidents.

However, there may be extreme weather events against which we cannot prevent flooding to some properties.

Flooding from sewers can occur for other reasons, for example, blockages. We carry out planned maintenance to keep the pipes flowing freely. If there is a blockage in our sewer or a pumping station breakdown, which disrupts service or threatens to flood houses, our response will always be treated as a high priority.

Most flooding from sewers is caused by blockages which are mostly caused by the flushing of unflushable items such as wipes. Most of these blockages can be resolved by us when we attend. Some causes of flooding can be more complex and need further investigation and work to resolve. In these cases we will provide you with a dedicated case manager to support and keep you up to date with the latest information. Our website anglianwater.co.uk contains lots of information regarding the work we do and how you can help us keep our sewers running freely and preventing flooding.

In normal operating conditions should your home be flooded internally from a sewer we will aim to attend within 2 hours, if the flooding occurs outside your home, we will aim to respond within 4 hours.

We understand that flooding from a sewer can be very upsetting. We will do our best to clean up and disinfect during our initial visit however we may need to arrange for a follow up visit to complete the work. If this is the case we will contact you the same day (if its later at night we will contact you the following morning) to make the arrangements, we will then aim to return by the end of the following day to complete the work if this is convenient. Where possible we will remove any liquids and solids that have come from the sewer and apply some disinfectant. If the flooding is outside your home we will remove and replace any affected gravel etc and also disinfect any hard surfaces. Applying disinfectant to grass and flower beds can push the sewage deeper into the soil and slow down naturally occurring disinfection processes such as Ultra Violet (UV) light from the sun. Such natural processes can take between 9 and 15 days depending on factors such as sunlight, rainfall and soil conditions.

At times of heavy rainfall our ability to respond within these timescales may be extended however we will do all we can to attend as quickly as possible.

In the event of internal flooding of your home from a sewer you should always contact your insurer as they will have access to specialised expertise to help you. If you don't have insurance cover you should contact us, and we will try to help.

Your insurance should cover any damage caused by the sewer flooding of your home. But, if such a flood occurs as a result of our negligence, we will also consider any additional expense including uninsured losses. These claims can be made up to 12 months after the event. We will give an information leaflet to customers who experience sewer flooding. This sets out our responsibilities.

If flooding from the public sewer affects your property internally, we will automatically pay you an amount equal to your annual sewerage charge for each flooding incident or a minimum of £150, up to a maximum of £1,000 per incident. We will automatically add an additional £100 to this payment as a gesture of goodwill and contribution towards any costs and disruption you may incur.

If flooding from the public sewer is caused by overloading or the failure of our equipment and it affects your property externally, we will automatically make a payment equal to 50 per cent of your annual sewerage charges for each incident from a minimum of £75, up to a maximum of £500.

If flooding from the public sewer resulting from a blockage affects your property externally, you may be entitled to claim a payment equal to 50 per cent of your annual sewerage charges for each incident from a minimum of £75, up to a maximum of £500.

It is sometimes difficult to know who has been affected by sewer flooding. If you have been affected and we have not credited your account, please make a claim within three months of the incident.

Claims for flooding can be made by phoning our [water and sewerage supply queries \(emergency number\)](#), **03457 145 145**.

Please note that you are not entitled to a payment for both internal and external sewer flooding for the same incident. Payments will be made within 20 working days. If we fail to make a payment within this time, we will pay you a further £20.

Sewer flooding may sometimes lead to a risk of pollution in nearby rivers and watercourses. In order to safeguard the environment, it's vital that we resolve the problem as quickly as possible, so if you see a potential problem, you should contact our [Pollution Hotline number](#) **03457 145 145**.

If you experience problems with flooding that are caused by our sewers, you can contact us on our [24-hour emergency number](#) **03457 145 145**.

Section 2 – Water recycling services

New connections to the public sewer

You are entitled to have your private drain or sewer connected to our network, subject to certain practical requirements and you meeting the costs.

You will need to supply us with details of the drain or sewer to be connected and method of connection. We will assess and approve your sewer connection based on the details submitted to us. However, it will be your responsibility to employ a contractor to complete the connection on your behalf. Information regarding sewerage contractor requirements can be found here: anglianwater.co.uk/developing/drainage-services/sewerage-contractors/

If the connection cannot be made in the manner proposed, we will advise you within 21 days. We can refuse permission if we consider that the connection would not be suitable for our sewer network. For example, we will not agree to a foul drain connection to a surface water sewer.

You can apply for a new sewer connection through our online customer portal, **InFlow** inflow.anglianwater.co.uk.

Our Development Services Team will be on hand to support you in your sewer connection journey. Please visit our website for further details and how to apply for a sewer connection: anglianwater.co.uk/developing/drainage-services/connect-to-sewer-network/

Alternatively, please give us a call on **03456 066087**.

New sewers

We may not have a suitable existing sewer to connect your property to. If this is the case, you can ask us to provide one and we will do so, where practicable.

If a new sewer is required this will be provided within six months (a longer period can be agreed) after commitment to pay our charges for carrying out the work in the form of some security or payment in advance from you before doing the work. If we fail to meet the deadline without a reasonable excuse, and you sustain loss or damage as a result, you may have a claim against us.

It is an additional duty of ours to provide a public sewer for domestic purposes to properties which are not already connected to the public sewer and that meet the following criteria:

- Existing drainage is causing or is likely to cause environmental or amenity problems; and
- Giving regard to all material considerations, the provision of a public sewer is the most appropriate solution.

If you wish to make an application for the provision of a new public sewer, or find out more details about it, please liaise with our Planning & Capacity Team directly. You can reach out to them by email on: planningliaison@anglianwater.co.uk. We will acknowledge receipt of your application and then assess it using the criteria set out in the Guidance Notes issued by the Department of the Environment, Food and Rural Affairs (DEFRA).

We will let you know the outcome in writing.

Section 2 – Water recycling services

Infrastructure charges

When a property is connected to a public sewer for the first time, we must ensure that the service it receives is up to standard. This involves more than physically carrying out the connection.

Infrastructure charges are separate from and additional to connection charges. The charge covers the cost of enhancing the local network needed to provide newly connected properties with water recycling/sewerage services.

Infrastructure charges are in addition to charges for connection to the public sewer.

Even if no additional infrastructure is needed straight away each connection increases the load on existing infrastructure, bringing closer the time when renewal or extensions will be needed.

Charges for surface water drainage

Water recycling/sewerage charges apply where premises are connected to the public sewer for foul and/or surface water drainage.

If you believe that there is no connection for surface water or groundwater from your property into the public sewerage system (either directly or indirectly), you may be entitled to pay a lower standing charge.

For more information about surface water and to apply for a reduced standing charge, please visit our website: anglianwater.co.uk/account-and-bill/tariffs-and-charges/surface-water-drainage/

Section 3

Understanding your charges

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Section 3 – Understanding your charges

How we calculate our charges

We review our prices every year and publish our services and charges in our bills. Details of all current charges can be viewed by visiting our website anglianwater.co.uk

The revenue we recover through charges is controlled by Ofwat. More information can be found on their website ofwat.gov.uk. We have standard charges for many of our services, which are reviewed each year.

They include:

- Water supply
- Collecting and treating used water (foul, highway and surface water drainage)
- Connecting new properties to the water mains and water recycling/sewerage systems
- Disconnecting and re-connecting existing properties to the mains systems.

Most households, including new and converted properties from 1 April 1990, have a water meter.

Some households remain unmetered, and their charges are based on the Rateable Value (RV) of the property as at 31 March 1990, so part of the bill is based on a charge for each pound of the RV.



Customers interested in switching to a meter should call our Meter Installation Helpline on 0345 850 5852

Charges for customers without meters

Unmetered customers pay:

- A charge for water based on RV
- A water standing charge
- A charge for water recycling (including sewerage) based on RV
- A water recycling (including sewerage) standing charge.

Although rateable values are no longer set by councils following abolition of the domestic rating system, we are still entitled to use the values as previously fixed.

Charges for customers with meters

Most metered customers pay:

- A charge for water based on the amount of water used as measured by the meter
- A standing charge for water supplies
- A charge for water recycling (including sewerage), normally based on 90 per cent of the water supplied as measured by the meter. The 10 per cent 'reduction' allows for activities like garden watering and car washing. However if you can demonstrate that less than 90 per cent of your water is returned to our sewer, please contact us to discuss whether a greater 'allowance' is appropriate
- A standing charge for water recycling/sewerage services.

Section 3 – Understanding your charges

Charges for surface water drainage

Surface water drainage charges apply where premises are connected to the public sewer for the drainage of rain water that falls on your property. If you believe that there is no connection and surface water from your property does not drain into the public water recycling/sewerage system (either directly or indirectly), you may be entitled to pay a lower standing charge. For more information please visit our website anglianwater.co.uk/swdrainage

Charges if your water supply or water recycling/sewerage services are supplied by another company

If we provide you with water recycling/sewerage services only, and another company supplies your water, you will either:

- Receive two separate bills - one from us and one from them

Or

- They will send you one bill including our charges, which will be shown separately.

If we only supply water and another company provides your water recycling/sewerage services, we will usually collect their charges for them within our bill.

Section 3 – Understanding your charges

Alternative tariff options available to household metered customers

WaterSure

WaterSure is a tariff that offers a flat rate charge capped at the average bill. It has a higher annual standing charge than our standard tariff for water and water recycling/sewerage but has no charge per cubic metre. It is designed to give assistance to customers who, necessarily, use large amounts of water. In order to qualify for this tariff, the customer or anyone living in the property should be in receipt of one or more of the following benefits:

- Housing Benefit
- Income Support
- Income-based Job Seekers' Allowance
- Income-related Employment and Support Allowance
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- State Pension Credit
- Universal Credit

For an application form for the WaterSure tariff, visit our website or call us

and either

(a) Is entitled to receive Child Benefit for three or more children under the age of 19 who are living at the property.

Or

(b) Is diagnosed (or has someone living at the property who is diagnosed) as having any of the medical conditions listed below, requiring the use of significant additional water:

- Desquamation (flaky skin loss)
- Weeping skin disease (eczema, psoriasis or varicose ulceration)
- Incontinence
- Abdominal stoma
- Crohn's disease
- Ulcerative colitis
- Renal failure requiring dialysis at home (this shall not apply if the health authority has made a contribution to the cost of water used).

Or

(c) Is diagnosed as suffering from a medical condition other than those listed above and has a signed certificate from a registered medical practitioner confirming that the condition needs the use of significant additional water.

Section 3 – Understanding your charges

Aquacare Plus

Aquacare Plus has an annual standing charge higher than our standard rate, but a lower charge per cubic metre. It is designed to give assistance to customers who, necessarily, use large amounts of water. In order to qualify, the customer or anyone living in the property should be in receipt of one or more of the following benefits:

- Housing Benefit
- Income Support
- Income-based Job Seekers' Allowance
- Income-related Employment and Support Allowance
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- State Pension Credit
- Universal Credit.

For an application form for the Aquacare Plus tariff, visit our website or call us.

Why charges change

For the five year period 2020 to 2025, Ofwat has set every water company a revenue cap for each charging year. The cap limits the revenue we can recover for our services, so our charges must be set to recover no more than this specified revenue for each year. This revenue is set at a level that is sufficient to cover costs while incentivising us to operate efficiently, and is consistent with our customers' demand for services.



If you would like further information on our investment programme or to learn more about how we put your money to work, please call us on

03457 919 155

Section 3 – Understanding your charges

Your bills

For customers without meters

Bills are sent out in February/ March for the coming year and can be paid in full by 1 April, in two instalments (April and October), or by an instalment arrangement over 10 months. We will send you a reminder bill for the October instalment, unless:

- You have already paid the whole amount
- You are paying by instalments
- Anglian Water is proceeding with formal debt recovery action because the first half year instalment has not been paid, or there are amounts outstanding from previous years.

We also offer weekly or fortnightly payment options. Further details of payment methods are provided with your bill.

For customers with meters

Bills are usually sent out every three to six months, and payment is due straight away. You may also opt to pay by instalments, details of which are provided on your bill. If you do opt to pay by instalments we will send you an annual statement of your account. The bills are normally based on the actual consumption recorded on the meter, but may be based on an estimated amount of water used. We will be happy to accept your reading when an estimated bill has been produced. This can be easily done online or via MyAccount at my.anglianwater.co.uk. If you are on a smart water meter or you provide a meter reading you have taken, you can also create your own bill for a period of your choosing.

Section 3 – Understanding your charges

Moving house

If you are moving house, please let us know by either calling us on 03457 919 155, completing our online form or via your online account, MyAccount at my.anglianwater.co.uk

Customers with water meters are asked to give us at least five working days notice by telephone or 10 working days notice by letter to ensure a meter reading is taken to produce a final bill. If however the property has a smart water meter we will use the latest reading available to us, usually taken within 24 hours of the moving date. Alternatively, we will accept a customer's own meter reading at the time of moving house. Again this can easily be done online or via My Account at my.anglianwater.co.uk

If we don't receive at least 2 working days advance notice of you moving out you could remain liable for the charges until the first of the following dates:-

- 28 days after we have been notified; or
- the date when the meter would normally have been read next; or
- the date when we are notified by someone else that they have become the occupier.

Section 4

Paying your bill

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Section 4 – Paying your bill

How to pay

We aim to make it easy for all customers to pay by offering a range of payment frequencies, methods and locations.

- **MyAccount** – You can register for MyAccount online. Once you've registered, you can view and pay your bills, check your balance, set up a Direct Debit, create or amend a payment plan and produce an up to date bill. Register online, visit anglianwater.co.uk/myaccount or download our app on the App Store or from Google Play.
- **Direct Debit** – easiest of all. Fill out our online form at anglianwater.co.uk/directdebit or call 03457 919 155
- **Bank Transfer** – pay by BACS, CHAPS or Standing Order quoting our bank account number 90011916, sort code 20-43-71 and your Anglian Water account number
- **Credit or Debit card** – call or pay online at anglianwater.co.uk/paybycard. Have your Anglian Water account number handy Payzone and Paypoint – take cash payments and your bill to any outlet. Visit payzone.co.uk or consumer.paypoint.com for your nearest outlets
- **Barclays Bank** – cash or cheque (payable to Anglian Water) in your branch
- **QR Code** – scan the QR code on your bill to pay from your online bank account. Powered by EcoSpend.
- **Post** – cheque made payable to Anglian Water, write your account number on the back, and send to: Anglian Water, Payment Centre, PO Box 4995, Lancing, BN11 9AQ
REMEMBER post can be slower and costs you a stamp. Please allow 5 days for a payment to reach us. All our other ways to pay are fast and free!

Frequency

You can pay by instalment arrangements, weekly, fortnightly or monthly and we'll work with you to find a solution that matches your circumstance. If a payment arrangement is set up, you must keep to the agreement. If you break the agreement, the whole debt becomes due.

If you'd like help understanding your bill or payments or would prefer to receive things in an alternate format, please get in touch at **03457 919 155**.

This leaflet is available in large print, Braille, or audio formats. Or we can send a copy to a friend or relative if that's easier for you.



Section 4 – Paying your bill

Queries about your bill

If you think your bill is wrong, or you are not liable to pay it, please tell us straight away.

You can view your bills online by registering for. MyAccount at my.anglianwater.co.uk

Our telephone number is **03457 919 155** and is open 8am to 8pm Monday to Friday and 8am to 4pm Saturday.

We will try to resolve the matter and temporarily stop any recovery action where an account query cannot be resolved immediately.

If we can't agree with you and you are unhappy with our response, see Section 9, 'What to do if you wish to complain' for more details.

If you are a tenant, you are responsible for paying the bill for water and sewerage unless your landlord has agreed directly with us to pay them. If your tenancy agreement states that the landlord is responsible, please call us to check that they have agreed to pay us.

Water services have to be paid for. We know that there are many demands on household budgets and that finding the money can sometimes be difficult. We can help by giving you time to pay and by breaking the bill up into manageable instalments. Our employees have been trained to give advice on the various options available and to help you find an arrangement to suit you.

If you find it difficult to get the money to us, for example, if you are housebound and cannot easily get out, we can try to help you find a way to pay. Or if you'd like to nominate someone who can manage your account on your behalf let us know.

Above all, we can help by listening to you. If we know that you are trying to pay your bill, there will be no need to carry out any court action, which would add the extra expense of court costs to your bill.

We monitor customer satisfaction with our billing, payment, support, and debt services to help identify issues or areas for improvement which includes commissioning research and using external organisations such as debt advice agencies to enhance our service offerings.

Section 4 – Paying your bill

What to do if you can't pay

Worried about your bill or need debt support?

We know some customers may struggle to pay their bill. That's why our specially-trained Extra Care team can create a personalised plan, made for you.

We'll set a **flexible temporary payment plan**

to cover your ongoing charges to avoid things getting worse, but if this isn't possible we can support with a realistic and sustainable payment plan to help you budget. You can choose from weekly, fortnightly, or monthly payments, plus you can pay by Direct Debit or choose from a range of other ways to pay.

Take a **payment break** if you need extra time to pay, and we'll guide you towards other help and benefits available. This could include installing a water meter, a tailored water efficiency home visit, advice on how to check for signs of leaks or even a leakage allowance where you've confirmed a leak. With our different tariff options, you could be eligible for a **reduced bill** discount of up to 50%

on your charges with our LITE social tariff. You may also be eligible for our **Bill capped scheme** with our **WaterSure tariff**. WaterSure is a tariff for people receiving income-related benefits who have a water meter, and: either a large family or a member of the household with a medical condition that requires significant use of water.

If you pay your water charges through your landlord or housing association and are struggling to pay please still get in touch so we can help.

We're here for you when you need it most - speak to our Extra Care team on 0800 169 3630 or visit [anglianwater.co.uk/extra-care](https://www.anglianwater.co.uk/extra-care)

Section 4 – Paying your bill

Who else can help?

For independent free advice contact your local advice agency, such as:

- MoneyHelper **0800 138 0555** [Moneyhelper.org.uk](https://www.moneyhelper.org.uk)
- StepChange **0800 138 1111** [stepchange.org](https://www.stepchange.org)
- National Debtline **0808 808 4000**
[nationaldebtline.org](https://www.nationaldebtline.org)
- Civil Legal Advice **0345 345 4 345**
[gov.uk/civil-legal-advice](https://www.gov.uk/civil-legal-advice)

If you receive Income Support, Income-related Jobseekers Allowance, Pension Credit, Income-related Employment and Support Allowance or Universal Credit (and have defaulted on a payment arrangement), we may be able to arrange for your bill and any arrears to be paid from your benefits by the Department for Work and Pensions (DWP). Payment by this method will stop further debt recovery action.

Please call us on **0800 169 3630** and ask for details about **Water Direct** - using benefit payments. If you are in debt Water Direct is a scheme that gives you the option to pay your water and sewerage charges through your welfare benefits. Whilst any arrangement to make payment via the DWP is in place, debt recovery action would stop. We will consider recommendations made by independent financial advisors and if a budget plan is agreed we will stop recovery action while the agreed payments are received.

Save money with a water meter

Most customers save on average £150 per year by switching to a water meter. Our risk-free Lowest Bill Guarantee means you can go back to unmeasured charges up to two years after having a meter fitted if you aren't better off. Visit [anglianwater.co.uk/water-meters](https://www.anglianwater.co.uk/water-meters) for more information or call **03457 919 155** to book a free appointment.

We'll also help you save water and money with some handy hints, tips and water saving gadgets.

Surface Water Drainage

If you can show that none of the surface water from your property drains to the public sewerage system, either directly or through intermediate sewers or drains, you can reduce the fixed sewerage charge part of your bill, apply on line or call on **03457 919 155**.

Sewerage abatements

We calculate 90% of the water used by most households will flow back into sewers for recycling. A 10% allowance is made for things like watering the garden.

You could increase this allowance if you can show us that less water is being released back into the public sewers. For more information or to request an application form, please call us on **03457 919 155**.

Anglian Water Financial Hardship Funds

The Anglian Water Assistance Fund has been set up to help customers in financial hardship. Please call **0800 169 3630** to talk to an advisor.

Our **Back on Track** scheme matches the payments eligible customers make against the debt on their account to help clear it sooner.

Section 4 – Paying your bill

What happens if you don't pay?

We have processes in place to help customers in vulnerable circumstances, including those with mental health or debt problems and our specialist teams are trained to provide tailored temporary or lasting support. If however you don't keep to your payment agreement, and don't contact us, we may take some or all of the following steps to recover the debt:

- Check your account and billing details are correct and attempt to contact you, by phone, letter, SMS or in person to arrange full or partial payment and to let you know of the next steps. If you ask, we'll try to contact at a time that suits you.
- Notify you that we intend to register a default for non-payment on your credit record with the Credit Reference Agencies. If we do not hear from you within 28 days of this notice, we will ask the agencies to publish the default. Defaults remain on your file for 6 years once registered and may affect your ability to obtain financial products or services from other organisations. You can avoid this action by contacting us to agree an affordable repayment arrangement that is suited to your circumstances. Once registered, a default can still be settled at any time by making full payment of the outstanding balance or by completing instalment payments that clear the balance.
- Refer your account to a debt collection agency, working on our behalf, to determine your circumstances and/or to collect the outstanding charges. These agencies abide by industry codes of practices and treat customers fairly and in line with agreed levels of service. We will add £40 to your account to cover our costs if a referral needs to be made. If you are unhappy with the way an agent has dealt with you, get in touch and let us know.
- Start court action via the County Court. This means that a County Court claim will be issued against you and if successful, will result in court costs and legal fees being added to your account. You have the right to dispute the County Court claim and the Court will decide whether the claim is justified. Failure to respond to the Court's decision will result in Anglian Water obtaining a County Court judgment. A County Court may affect your ability to obtain credit in the future.
- If you do not pay in accordance with the County Court judgment or make contact with us to agree how you will pay, we will consider all available court enforcement methods, including:
 - **Warrant or writ of control** - where goods to the value of the debt are taken by High Court Enforcement Officers. Anglian Water's vision is to earn the trust of its customers every day and it is important to us that all our customers are treated fairly, including when we are recovering unpaid bills. The Enforcement Conduct Board has been established to ensure that those that are subject to enforcement action in England & Wales are treated fairly and provide independent oversight of the enforcement industry, with a special regard for those experiencing financial difficulty or other vulnerable circumstances.

Section 4 – Paying your bill

Whilst most of our customers pay their charges on time, we do employ enforcement agents for a small proportion of overdue accounts. It is important that the organisations that we work with uphold our values of fairness and trust, and therefore, our current enforcement agencies are seeking accreditation by the Enforcement Conduct Board and in the future we will require enforcement agencies that work for us to be accredited to the Enforcement Conduct Board or a similar body

- **Attachment of earnings** - where your employer is required to pay the court direct from your salary
- **Third party debt order** - where bank/building society accounts can be frozen
- **Charging order** - where the debt is charged against the value of your house and will be claimed when the property is sold.

Any enforcement action taken may incur further costs.

Where we have incorrectly filed a default with a Credit Reference Agency or issued a County Court Claim or Judgment in error, we will consider making a compensation payment that is proportionate to the level of loss or inconvenience caused because of our error.

We will only use Debt Collection Agencies that are members of the Credit Services Association (CSA) and, as a condition of membership, they sign up to the CSA's Code of Practice. Any complaints about an agent's behaviour should be addressed to the agency in question. If a complaint is unresolved, please then advise us.

If debt recovery proceedings are issued through the court, we may apply to the court for interest to be added from the date payment was due to be paid at the standard County Court rate.

Where we have requested Credit Reference Agencies (CRAs) to publish a default for non-payment on a customer's credit file (or a payment status that indicates a customer is in arrears) and it is due to an error on our part, we will withdraw the record from the CRAs and write to you with confirmation. We will consider making a compensation payment where a customer has demonstrated in writing that they have been unfairly prejudiced because of the error and suffered financial loss. Each case will be assessed by us and we will consider making a payment which is proportionate to the level of loss or inconvenience caused to the customer because of our error.

If you are unhappy with this process or with our response to your complaint, you can raise your concerns with the CCW – the voice for water consumers, an independent body set up to look after the interests of water and sewerage customers. The debt recovery process may be put on hold if the CCW is involved, but not in all cases.

CCW – the voice for water consumers can be contacted at

**23 Stephenson Street
Birmingham
B2 4BH**

Telephone **0300 034 2222**

or via their website ccwater.org.uk

Section 4 – Paying your bill

Assistance for customers in vulnerable circumstances

WaterCare – we know that from time to time, you might need a helping hand. Our Priority Services Register and Extra Care Support are here to offer just that, as part of our WaterCare service. Visit anglianwater.co.uk/watercare to find out more.

Our Priority Services Register

If you need practical support, our Priority Services Register is here for you. It's completely free, and once you've signed up, you can stay on it for as long as you like.

Who can we help?

A really wide range of people with different needs, including:

- People with **sight or hearing difficulties**
- People with **poor mobility**
- People with **serious or long-term illnesses**
- Parents with **babies under 12 months old**

How can we help?

Our support includes things like:

- Reading water meters for customers
- Prioritising their needs during water works
- Sending bills in Braille, large print or audio formats
- Agreeing a password for our workers to use if they need to enter someone's home

These are just examples - we support lots of different people with lots of different needs. If you're unsure, please give us a call.

Sign up at anglianwater.co.uk/priority via your online **MyAccount** or call **03457 919 155**

Registration is quick and easy, and you can register a friend, family member, or neighbour for the service (with their permission).

Beating bogus callers

To give you peace of mind at home, we are doing everything possible to minimise the risk of anyone impersonating our employees.

Our Fitting Image scheme has been designed to help protect customers from bogus callers. Anyone calling on behalf of Anglian Water will always carry an identity card and will be happy to wait outside while you ring **0800 145 145** to double-check their identity.

To obtain a copy of our Beware of Bogus Callers leaflet, please call our water and water recycling/sewerage supply queries line on **0800 145 145**.

Remember the best advice...

Lock Stop Chain Check:

- **LOCK** - make sure your back door is locked before you go to the front door.
- **STOP** - ask yourself 'Am I expecting anyone?'
- **CHAIN** - secure your door with a door chain before you open it.
- **CHECK** - always ask for and double-check the caller's identity. If you are in any doubt, don't let them in!

For extra security our Priority Service Register customers can also register a password with us.

Section 5

Making the most of your water meter

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Section 5 – Making the most of your water meter

Our meter option scheme

Customers whose property is not already metered can opt to have a meter installed free of charge.

We will carry out a survey and fit a meter within 50 working days from receipt of your request. If it takes longer because of us, you will only be billed the metered standing charge element of your bill until the water meter has been fitted.

Our customers are entitled to a Switchback Guarantee when applying for a water meter. This guarantee means if you decide being on metered charges isn't for you, you can switch back anytime in the first two years and we'll guarantee you won't pay more than your unmeasured charges during this period. If you have the meter fitted alongside a successful application for either WaterSure, Aquacare Plus, LITE or extra LITE if in the future you revert to our standard tariff, you'll have two years from that point to decide if you want to switchback.

Please also note that the meter will remain in position and any future occupier will be charged based on metered consumption.

Assessed measured charge

In cases where it is not practical to fit a meter, customers are entitled to be charged on an assessed basis known as the assessed measured charge. This option is offered in cases where the customer has requested a meter but it is not practical to fit a meter at reasonable cost, for example, involving more than two hours of plumbing alteration work. The charge is based on the appropriate tariff for the premises. This is multiplied by our assessment of the likely consumption at the premises, having taken account of occupancy and any other relevant circumstances.

Compulsory metering

Whilst some customers can choose to have a water meter fitted, to help protect and enhance the quality of the environment in which we live, for some customers there is no option for rateable value-based charging.

Water meters are now fitted:

- On the supply to properties of customers who wish to water their gardens with a sprinkler
- Where there is a swimming pool or garden pond (with a volume of more than 10,000 litres)
- At properties with power showers
- At all properties built since 1990
- Where the property has a bath with a capacity of more than 230 litres
- If the use of the premises has changed
- At a premise with a unit that incorporates reverse osmosis (e.g., for water purification)
- If the premise is in an area where water is scarce or an area of serious water stress
- If the existing connection is then used to supply a new building following demolition of the previous premises
- The building has become split, merged or converted so that it is effectively a new premise
- If the present rateable value is considered to be inappropriate for charging purposes when compared to other local premises.

Section 5 – Making the most of your water meter

Electrical earthing

In some circumstances, the work we do in fitting a meter may interrupt your electrical earthing system. Before 1966 it was a common (but incorrect) practice to attach an earth wire to metal water pipes. If in doubt, ring a local electrician for advice.

Estimated bills

We will always do our best to read your meter, at least once each year. On occasions, this may not be possible, and we will send you an estimated bill. If you would like to provide us with a reading, you can ring us on **03457 919 155** or self-serve via **MyAccount**, my.anglianwater.co.uk/myaccount and we will then send you a revised bill.

Moving house?

When moving house, we will arrange for a final meter reading to be taken as long as you give us at least five working days notice by telephone or 10 working days notice by letter to enable us to produce a final bill. Alternatively, you can submit your own meter reading at the time of moving house. This can be easily done online or via **MyAccount** at my.anglianwater.co.uk. If you are on a smart meter we will use the last reading available prior to you moving out.

Meter location

Whilst it is possible to install meters inside properties, we normally position the meter at the boundary of the property it serves, so that we can maintain it and take readings with minimum disturbance.

In the case of existing premises, our order of preference for location is:

- (i) Externally ideally at the boundary of your property
- (ii) If that is not feasible, we will either fit a meter internally or externally where we can access easily.

If the meter location is a matter of concern, we can discuss its location at the survey stage.

You can request that the meter is installed in a different location to where we propose, although there may be a charge for this.

The location must meet the requirements of the Water (Meters) Regulations 1988. If the accessibility of the meter is a problem for you, you can ask one of our Customer Services representatives to visit you.

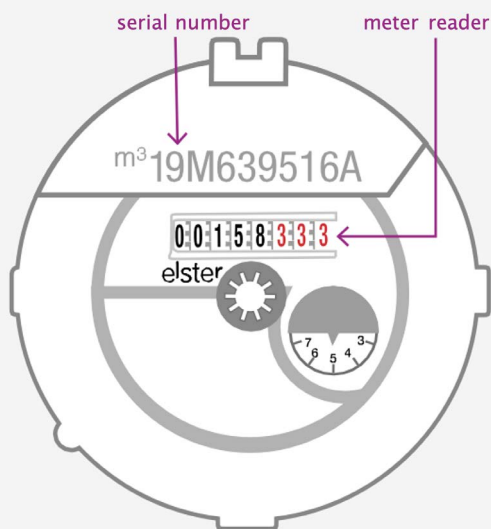
Section 5 – Making the most of your water meter

Reading your meter

We currently use three different types of water meters.

Reading a traditional meter

On the face of the meter, you'll see a series of eight digits. The first five white digits indicate cubic metres. The last three red digits are units of litres.

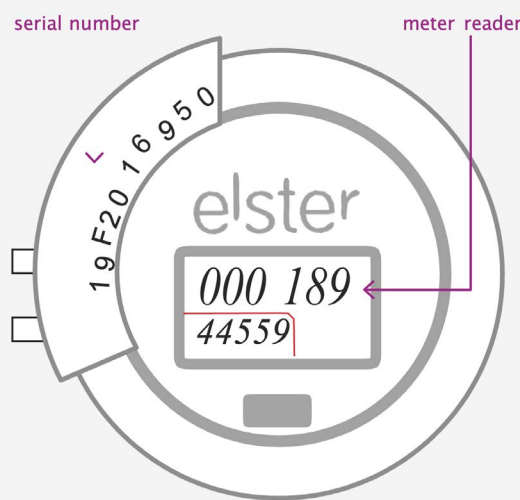


0	0	1	5	8	3	3	3
---	---	---	---	---	---	---	---

158 cubic meters 333 litres

Reading a digital meter

On the LCD screen, you'll see a series of six large digits showing full cubic metres used and a smaller series of numbers in a red box showing litres used (measured to two decimal places).



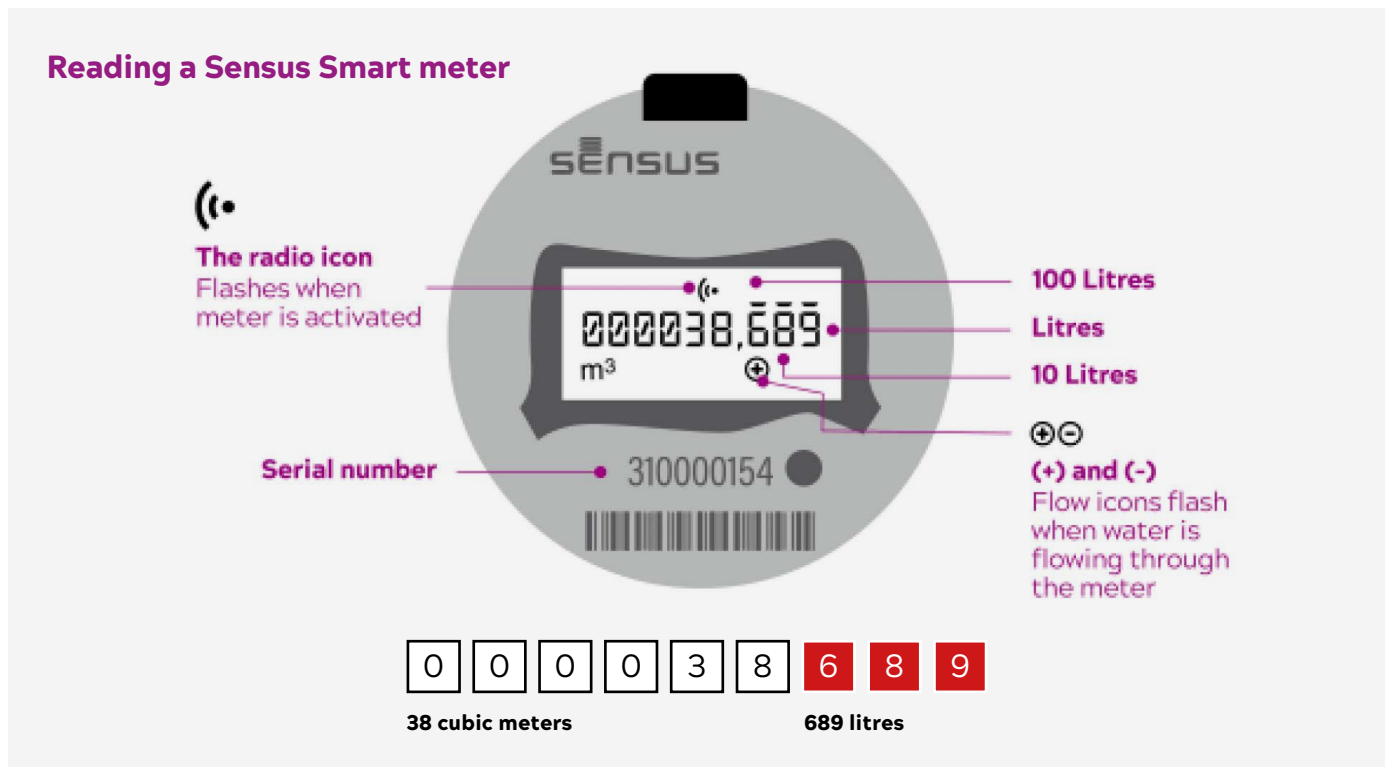
0	0	0	1	8	9
---	---	---	---	---	---

158 cubic meters

4	4	5	5	9
---	---	---	---	---

445.59 litres

Section 5 – Making the most of your water meter



Where's the meter serial number?

Every meter has a unique serial number, which you should quote in any correspondence with us. It can be found at the top of the grey plastic housing around the meter face.

You can use your meter to:

- monitor consumption. By regularly keeping an eye on your consumption, you can see if you are using water wisely
- check for faults and leaks. If there is a significant change in your consumption that you can't explain, the most likely cause is a leak.

Please note: It is important to ensure that you replace the meter cover correctly to avoid any trips or falls by either yourself or others. Faulty covers should be reported, please call **03457 145 145**

Offences concerning meters

It is a criminal offence to interfere with the operation of a water meter, which has been installed for charging purposes.

Meter accuracy

If you believe your meter is inaccurate you can ask us to have it tested. The test will be carried out using our own test rig to determine if the meter complies with The Measuring Equipment (Cold Water Meters) Regulations 1988. You will receive a copy of the results.

- If the meter is found to be working correctly, you will be charged, up to a maximum of £70, for the test
- If the meter fails the test, there will of course be no charge and we will replace your meter
- If you have been over or undercharged as a result of the faulty meter, we will adjust your bill. We will normally assume that your meter has been reading incorrectly since the last but one occasion when we took a meter reading.

Section 5 – Making the most of your water meter

Paying for water recycling/ sewerage services with a meter

The basic principle is that the amount of water taken in through the water meter is a fair indication of the amount of dirty water discharged to the sewer.

Normally, we assume that 90 per cent of the water recorded by the meter is returned to the public sewer. The 10 percent allows for activities like garden watering and car washing. However, if you can demonstrate that less than 90 per cent of your water is returned to our sewer, please contact us to discuss whether a higher allowance is appropriate. Some customers get their water supply from Anglian Water but their water recycling/sewerage services from another company. The charging methods could be different for those customers.

How much water you might use

Number in household	Above average usage (m ³)	Average usage (m ³)	Below average usage (m ³)
1	105	56	29
2	157	99	53
3	204	125	75
4	228	145	95
5	272	170	112

1 cubic metre = 1,000 litres = 220 gallons

A guide to household water usage

The amount of water used varies considerably from one household to another.

If you regularly use a washing machine, dishwasher, sprinkler or hosepipe and take frequent baths rather than showers, your usage will probably be **above average**.

If you don't use a washing machine and have one or two baths a week, with little or no garden watering, your usage is probably **below average**.

The table opposite is a guide to how much water you might use in a year, depending on the number of people in your household and your type of use. We also have our online Usage Calculator where you can find out your estimated daily usage and ways to help you save water, and money. You can visit anglianwater.co.uk/help-and-advice/save-water/water-usage-calculator/

If you would like more information on paying for the water you use with a meter, please call us or visit our website at anglianwater.co.uk/metering. Here you can find out about our smart meter roll out programme, and how we're investing in new technology to help give customers more visibility and frequent access to their usage. With smart meters across the region, we can better understand water use across the year and plan for water demand in specific towns. And when more homes have a smart meter, we won't need to make as many visits to read meters or fix faulty ones (saving time, carbon and money!).

anglianwater.co.uk/services/water-meters/upgraded-meters/

You can also visit ccwater.org.uk/watermetercalculator/ and use their online calculator to see how much your metered bills might be.



Section 5 – Making the most of your water meter

Water saving tips

It's easy to reduce water use in the home and garden, just use the following tips to save drops:

In the bathroom

More than 70% of our daily water use is in the bathroom. And this doesn't even include leaky taps or toilets! By simply...

- Turning the tap off when brushing your teeth. It will save more than 2 full buckets of water a day.
- Using a water displacement device in your toilet cistern and save 1 to 2 litres with every flush.
- Cutting showers to just 5 minutes, our region could save over 100 million litres of water every single day – that's like leaving a tap running for 30 years! Using less hot water will lower also your gas and electricity bills and reduce the amount of carbon emissions released into the atmosphere.

In the kitchen

There are many ways you can use less water in the kitchen and save carbon and money too. Some of our top tips include:

- Fix a washer to that leaky tap and save up to 3 litres a day
- Wash 1 full load in your washing machine instead of 2 half loads, and save 10 litres of precious water
- A running tap uses 15 litres every minute – try washing your fruit and vegetables in a bowl of fresh water

In the garden

Planting sustainably in your garden will not only help tackle climate change by reducing the amount of water you use and your carbon emissions, but it will also provide habitats for wildlife to flourish. Read more about how you can plant sustainably by using the right plants in the right place to help keep your garden green.

- Use a watering can instead of a hosepipe to water the garden and save a whopping 225 litres of water in 15 minutes
- Collect rainwater in a water butt to use in your garden and keep your beds blooming all summer
- Cover soil with pebbles, gravel or chipped bark to keep moisture in and weeds out
- Let the grass grow and set your mower on a higher setting to keep the moisture in

Section 6

Leakage

- 46 Responsibility for pipes**
 - Installing a meter
 - Reducing leaks

- 47 Leaks on the private supply pipe**
 - Once your leak has been repaired
 - Help for those receiving benefits
 - Delays or failure to get the leak repaired

- 49 Leakage allowance**

- 50 Tips to prevent burst pipes during winter months**

Section 6 – Leakage

Responsibility for pipes

We have a duty to promote the efficient use of water and reduce leakage. If you spot or suspect a leak and tell us, it will help us to find and fix it quickly and more water will be saved. Our leakage helpline is open 24 hours a day on 0800 771 881.

Water is delivered to your home from the water main by a supply pipe. Responsibility for the pipe is divided between Anglian Water and you or the property owner. The division normally happens at the edge of your property and the highway where our water main is laid. We maintain the pipe from the water main to this point. Beyond this point, it becomes a private supply pipe, and it is the homeowner's responsibility to maintain this part of the water pipe. If you are unsure of your pipe layout, please call us on **03457 145 145**.

Installing a meter

When an external meter is installed for the first time, undetected leaks may be identified. If a leak is found on the supply pipe during the meter fit, which can be repaired without any additional excavation, we will repair it immediately. If it is not possible to repair the leak without additional excavation, we will advise you of the options available to you. Metered charging will not start until the leak has been repaired.

Reducing leaks

Leaks can be indicated by abnormally high meter readings, hearing the sound of running water, seeing leaking water or the presence of wet areas or lush vegetation in the vicinity of pipe-work, particularly during dry periods.

If you suspect there is a leak in your supply pipe, and you have a water meter, you can check by

turning off all taps and appliances that use water in the house and making sure no water is going into cisterns or storage tanks. Then read the meter. Leave the water turned off and, one hour later, read the meter again. If the second reading is higher than the first, you may have a leak.

If you have a Smart Meter, this will indicate to us that you have a leak and we will inform you and help you identify the source of the leak.

Water pipes can leak or burst as a result of ground movement, excessive pressure or corrosion within the pipe. Water can also be lost through joints, both in our pipes and those that are the customer's responsibility.

We regularly monitor the flows of water in our network of pipes to help determine when leaks occur. Leakage detection technicians are then sent out to locate them.

In areas where we suspect hidden leakage, we carry out thorough investigations, replacing the old pipework where appropriate. Excessive water pressure will contribute toward leakage and so in some areas steps are being taken to reduce this pressure without having any noticeable affect on customer supplies. We aim to repair the majority of major leaks on our water mains within 48 hours. Our level of service for all other repairs is five working days to survey and 10 working days to repair. However, in our effort to reduce leakage, we are currently targeting faster response times.

Please note alternative pipe layouts and responsibilities are shown in Section 1, 'Your water supply'



Section 6 – Leakage

Leaks on the private supply pipe

If you have a leak on your private supply pipe, it is yours, or your landlord's responsibility to arrange for it to be repaired.

Once the leak has been confirmed, the leak will need to be repaired within 30 days. We'll provide an information pack which includes advice on where to go to get this done.

Have a look at our 'leaks on supply pipes' page on our website anglianwater.co.uk/supply-pipe-leak for more information on what to do if you find a leak. Or you can call us on **03457 145 145** and we'll give you a list of Anglian Water approved plumbers or contractors in your area who might be able to carry out the repair. Alternatively, you can find a plumber in your local area on the internet or in your local paper.

Once your leak has been repaired

Please let us know. Call us on **03457 919 155** or email customer_leakage@anglianwater.co.uk

If you are a metered customer, you may be able to apply for a leakage allowance to cover any additional costs raised as a result of the leak.



Section 5 – Leakage

Help for those receiving benefits

If you receive one or more of the following benefits, We may carry out the repair on your supply pipe for free.

- Council Tax Benefit
- Housing Benefit
- Income Support
- Income-based Job Seekers' Allowance
- Income-related Employment and Support Allowance
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only).
- State Pension Credit
- Universal Credit

We will not fix the leak if it is under your property or any other structure. For more details, call us on **03457 145 145**.

Delays or failure to get the leak repaired

If the leak isn't repaired within 30 days of the leak being confirmed, we have a responsibility not to let water go to waste. Therefore we'll start the Defective Water Fittings enforcement process. This is done by issuing a notice under Sections 75(2) (b) and 170 of the Water Industry Act 1991. If you fail to carry out the necessary repairs within the period stated in this notice, we shall take some or all the following steps:

- Carry out the work ourselves and recover any cost from you.
- Prosecute under Water Industry Act 1991 Section 73 for allowing your water fittings to be or remain in a defective condition. The maximum fine is £1,000.

Section 6 – Leakage

Leakage allowance

If you are a metered customer you are charged according to the volume of water that is recorded on your meter.

You may be entitled to apply for a leakage allowance. We will consider a one-off claim per household customer for an allowance to cover the cost of the water lost through the leak during the last 12 months and also the sewerage charges in respect of that volume, provided that the leak is repaired within 30 days of it being confirmed by us.

Mixed use premises that we treat as domestic premises for charging purposes are eligible to claim this allowance. Non domestic customers are not eligible to claim a leakage allowance for the water lost.

We will usually calculate the allowance based on two check readings that we will ask you to provide. If these are not available then we will use your past normal consumption.

Where there is no record of past consumption, or check readings we will base the allowance on typical usage for a property of a similar type. All claims should be made within 12 months of the date the leak was repaired. The allowance will be backdated for a maximum of 12 months up to the date the leak was repaired.

An allowance will not be given

- Where the leak has been caused through negligence of the customer, the customer's agents or the owner
- Where the customer knew or ought to have known that there was a leak and failed to repair it.

For further details or a leakage allowance form, please visit our website anglianwater.co.uk/leakage



Section 6 – Leakage

Tips to prevent burst pipes during winter months

The following 10 tips can help safeguard your heating system and water pipes throughout the winter:

- 1 Fix dripping taps - a gentle trickle of water can freeze and completely block the pipe
- 2 Insulate all pipes in draughty or cold areas with lagging
- 3 Wrap up water tanks and cisterns with insulation
- 4 Get a Frost-Stat fitted to your central heating system in cold areas where pipes are vulnerable - this will automatically switch your heating on when the temperature falls below the set level
- 5 If you are going away during the winter, it's a good idea to leave central heating on low or turn the water supply off at the stopcock and drain the system
- 6 Don't forget to insulate outside taps or better still; turn them off at the stop-tap during winter months
- 7 Drain down any unused pipe-work and disconnect any pipes that are not required
- 8 Make sure doors and windows from unheated parts of your property are kept closed and minimise draughts from outside
- 9 If you have pipes in the loft, leave the loft hatch slightly ajar to allow some of the warm air to circulate in the roof-space
- 10 Pipes in the roof spaces, where possible, should lie underneath insulation to allow heat from below to keep frost away.

Section 7

Pipelaying

52 Pipelaying

- Notice of work
- Before and after work
- Working season
- Supervision and responsibility
- Access
- Water supplies and other services
- Agents
- Further information

Section 7 – Pipelaying

Pipelaying

We operate a Code of Practice for Pipelaying. We are required to do so by Section 182 of the 1991 Water Industry Act when exercising our powers to carry out works on or under land.

Ofwat has a duty to investigate complaints about the manner in which we have undertaken pipelaying works on private land. If appropriate, Ofwat may make an award of up to £5,000 if it is satisfied that we have failed to consult or exercised our powers in an unreasonable manner, which has caused loss, damage or inconvenience. Awards are subject to a limit of £5,000 for the failure and £5,000 for the unreasonable manner in which we have exercised our power, as mentioned above. However, Ofwat cannot investigate disputes about the amount of compensation.

Complaints to Ofwat should normally be made within 12 months of the event.

Ofwat's contact details are:

**Centre City Tower
7 Hill Street
Birmingham B5 4UA**

Telephone **0121 644 7500**

The Code does not prejudice other rights or powers available to Anglian Water or those of owners or occupiers of land. We will comply with the Code whenever it is reasonable or practicable to do so.

Notice of work

We will make every effort to contact all owners and occupiers before we commence work to:

- Find out about development proposals
- Establish who owns or occupies the land
- Tell owners or occupiers about our intentions.

All owners and occupiers will be given a copy of our Pipelaying Code of Practice and we will keep them informed of any significant changes in our programme of works.

Before and after work

We will, at our expense, prepare and give the owner or occupier a record of the condition of the working area before we begin. We will restore the area to its original condition, unless otherwise agreed, taking into account any compensation payment. This undertaking applies to the land itself and to hedges, fencing, banks, walls, roads and paths. On completion we will provide, in writing, information on the exact position of the pipe, and areas required for future access for maintenance and inspection.

Section 7 – Pipelaying

Working season

We will plan our work wherever possible so as to reduce to a minimum the risk of damaging agricultural land.

Supervision and responsibility

We will provide proper supervision of all our works and tell you who is responsible. We will also provide you with telephone numbers and addresses for you to contact us if you need to.

Access

Wherever safe and practicable we will provide owners and occupiers with reasonable means of access. Before starting work we will, after consultation, provide necessary temporary fencing.

Water supplies and other services

Water supplies and other services will not be interrupted or reduced.

Agents

In some circumstances you may feel it is appropriate to appoint an agent, for example, a surveyor experienced in this type of work, to act on your behalf in advising you on the works, protecting your interests and assessing and agreeing your claim for compensation.

Where the works involve laying pipes, we would accept that you should do so and we will pay the reasonable cost of the agent's fee after the claim has been settled. The maximum payable will be based on a standard scale of professional fees as a guide, known as Ryde's scale. If you want further information about this you should check with your agent. We would not usually pay legal fees unless we ask you for a formal easement document that requires additional work.

Further information

A copy of our full Pipelaying Code of Practice is available on request. For a copy or any enquiry on the subject, please call us.

Section 8

Our guaranteed service standards for household customers

- 55 Our promises to you
- 58 Exceptional circumstances

Section 8 – Our guaranteed service

Our promises to you

We work hard to ensure that all our customers receive a consistently high level of service and we monitor our performance very carefully. We also learn, through market research, customer panels and surveys, how our customers feel about our services.

Our promises to you outlined below, set out our service standards. It also sets out a number of specific circumstances where you may be entitled to receive a payment if we fail to meet the standards we promise.

If you have been adversely affected as a result of our service failure, please let us know what you believe your losses to be and we will look into it for you.

Our promises to you

1. Appointments

- When we make an appointment to visit you, we will offer you either a morning (before 1pm) or afternoon appointment, or you can request an appointment within a two-hour time period
- If we have to change the appointment, we will give you 24 hours' notice.

2. Account queries

- We will reply to any written enquiry about your bill within 10 working days of receipt
- If you ask for a change to your payment arrangement, (for example to pay by instalments) and we're unable to agree to the request, we will reply and tell you the reason why within five working days of receipt.

3. Written complaints

- We will respond to all written complaints within 10 working days of receipt.

If we fail to meet these standards, we will credit £20 to your account or you may request a direct payment. Payments will be made within 10 working days. If we fail to make a payment within this time, you are entitled to a penalty payment of £10.

4. Interruptions to supply

- Occasionally we need to turn off the water supply to carry out essential, planned work. We will let you know in advance and tell you when the supply will be restored
- For interruptions of more than four hours, we will give you at least 48 hours notice in writing. We will restore the supply by the time stated in the notice
- During an emergency or unplanned interruption, we will try to re-route water from other parts of our network or bring in water via overland tankers whilst we aim to restore full supplies within 12 hours for most bursts. Although we will do all we can to get you back on water as quickly as possible, at times this can lead to intermittent supplies (e.g, we may be able to turn your supply back on for a short period whilst equipment is being delivered). For the purposes of compensation, we will consider the time you are 'off water' as being from the point that pressure at your property is below 3 meters head to when your supply is reliably back to at least 3 meters head (which for most customers means you'd be able to run your kitchen tap). If your supply returned for a short while during our repair work, you would still qualify for compensation if the overall time from being off water to reliable water supply is greater than 12hrs.

Section 8 – Our guaranteed service

If we fail to meet any of these standards, we will automatically credit £30 to your account and a further £30 for every additional 12 hours that you remain without water. You may request a direct payment. Payments will be made within 20 working days. If we fail to make a payment within this time, we will pay you a further £20. It is sometimes difficult to know who has been affected by these interruptions. If you were affected and we have not credited your account, please call our 24-hour water and water recycling/ sewerage supply query number.

5. Water pressure

- If your water pressure falls substantially below normal, please let us know. We will first check whether this is due to an operational fault for example a burst main. If not then we will carry out further checks with pressure loggers.
- If we have identified a pressure level in the communication pipe below seven metres static head for at least one hour on two separate occasions within a 28-day period, you are automatically entitled to a £25 payment. This can only be made once in a 12 month period.

It is sometimes difficult to know who has been affected by low pressure. If you were affected and we have not credited your account, please call us within three months of the last of the two occasions of low pressure.

- If significantly high water pressure causes any damage to your water fittings as a result of our negligence, we will pay for the cost of any repairs to these fittings.

6. Sewer flooding

- If flooding from the public sewer affects your property internally, we will automatically pay you an amount equal to your annual sewerage charge for each flooding incident or a minimum of £150, up to a maximum of £1,000 per incident. We will automatically add an additional £100 to this payment as a gesture of goodwill and contribution towards any costs and disruption you may incur.

- If flooding from the public sewer is caused by overloading or the failure of our equipment and it affects your property externally, we will automatically make a payment equal to 50 per cent of your annual sewerage charges for each incident from a minimum of £75, up to a maximum of £500.
- If flooding from the public sewer resulting from a blockage affects your property externally, you may be entitled to claim a payment equal to 50 per cent of your annual sewerage charges for each incident from a minimum of £75, up to a maximum of £500.
- It is sometimes difficult to know who has been affected by sewer flooding. If you have been affected and we have not credited your account, please make a claim within three months of the incident.

Please note that you are not entitled to a payment for both internal and external sewer flooding for the same incident.

Payments will be made within 20 working days. If we fail to make a payment within this time, we will pay you a further £20.

Please call us to make a claim.

You will not be entitled to a payment if the flooding is caused by one or more of the following:

- Exceptional weather
- Industrial action by our employees
- An action by you
- A defect, inadequacy or blockage in your drain or sewer.

Section 8 – Our guaranteed service

7. Debt recovery action

- Where we have issued a County Court claim/judgment in error, we will withdraw the claim and write to you with confirmation. We will consider making a compensation payment which is proportionate to the level of loss or inconvenience caused to the customer as a result of our error.
- Where we have requested Credit Reference Agencies (CRA's) to publish a default for non payment on a customer's credit file (or a payment status that indicates a customer is in arrears) and it is due to an error on our part, we will withdraw the record from the CRA's and write to you with confirmation.
- We will consider making a compensation payment where a customer has demonstrated in writing that they have been unfairly prejudiced as a result of the error and suffered financial loss. Each case will be assessed by us and we will consider making a payment which is proportionate to the level of loss or inconvenience caused to the customer as a result of our error.

8. Drinking water quality

- If we believe there is a problem with the quality of your tap water due to our water supply system, we will provide you with appropriate advice on what to do and with an alternative water supply where we think necessary.
- If you tell us you are unhappy with the taste or smell of your water, we will investigate. Please note that all of our tap water contains chlorine, which helps to keep the water safe to drink - it is therefore normal for your tap water to have a slight chlorine taste or smell. There's lots more information about chlorine on our website anglianwater.co.uk/keepwaterhealthy
- If you report a water quality problem which we consider could have an impact on the safety of your water supply, we will visit you within four hours (if it is convenient with you); and arrange for an alternative supply, if necessary.

- In this circumstance, if we take a sample of water for analysis at our laboratory, we will give you an explanation of the key results by phone within 48 hours if you request it, and confirm the key results in writing, within 10 working days. Please note that this does not apply if we tell you the analysis will take more than 48 hours.

9. Water shortages

- If we have to interrupt or cut off your supply as a result of a Drought Order, we will automatically pay you £10 for each day, or part day, that your water supply is interrupted. This is up to a maximum of the average household water bill from the previous year.

10. Water meters

- We will undertake a survey and fit a meter within 50 working days from receipt of your request. If we do not meet this timescale we will only bill you the metered standing charge element of your bill until the meter has been fitted.

Our customers are entitled to a Switchback Guarantee when applying for a water meter. The guarantee gives you the right to revert back to rateable value based charges anytime in the first two years and we'll guarantee you won't pay more than your unmeasured charges during this period. If you have the meter fitted alongside a successful application for either Watersure, Aquacare Plus, LITE or extra LITE if in the future you revert to our standard tariff, you'll have two years from that point to decide if you want to switchback. Please note: the meter will remain in position and future occupants will be charged on metered usage.

Section 8 – Our guaranteed service

We will try to read your meter at least once a year. However if we can't gain access, we will estimate your water usage or we will accept your own reading if you provide it.

11. Leakage

- We will repair any major leaks on our water mains that have been reported by customers within 2 working days or minor bursts reported on our system within 10 working days.
- Leaks on private water supply pipes are the responsibility of the home owner to get repaired.

We will consider a one-off claim for a leakage allowance from customers with a metered supply provided that the leak is repaired within 30 days of it being confirmed by us.

Exceptional circumstances

In certain circumstances it will be impractical for us to meet our service standards. In such cases you will not be entitled to a payment.

Examples of where exclusions may apply are:

- Exceptional or severe weather conditions
 - Industrial action
 - Third party action including action by customers.
- Where a payment is made, it does not act as an admission of liability for any other purpose. Similarly, its acceptance by the customer, will not affect any other liability owed to them.

Section 9

What to do if you're unhappy with our service

60 What you can expect if something's not right?

- Managing your complaint

61 What if you're unhappy with our response?

- Internal review
- Independent review
- Arbitration
- Legal proceedings

Section 9 – Unhappy with our service

What you can expect if something's not right?

We want to make it easy for you to talk to us about the service you've received. If you have a query, complaint or feedback please get in touch and we'll do our best to help you. This section forms our Complaints Handling Procedure and outlines the steps that you can take to resolve any issue you may have.

Stage 1 – The first stage is to speak to us

If you have a complaint, the easiest way to get it resolved is to call us and speak to one of our friendly team. If we're unable to deal with your matter when you first contact us or we need to do further investigation, we'll aim to respond to you within 5 working days of you getting in touch. Sometimes it can take us longer, but we will let know if this is the case.

Contact us by phone on **0345 266 5841** Monday to Friday 8am - 8pm and Saturday 8am - 4pm.

If you have hearing or speech difficulties and use a textphone please dial 18001, followed by the number above.

We offer a free telephone translation service for customers whose first language is not English. Language Line is a confidential service where the customer is linked by telephone both to a member of our staff and a translator. Please call the above number and request the language you need.

Sometimes we may need to make an appointment to visit you before we can resolve the problem but we will keep you regularly updated on our progress.

If you email or write to us, we'll also aim to respond within 5 working days, letting you know if we can't answer your issue without carrying out further investigations. If we don't

respond to your letter or email within 10 working days we will credit your account with £20.

Stage 2 – If you're unhappy with our response

If you're unhappy with our response, please call us so we can discuss the matter further. We'll escalate your complaint to someone who has not been involved and they will carry out a new review into the matter raised.

In the unlikely event that we're unable to resolve the matter, you have the option of progressing to stage 3.

Stage 3 – If your matter hasn't been resolved

If you feel your matter hasn't been resolved following stages 1 and 2, or we're unable to resolve your complaint within 8 weeks, you may then refer your matter to the Consumer Council for Water (CCW).

CCW are the independent body that represents customer interests and investigates complaints against all water companies

CCW can be contacted at:

**23 Stephenson Street
Birmingham, B2 4BH**

Telephone **0300 034 2222**
ccwater.org.uk



Section 9 – Unhappy with our service

What if you're unhappy with our response?

Ofwat

Ofwat is the economic regulator of the water industry in England and Wales.

You can also refer certain disputes to Ofwat for a decision or for arbitration:

Ofwat can be contacted at:

Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Telephone **0121 644 7500**
ofwat.gov.uk

A list of the common disputes Ofwat deals with is given overleaf.

Arbitration

Under the Water Industry Act 1991 some disputes between you and us may have to be decided by an arbitrator. We'll have to agree who will be the arbitrator, but if we can't agree, the President of the Institution of Civil Engineers, the Secretary of State for the Department of the Environment, Food and Rural Affairs (DEFRA) or Ofwat can appoint an arbitrator.

For further details or advice on arbitration you can find the following websites for Chartered Institute of Arbitration [useful ciarb.org](http://ciarb.org) or alternatively adviceguide.org.uk

Those disputes, which can be referred to arbitration, are:

- **Prevention of contamination** - Any dispute about the Water Supply (Water Fittings) Regulations 1999, which is designed to prevent contamination of the water supply, can be referred to arbitration
- **Water meters** - Any dispute about the location of a water meter, which we require to be installed in your property
- **Street works** - any dispute under Schedule 12 of the Water Industry Act 1991 about compensation in respect of street works powers

Legal proceedings

The Water Industry Act also gives you the right, in certain circumstances, to take legal proceedings against us for any loss or damage caused to you by our failure to comply with our duties under the Act

Section 9 – Unhappy with our service

A list of the common disputes Ofwat deals with is given below.

- **Conditions for water mains requisition** - Any dispute about the amount we require you to pay; the undertakings or securities we expect you to give; about extending the three months time limit for us to provide a water main; or about where your water pipe should be connected to the main
- **Adoption of water mains** - appeals against our refusal or decision to adopt water mains or our technical requirements for construction of such water mains
- **Connections to water mains** - Any dispute about the amount we require you to pay for connection to our water main, or securities we require you to give before we will carry out the work
- **Refusal to allow a customer to pay by metered charges** - Where it isn't practical or is unreasonably expensive for us to install a water meter
- **Water meter installation** - Any dispute about our conditions for the installation of a water meter on new connections
- **Separate supply pipes** - Any dispute about our requirement for separate water supply pipes to separately occupied premises
- **Requirements to maintain pressure and supply** - Any dispute about our requirements, as a condition of connection, that premises have 24 hours water storage and be provided with a tank which has a float-operated valve in good repair
- **Conditions for sewer or lateral drain requisitions** - Any dispute about the amount we require you to pay; or the undertakings or securities we expect you to give; or about extending the six months time limit for us to provide a public sewer or lateral drain; or about where your private drain or sewer should connect with the public sewer
- **Adoption of sewers** - Any appeal against our refusal or decision to adopt sewers, new lateral drains, or our technical requirements for construction of such sewer
- **Connection to public sewers** - Any dispute about our refusal to allow a connection; or our request to have a drain or sewer opened before agreeing to the connection; or the amount we require you to pay; or the securities we expect you to give before the connection is made
- **Power to close and restrict use of a public sewer and to provide a replacement drain or private sewer** - Any dispute about the effectiveness of a replacement sewer; or the position or sufficiency of a drain or sewer we propose to provide in place of an existing and inadequate system
- **Power to lay a pipe on private land** - Any dispute about our intention to lay a pipe on private land
- **Concern about licence conditions** - Any concerns that we are allegedly breaking our licence conditions or our main water supply or sewerage duties
- **Anti competitive behaviour** - Any complaints about our behaviour under the Competition Act 1998.

Drinking water inspectorate (DWI)

DWI is the drinking water regulator for England and Wales. Its objective is to maintain public confidence in the safety and quality of public water supplies.

If you are concerned about the quality of the water we supply you, please contact us on 03457 145 145.

We can check that plumbing arrangements are correct and comply with the Water Supply (Water Fittings) Regulations 1999 and where necessary arrange for water quality tests to be done. If you do not feel that we dealt with your water quality concerns appropriately you can ask the DWI to look into the matter on your behalf. DWI can be contacted at:

0330 041 6501

dwi.enquiries@defra.gsi.gov.uk



Section 10

How we look after your personal information

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- What information do we collect from you or about you?
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- Who do we share your personal information with?
- Where do we send your personal information?
- How long do we keep your personal information?
- What about automated decision making?
- How to get a copy of your personal information
- We might send you information about our services
- Who can I complain to?

Section 10 – Looking after your personal information

How we look after your personal information

We use information about you to manage your account and provide you with the services that you expect to receive. We collect this information when you register with us, and while you're our customer.

Below, we tell you more about how we use your personal information, and explain some of the rights you have in relation to this.

This is just a quick overview of our privacy notice. For the full picture visit anglianwater.co.uk/privacy

What information do we collect from you or about you?

We collect information like your name, address and your meter readings. Occasionally, we might also collect and use special category data (such as information about your health). If any of your details change, please let us know as soon as you can. We'll talk to credit reference agencies (CRAs) to check your identity and make sure everything's above board. When CRAs carry out checks for us, they'll give us information about you, and this leaves a 'footprint' on your credit file. Your data will also be linked to the data of your spouse, any joint applications or other financial associates. Other companies like banks or insurers might be able to see this in the future. We also use other publicly available information.

Why do we collect this information?

We can't use (process) your personal information unless we have legal grounds to do so. Most of the processing that we do is carried out so that we can comply with legal obligations, provide great services that our customers expect or to enable us to pursue our legitimate interests. Where we use your data to provide you with our core services, we rely on legal obligations to provide those services (rather than consent, contract or another lawful ground). For some services such as our Extra Care Support, we'll ask for your consent before we collect and use your information. Sometimes we use personal information because it is in the public interest or we are exercising official authority, such as when we collect and use information to provide priority services to customers on our Priority Services Register. Some of the personal information we use enables us to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact upon you. Where we have a legitimate interest in using personal information, for example proactive communications, responsible lending and fraud prevention, gathering customer feedback and to provide you with improved services, we don't need your consent to process it.

Section 10 – Looking after your personal information

Who do we share your personal information with?

We may share your personal information with third parties for a variety of reasons, such as with our suppliers who provide us with their services, with partner organisations and contractors for the purpose of providing you with services, with other water and sewerage companies and billing agents, with credit reference agencies (CRAs), with debt collection agencies, with public data agencies, with regulators, with local authorities, with law enforcement and government bodies, with landlords and with help organisations.

We share your personal information with CRAs on an ongoing basis, including information about your settled payments and debts not paid on time. CRAs will share your information with other organisations.

We share your information with three CRAs. You can ask them for a copy of the data they hold about you.

TransUnion

One Park Lane, Leeds LS3 1EP

Tel: 0330 024 7574

Email: consumer@transunion.co.uk

Experian

PO Box 9000, Nottingham NG80 7WP

Tel: 0344 481 0800

Email: consumer.helpservice@uk.experian.com

Equifax

PO Box 100436, Leicester LE3 4FS

Tel: 0333 321 4043

Email: equifax.co.uk

Where do we send your personal information?

Your personal information might be transferred outside of the UK and the European Economic Area. We always make sure your information is protected properly when we share it, no matter where it's sent.

How long do we keep your personal information?

We will keep your personal data for as long as we need to, so long as we're using it for the purposes it was collected for.

What about automated decision making?

We use automated decision making to decide how we recover debts based on a risk score provided by CRAs. Risk scores are also used to determine which payment terms are most appropriate to your situation.

How to get a copy of your personal information

You can ask for a copy of the personal information we hold about you, and tell us to change it if it's wrong. You might also be able to ask us to stop using some of your information - or to delete it.

Section 10 – Looking after your personal information

We might send you information about our services

Sometimes we'll send you important information about your account or about our services, called essential service communications. These might include water quality notifications, information about supply issues, details of jobs and appointments, tariff changes, bill information and information about your payments. This is part of our core service to you and isn't marketing.

From time to time, we'll send you other information which we think might be of interest to you by post, text or email. This could include (for example) water saving tips, advice on how to stop your pipes freezing or customer surveys.

We might also share your details with hand-picked partners (such as WaterAid or Homeserve) and we might send you information about these organisations.

If you don't want us to send you any promotional material, that's fine - call us on **03457 919 155**

or email us at:

customerservices@anglianwater.co.uk

Who can I complain to?

If you have concerns about how your personal data is being used you can complain to our Data Protection Officer or you can contact the **Information Commissioner's Office** by calling **0303 123 1113**.

NG020/06/20



Anglian Water Services Limited

Lancaster House
Lancaster Way
Ermine Business Park
Huntingdon
Cambridgeshire
PE29 6XU

anglianwater.co.uk