

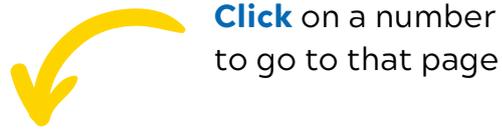
# Core Customer Information

The levels of service we provide  
for household customers

1 April 2025



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This Core Customer Information document explains the services we provide, what you can expect from us when things aren't quite right, and details of a wide range of support for the various needs of our household customers. It complies with the requirements set out in the [Customer – focused licence condition](#) and the Core Customer Information guidance set out by our regulator *Ofwat*.



# Glossary of terms used in this document

You can click any underlined words to find out more information about them. These links may take you somewhere else in this document or to external websites.

## **Assessed measured charge**

A fixed rate charge which some customers pay if they've asked to have a water meter but we've not been able to install one. The charge is based on the average amount paid by customers with meters in similar properties (size and occupancy).

## **Biosolids**

The solids recycled from sewage, which can be used as fertiliser on farms.

## **Building Control Authority**

An organisation that controls building work, making sure rules and standards are followed.

## **Code of practice for pipelaying**

An agreed way of working that sets out good practice around our powers and duties when we do work on pipes in private land.

## **Communication pipe**

A pipe that carries water between the water mains and the boundary of a private property.

## **Consumer Council for Water (CCW)**

CCW represent people that pay for water use in the UK by making sure water companies provide a good, fair service. They are independent and don't work under Ofwat (our regulators) or any water companies. They help consumers resolve complaints against their water company or retailer, while providing free advice and support.

## **Credit Reference Agencies**

A credit reference agency (CRA) is an independent organisation that collects and stores financial data about you for the purpose of helping lenders and companies decide whether you should be approved for financial products like credit cards, loans or mortgages. The information held by the CRAs is also used to verify people's identity, age and residency, to identify and track fraud, combat money laundering and help recover payment of debts.

## **Department of the Environment, Food and Rural Affairs (DEFRA)**

DEFRA are a government agency responsible for improving and protecting the environment. They aim to grow a green economy and sustain thriving rural communities. They also support the UK's food, farming and fishing industries.

## **Drought order**

In periods of dry weather, we can apply for permission to limit the use of water for specific activities (for example, car washing or gardening), so we can continue to supply water for necessary everyday activities.

## **Environment Agency (EA)**

The EA has regulatory powers to protect people and the environment and to contribute to sustainable development. Its priorities include tackling pollution by regulating business activities that could cause harm to air, land or water.

## **Extra care assessment**

A service we offer where we'll look at your income and your outgoings to find the best tariff for you, along with any other ways we can support you or signpost you to other services or benefits that could be of help.

## **Fitting image scheme**

This is just one of the schemes we have in place to keep you safe. If someone knocks at your door and claims to be from Anglian Water, call us on **03457 145 145** – we'll be able to check the name of the person at your door and if they work for us describe them and give you a special code number. Only a genuine Anglian Water employee will be able to tell you their number for you to check they match.

## **Foul drain**

Pipework that takes sewerage and dirty water from sinks and toilets to our Water Recycling Centres.

## **Guaranteed standards of service**

The minimum standards of service you can expect from us. These standards are monitored by our regulator, Ofwat.

## **Hidden leak**

A leak that is not visible above ground.

## **InFlow**

Our online customer portal which helps you with planning, building and developing new and existing properties.

## **Leakage allowance**

If your bill goes up because of a leak, you may be able to claim for an allowance to help cover the cost of the water that's been wasted.



### **Legal instrument**

A legally binding formal document or agreement.

### **Metres head**

A unit of measurement for water pressure. It's based on how high water can be pushed upwards, based on the water pressure. This should be at least 10 metres.

### **Meter chamber**

A secure box that holds your water meter, to protect it from damage.

### **Measured charges**

This is where we bill you based on the exact amount of water you've used, using your meter readings.

### **MyAccount**

An online portal that gives you access to your online Anglian Water account, making it easy for you to keep track of your information, bills, water usage and more.

### **Off water**

When your property is temporarily without running water (where the water pressure is below 3 metres head).

### **Ofwat**

Our regulators, making sure we're doing what we should and adhering to our service standards.

### **Pressure logger**

Equipment which sits on our pipework to measure the pressure being supplied

### **Priority Services Register**

We offer extra support for a range of people who might need it – from those with medical issues, sight, hearing, or mobility difficulties, to parents with babies under 12 months old. By signing up to Priority Services Register we can provide various types of additional support, from reading your meter for you (if you find this difficult), to sending out bills in other formats and even providing alternative water supplies if yours is interrupted by planned work or emergencies. It's all part of our WaterCare service.

### **Private supply pipe**

The pipework that sits between your home and your meter or external stop tap. This is your responsibility to look after.

### **Rateable value**

If you're not on a water meter, it's likely we bill you based on your property's Rateable Value. This is a fixed amount, assessed and set by the Inland Revenue between 1963 and 1990 and based on the size and condition of the home, and the availability of local services, and other factors like the view from the property. Your property may have been last assessed as long ago as 1973 and it isn't possible to appeal or reassess your home's Rateable Value. Council Tax bands are more frequently updated, but we're not legally allowed to use Council Tax bands to calculate water bills.

### **Self-lay**

This is where you choose to use your own contractor to do the work, instead of using our pipelaying services.

### **Service pipe**

This is a general name for the pipes leading between the water mains and the property, normally consisting of the communication pipe and the water supply pipe.

### **Sewerage services**

The collection, treatment and disposal of sewage (wastewater).

### **Smart meter**

A smart meter is a small device which can sit inside or outside your home which records your water usage. It sends these readings back to us automatically.

### **Supply pipe**

Water supply pipes are the pipes which carry drinking water from the boundary of a property into the property itself.

### **Surface water sewer**

A system designed to collect surface water (such as rainwater and water collecting on roads and rooftops), directing it away from properties to prevent flooding.

### **Unmeasured charges**

This is where we bill you based on the Rateable Value of your home rather than the actual amount of water you're using.

### **Visual read meter**

Water meters which can't automatically send information, and so need to be checked manually (by eye).

### **Water Recycling Centre**

The place where sewage (wastewater) is treated, making it clean and safe to be put back into the environment.

# How to contact us

## Online

- Our website – [anglianwater.co.uk](http://anglianwater.co.uk) – has a huge amount of information about the services we provide.
- It's faster than ever to pay bills, view your water usage, tell us you're moving house, and more. Just log in to – or sign up for – [MyAccount](#).

Every month our customers make more than half a million updates to their accounts through MyAccount.

- If you've got a problem with your water or sewerage service, you can tell us online [here](#).

It's quick and easy – 1 in 5 customers prefer to report service issues this way.

## WhatsApp

You can also get in touch via WhatsApp. Our team are here Monday to Friday 9am to 5pm, Saturday 9am to 3pm and Sunday 11am to 3pm. To start chatting, scan the QR code below. Alternatively just add our WhatsApp number – **07418 344 700** – to your phone contacts and start a chat with us that way.



Over 90% of customers using this channel said they were very satisfied with the service.

## By phone

**Billing and account queries: 03457 919 155**

You can call us Monday to Friday from 8am to 8pm and Saturday 8am to 4pm.

Even though we take around a million calls each year, we're proud to say we don't have long wait times. Most of our calls are answered in less than 30 seconds.

**Worried about your bill: 0800 169 3630**

Monday to Friday 8am to 8pm and Saturday 8am to 4pm.

You're not alone – our friendly team help and reassure more than 25,000 people every month.

**Problems with your water or sewerage service: 03457 145 145**

You can call us 24 hours a day if you've spotted a problem at home or out and about.

9 out of 10 customers wait less than two minutes to speak to our team.

**Getting a meter fitted: 0345 850 5852**

Our metering team are here Monday to Friday 8am to 8pm and Saturday 8am to 4pm for any queries you have about moving to a meter.

More than 85% of our customers already have a meter and are saving money this way.

**Bereavement support: 0800 141 2944**

The loss of a loved one is overwhelming and stressful, and dealing with utility bills and services is one of a long list of things that need to be dealt with after someone has died. Our specially trained staff are here to help to make the process as quick and easy as possible. You can reach them on the number above Monday to Friday 8am to 8pm or Saturday 8am to 4pm. You can also visit our [bereavement support](#) website.

**Calling from abroad: +44(0) 1239 804 900**

Just give us a call and we'll connect you to the right team and save you the hassle of calling 0800 and 03457 numbers from overseas when there could be additional charges.

**Development Services and new connections: 03456 066 087**

The team are around Monday to Friday 8am to 5pm, you can visit [anglianwater.co.uk/developing](http://anglianwater.co.uk/developing) 24 hours a day.

**To check who we are: 03457 145 145**

You can double check the identity of any of our teams by calling, any time, day or night. You can read more about our other safety measures and tips for spotting bogus callers here.



### **Speak to us in a language other than English:**

If you'd like or need an interpreter, call **03457 919 155** and just ask for the language you need. If you'd prefer to use WhatsApp, just start a conversation with us and then choose 'change language' from the options we give you.

Jeżeli potrzebujesz pomocy tłumacza zadzwoń pod numer **03457 919 155** i zapytaj o język, którego potrzebujesz. Lub porozmawiaj z nami na WhatsApp, po prostu wybierz „zmień język” po kliknięciu linku.

Dacă doriți ca un interpret să vă ajute la telefon, sunați la **03457 919 155** și cereți limba de care aveți nevoie. Sau discutați cu noi pe WhatsApp, alegeți „schimbați limba” după ce ați făcut clic pe link.

Jei norite, kad vertėjas padėtų, skambinkite **03457 919 155** ir paprašykite kalbos, kurios jums reikia.

Arba kalbėkite su mumis naudodami WhatsApp, tiesiog spustelėję nuorodą pasirinkite „Keisti kalbą“.

Yesli vam nuzhen perevodchik, pozvonite po telefonu **03457 919 155** i sprosrite nuzhnyy vam yazyk.

Ili poobshchaytes' s nami v WhatsApp. Prosto vyberite «Izmenit' yazyk» posle perekhoda po ssylke.

Se desejar que um intérprete ajude no telefone, ligue para **03457 919 155** e pergunte o idioma que você precisa. Ou converse conosco no WhatsApp, basta escolher 'alterar idioma' depois de clicar no link.

如果您需要口译员提供帮助，请致电 **03457 919 155** 询问您需要的语言 或者通过 WhatsApp 与我们聊天，只需点击链接后选择“更改语言”

### **Livechat**

If you'd prefer to chat to us online, visit our website and click the 'Need Help?' button in the bottom right corner. If our agents are available to chat, you'll see a purple banner at the top of the pop up box that appears. Our team are available Monday to Friday 8am to 8pm, Saturday 9am to 5pm and Sunday 9.30am to 4pm.

*This is one of our quieter channels, so typically the quickest way to get a reply.*

### **Social media**

You can follow us on the following social media channels:

Facebook: [@anglianwater](#)

Instagram: [@anglianwater](#)

TikTok: [@anglianwaterservices](#)

LinkedIn: [@anglianwater](#)

X: [@anglianwater](#)

### **Feedback**

Your feedback's really important to us and we love hearing your thoughts. You can send feedback using our [online form](#). Once we receive it we'll make sure it's passed to the right people.

*We get feedback from over 50,000 customers each year. We look at and listen to every single one.*

### **Services for people who are deaf, hard-of-hearing or speech-impaired**

#### **British Sign Language**

If you need to contact us using a British Sign Language video interpreter, we use the [InterpretersLive!](#) service provided by [Sign Solutions](#). The service is available on demand seven days a week from 8am to midnight. You can connect to a [BSL Interpreter here](#) or read more about how the service works [here](#).

#### **Text Relay**

Relay UK delivers relay services using app technology. You can download the Relay UK app for free [here](#) and use it on your smartphone, tablet or computer. Once you've linked it to the phone number you'd like to use, you can then use it to contact us by text, mobile phone or other mobile device.

#### **In person (Hartlepool office only)**

You can speak to someone about your account or make a payment in our Hartlepool office at 3 Lancaster Road, Hartlepool, TS24 8LW. We're open 9am to 5pm, Monday to Friday (excluding Bank Holidays).

#### **By post**

You can write to us at:  
Anglian Water  
Customer Services  
PO Box 4994  
Lancing  
BN11 9AL



# Our Watercare support



We're proud to be one of the first nine companies globally to be awarded the new [Inclusive Service Kitemark](#).

This shows our commitment to accessibility, inclusion, and providing a service that works for everyone. We're always looking for new ways to tailor our services to suit you, as part of our commitment to meet the needs of all our customers, now and for the future. Take a look below to see how we can help.

## How we can help if you're struggling to pay

### Extra Care support

Each year we help around 350,000 customers stay on top of their bills. If you're worried about your finances, we want you to know you can talk to us about it.

The quickest way to get started is through our [interactive support guide](#), to help point you in the right direction. You can also complete our [Extra Care Assessment](#) online or you can speak to our Extra Care Support team on **0800 169 3630**. Whichever way you choose to get in touch, we'll just ask you a few simple questions about your situation and then come up with a plan tailored to you and your circumstances. We'll make sure you're on the best tariff, look at payment plans and also highlight any other help and benefits you could be getting to increase your household income. It's all part of our [WaterCare service](#).

### Here's just a few ways our Extra Care support can help you:

- **Tariffs**
  - **WaterSure** – this tariff caps your bill. You may be eligible for WaterSure if you receive benefits and need to use a lot of water for medical reasons or because you have a certain number of school-age children.
  - **LITE and LITE Extra** – these tariffs offer a reduced bill with up to a 50% discount.
  - **AquaCare Plus** – this tariff has a higher fixed rate than our standard household tariff, but charges less for the water you use.
- **Water saving hints, tips and gadgets** – our team can help you spot how to use a little less water around the home and garden, to help save water, energy and money.
- **Flexible temporary payment plans** – allowing you to pay at a frequency that works best for you whether that's weekly, fortnightly or monthly.
- **Water Direct** – where you pay your water bill directly from your benefits.
- **Benefits calculator** – we'll help you check for ways to maximise your income by telling you about other benefits your household may be entitled to, as well as support for bills, housing and childcare costs.
- **Additional support and advice** – we can also let you know about any additional support you may be entitled to, like the Warm Home Discount Scheme, support grants, and other government help and advice you can get.
- **Crisis hardship fund** – we'll talk to you about whether we can award you anything from a grant we have available to help you clear any outstanding balance.
- **Back on Track debt support scheme** – our incentive scheme designed to help you get out of debt and stay on top of your regular bills. Through the scheme, we match £1 to any £1 payment that you make towards your account, until your debt's cleared.
- **Pipe repairs** – if you've got one of our *smart meters* fitted, and it spots a leak within the first 90 days of it being installed, get in touch. If you're on a WaterSure or LITE tariff, we may be able to help with the cost of the repair.



## Practical support through 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 need.

We can offer extra support for a range of people who might need it – from those with medical issues, sight, hearing, or mobility difficulties, to parents with babies under 12 months old. By signing up to our Priority Services Register, we can provide various types of additional support, from reading your meter for you (if you find this difficult), to sending out bills in other formats.

### Here's a few examples of how our practical support can help:

- If you receive **home dialysis, or rely on home medical devices which use water**, we'll let you know as far in advance as possible if your water supply's going to be disrupted. We'll also offer you an alternative supply of water while your water's off.
- If you're **pregnant, or have a baby under 12 months old**, we'll contact you ahead of time if your water supply's going to be interrupted so you have time to prepare.
- If you're **deaf, hard of hearing, or have a sight impairment**, we can send your bills in large print, Braille, or audio formats. We can also send your bills to a nominated friend or relative, if that's easier for you.
- If you've got **restricted mobility or a disability**, we'll wait longer at the door when we visit, to give you more time to answer. We can also read your meter for you.
- If you've got a **serious or long-term illness**, we'll look at the best ways to support you and give you priority support during any changes to your water supply.
- If you need **mental health support** we want to help. Every year, one in four of us will experience a mental health problem. You can talk to us over the phone, email, or through live chat and we'll work out a way to support you.
- If you want **help managing your account**, you can nominate a friend, family member, or carer to speak to us on your behalf and manage your account. Just tell who they are, and we'll add them to your account as a 'nominee'. They can also help you to sign up for our Priority Services Register.
- If you're **caring for a loved one**, we can add you to our nominee scheme, so you can manage your loved one's account for them. If they're also signed up to our Priority Services Register, we can get in touch with you directly to let you know about any disruption to their water supply, and work with you to get them the help they need.

We understand every situation is different, and that's why we'll work with you to arrange the right support. If you agree, we'll also share your details with other utility companies, so you can get the support you need from them too. We'll get in touch with you every couple of years to see if things have changed and make sure the support we're providing is still right for you.

### Sign up for our Priority Services Register

You can sign up online or on our app if you've registered for *MyAccount*, by calling **03457 919 155**, or by completing our quick and easy [form](#). You can also call us to request we post a copy of the form to you for you to fill in and send back. If you live near our Hartlepool office (3 Lancaster Road, Hartlepool, TS24 8LW) and you can also pop in between 9am to 5pm, Monday to Friday (excluding Bank Holidays) and sign up in person.

### Update your details

If you're already on our Priority Services Register, you can update your details or cancel your registration [here](#).

# Emergencies and what to do

## No water

### Planned work

Occasionally, we need to turn off the water supply to do essential planned maintenance. If you're going to be affected, we'll let you know ahead of time and tell you when the water will be back on. If we know your water needs to be off for more than four hours, we'll give you at least 48 hours' notice in writing.

### Emergency or unplanned supply interruption

If we've not told you about any planned work, but you find you've got no water or low pressure, you can report it to us [online](#), or give us a call on **03457 145 145**. We'll then take a look into what's going on. You can keep track of our progress from your computer or smartphone – just leave your contact details and we'll keep you updated.

Once we're aware of an unexpected problem (like a burst main or pump failure) in an area, we'll contact anyone affected as soon as possible by text and email using the contact information we have on file. We'll also get in touch with anyone in the area on our Priority Services Register to check in and provide any additional support that's needed.

When we have any kind of emergency or unplanned interruption, we'll try to redirect water from other parts of our network or bring in water using tankers while we try to get everything back to normal. This'll usually be within 12 hours for most situations.

Although we'll do everything we can to get your water back on as quickly as possible, sometimes our work means we'll need to turn your supply back on for a short amount of time before turning it off again while we do more checks. If your supply will be off for a long time, we may deliver bottled water or arrange bottled water hubs for anyone who needs it.

### Compensation under our *guaranteed standards of service*:

Read more about the compensation you're entitled to when your water supply is interrupted [here](#).



## Leaks

As your water company, we have a duty to reduce leakage and encourage everyone to be more water efficient. We regularly monitor the water flow in our network to help identify leaks. We then send out our leakage detection technicians to find them.

In areas where we suspect *hidden leaks*, we carry out thorough investigations, and then replace the old pipework where needed. 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're actively working to improve our response times.

We also need your help to spot leaks. Signs of leaks are often unusually high meter readings or bills, hearing the sound of running water, seeing water where it shouldn't be or spotting wet areas or patches of lush vegetation near pipework, particularly when it's very dry weather.

You can tell us about a leak in a public place 24 hours a day by calling us on **03457 145 145** or online [here](#). If you think you've got a leak at home, read more below on how to find and fix them.

### Worried you might have a leak?

If you see or suspect a leak (or we write to you to let you know your *smart meter's* spotted one at home), just use our simple step by step [online guide](#) to help find it, or you can get in touch with us and let us know. We'll give you help and advice to get it fixed if it's on the pipes you're responsible for, or head out to find and fix it if it's on the pipework we look after – you can read more on which pipes belong to who in the [Responsibility for pipework](#) section.

Following these simple steps will help you identify and tackle leaks quickly.

### How to check for leaks using your meter

If you've got a water meter outside your property, you can do a simple check to help find where the leak might be.

1. Open the *meter chamber* by prising the lid off (you might need something like a flat screwdriver to help you) and then remove the polystyrene frost cover plus any water that's collected in the chamber – a small sponge should do the trick.
  2. Next, turn off the stop tap inside the meter chamber. To make sure you're looking at the right meter, turn on a cold water tap inside your property and let the water run. If no water comes out after a couple of minutes, it's your meter.
  3. Turn the stop tap back on and make a note – or take a photo – of the meter reading.
  4. Don't use any water for the next hour and then take another meter reading.
- If the **reading hasn't changed** – there's no sign of a leak. If we've sent you a letter to say we think you've got a leak, give us a call on **0345 268 2065**, option 3, and we'll make a note on your account. We're here Monday to Friday 8am-5pm.
  - If the **reading has changed** – then water's escaping from somewhere and you'll need to do the next few checks to narrow down where it might be.
    1. Without using any water, turn off your internal stop tap (in most cases you'll find yours under your kitchen sink or in the bathroom). If you can't turn it you'll need help from a plumber to get it fixed before you can carry on looking for the leak.
    2. With your internal stop tap turned off, wait 30 minutes to an hour and take another meter reading.
  - If the **reading has changed**, the leak's somewhere inside your home and your responsibility to fix. Check our handy [online guide](#) for some common culprits of leaks in your home like leaky loos or dripping taps.
  - If the **reading hasn't changed**, then the leak's somewhere between the stop tap in your home and your water meter. To make sure the leak isn't on your meter, give us a call on **03457 145 145** and we'll arrange to pop out to do some extra checks to see if it's on the pipework we look after.



**If you discover a water leak** on a pipe that supplies water to your home, it's important that you act quickly to prevent damage and save water.

To help you avoid any unnecessary expense, here's some top tips to consider:

- 1. Check your insurance** – Your home insurance policy might cover you for a leak on your property. If it does, give your insurer a call.
- 2. Do you have separate insurance cover?** – You may have a separate insurance policy to cover a *supply pipe* leak. If you do, call them.
- 3. Repairing leaks** – If your insurance policy doesn't cover you for fixing leaks, contact an approved plumber. A list of our approved plumbers and underground installers can be found [here](#).
- 4. Let us know when your leak's repaired** – When you've had the leak fixed, get in touch. If we bill you using your meter, you may be eligible for an allowance to cover the cost of the extra charges caused by the leak. Read more below in the section on [Leakage allowance](#).
- 5. Carry out a leak test** – After the leak's repaired, carry out a regular leak test to make sure there are no other leaks.

### **Shared water supplies**

In some cases – particularly older properties which have been made into flats – you might have a shared water supply. So rather than showing a leak, your meter could be recording water being used by a neighbour. If you think this could be the case, give us a call on **03457 145 145** and we'll look into it.

## Leaks on the private supply pipe

If you have a leak on your private supply pipe, it's your (or your landlord's) responsibility to get it repaired. You can read more in the section [Responsibility for pipework](#).

Once we confirm the leak - either through your smart meter or by sending out one of our technicians do some checks - we'll provide you with an information pack which includes help and advice on how to get it fixed. You'll then have 30 calendar days to get the leak repaired. Once it's fixed you may be eligible to claim a one-off [leakage allowance](#) to cover the cost of the water that's been wasted. You can read more below.

### Delays or failure to get the leak repaired

We have a legal duty to stop water going to waste, so if the leak isn't repaired within 30 calendar days of being confirmed, we'll have to start what's called the Defective Water Fittings enforcement process. We do this by issuing a notice under Sections 75(2) (b) and 170 of the Water Industry Act 1991. If you then fail to carry out the necessary repairs within the period stated in the notice, we'll take some or all of the following steps:

- Carry out the work ourselves and recover any cost from you.
- Prosecute you 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.

### 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 won't be able to cover the cost of fixing your leak if it's under your property or any other structure (e.g outbuilding or garage).

### Leaks spotted after installing a meter

Sometimes when we install a water meter outside a property for the first time, it might spot a previously undetected leak. If we find a leak on your private supply pipe when we're fitting the meter, and it can be fixed without any extra digging, we'll repair it immediately for you, free of charge. If it's not possible to fix the leak without additional excavation, we'll let you know what your options are. We won't start charging you for your water using the meter until the leak's been repaired.

## Leakage allowance

If we bill you using a water meter, it means you're charged according to the volume of water that is recorded on your meter.

Having a meter also means that if you ever have a leak, you may be eligible to apply for a leakage allowance to cover the cost of the water lost through the leak. To be considered for an allowance you need to:

- Be a household customer, or one we treat as a household customer for charging purposes (e.g. mixed-use premises). Non-household or business customers aren't eligible for the allowance.
- Fix the leak within 30 calendar days of us confirming that you have one (either from one of our technicians carrying out checks to confirm there's a leak, or your *smart meter* spotting one and us contacting you to let you know)
- Provide us with two meter readings that we'll ask you for. Sometimes, if these aren't available, we'll look at your previous water use. If this isn't available, we'll base the allowance on the typical usage of other similar properties.
- Claim for the allowance within 12 months of the leak being repaired. The allowance will be backdated for a maximum of 12 months, up to the repaired date.

If you're eligible and do all of the above, we'll give you a one-off allowance to cover both the cost of the water lost through the leak and the amount of wastewater discharged into the sewer so you're not out of pocket.

### **An allowance can't be given**

- Where the leak's been caused through your (or the homeowner's) own negligence, or anyone acting on your behalf (like a builder or contractor).
- Where you knew – or ought to have known – there was a leak and failed to repair it.

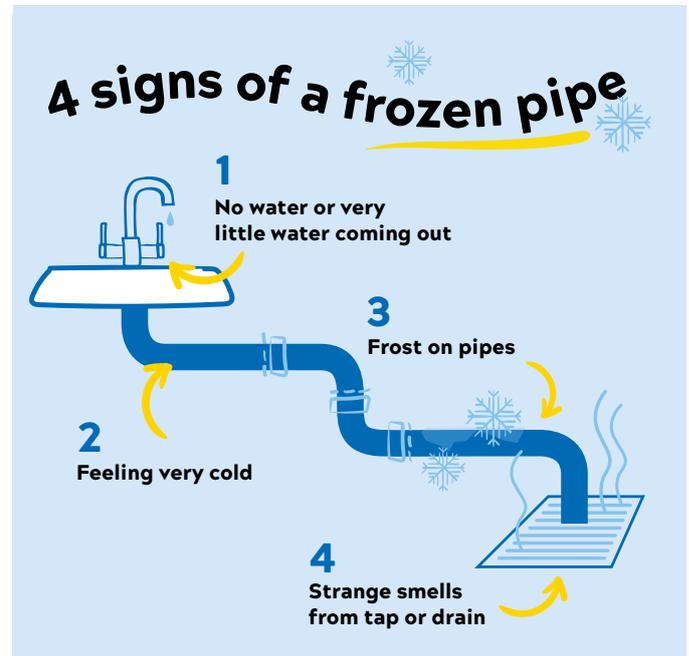
To read more or complete our online leakage allowance form, visit [anglianwater.co.uk/leakage](https://anglianwater.co.uk/leakage). Alternatively, give us a call on **03457 919 155** or email us at [leaks@anglianwater.co.uk](mailto:leaks@anglianwater.co.uk)

## Frozen or burst pipes

During winter, we all do what we can to keep warm – but it's easy to forget that our homes need that extra layer too. The drop in temperature in winter months can cause our home's pipes to freeze or burst. Pipes inside your home or within your property boundary are your responsibility to maintain and fix. You can read more about [Pipework responsibility](#) later on in this document.

Look out for these signs that your pipes could be frozen:

- 1. Check for damage** – if you find you've got no water and think it could be because of a frozen pipe, first check to see if there are any signs of a split or any other damage. If you find something, call a plumber. If you're not sure where to start, you can find a list of approved local tradespeople at [www.watersafe.org.uk](http://www.watersafe.org.uk)
- 2. Stop the supply** – by turning off your main stop tap. You should find it in the cupboard under your kitchen sink or where the water *service pipe* comes into your home.
- 3. Be prepared** – while the pipe's still frozen you have time to protect everything around it from water damage in case it leaks when it thaws out. Use this time to move everything away from the pipe.
- 4. Thawing out** – open the tap nearest to the part of the pipe you think is frozen, so the water can flow out of it once the ice inside has melted. Thaw the pipe by applying a hot water bottle to it or blasting it with a hairdryer (making sure to keep it well away from any water). Never use a heat gun or blowtorch. When applying the hot water bottle or hairdryer, start at the tap end of the pipe and work back toward the cold water tank.



## How to prevent frozen or burst pipes

You can get ahead of any winter worries, and save the need to call out an emergency plumber, by following these 10 top tips to protect your home in winter.

### 1 Fix dripping taps

In cold temperatures, a gentle trickle of water coming through the pipe can freeze and completely block the pipe, stopping your water and putting it at risk of bursting.

### 2 Insulate your pipes

Cover or 'lag' any pipes in draughty or cold areas (inside and outside your home) to stop them freezing and bursting. You can get cheap foam tubes from your local DIY shop.

### 3 Insulate outside taps

Don't forget to look after any taps that are outside or in cold outbuildings or garages. If you don't need to use the taps, consider turning them off completely using the stop tap or isolating valve if you have one. Or you can buy special insulated tap jackets to pop over them (or even wrap them up in an old T-shirt secured with duct tape).

### 4 Wrap up water tanks and cisterns

If you have a water tank, consider wrapping it in a special insulated jacket that you can buy from your local DIY store (just remember not to insulate the base of the tank).

### 5 Get a frost thermostat

These are clever bits of kit you can use to protect your boilers, pipes, and other parts of your heating system against frost and freezing. They work by turning on your heating system if the temperature drops below the number you have set on the thermostat.

### 6 Leave your heating on low

If you're going away during winter, it's a good idea to leave your central heating on low to keep some heat in your pipes. You can also consider draining your pipework (see number 7 below).

### 7 Drain or disconnect unused pipework

To protect any parts of your home which you might not use in winter, you can consider draining the pipework down. You can do this by turning off your home's water supply at the stopcock, then draining the system by running your taps. This means there would be no water in your pipes to freeze.

### 8 Reduce draughts

Make sure that doors and windows in unheated or colder parts of your home are kept closed. This stops cold air getting in and reducing the temperature.

### 9 Look after your loft

Pipes in your roof space, wherever possible, should sit underneath layers of loft insulation so that heat from your home can reach them and keep frost away. If you can't insulate your pipes, or you're still worried about pipes or water tanks being affected by the cold, consider leaving your loft hatch slightly open. This allows warm air from your home to circulate in your roof space. It's important to know that although it's an effective way to regulate temperature and protect pipes, it will waste energy and money, so make sure to weigh up the pros and cons of each option for your home.

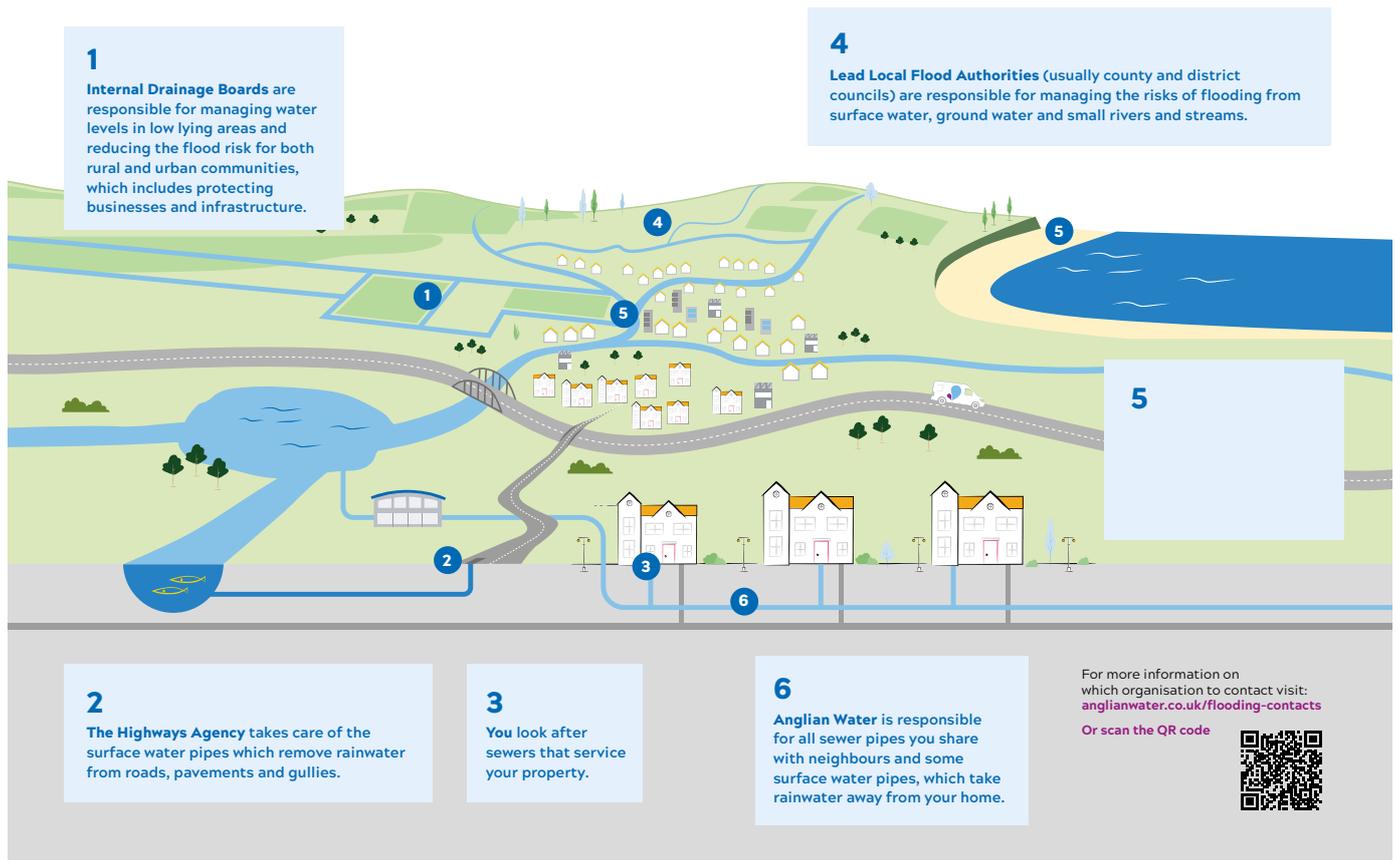
### 10 Find your stop tap

It's usually under your kitchen sink. Make sure you know where yours is (and that you can turn it) in case you ever need to turn your water off in a hurry.



# Flooding

Flooding can be very stressful, so we want to help you get things sorted as quickly as possible. Who to contact will depend on the type of flooding, as it's not always us you need to speak to. You'll find lots of information below to get you the help and advice you need.



## High or overflowing rivers:

Call the *Environment Agency* on **0800 80 70 60** for help and advice.

## Issues with flood water from highways, run off from fields or issues with land drainage:

You need to contact your local council – you can find their details [here](#).

## Clearing up debris left over from river or surface water flooding:

Contact your local council to get help with cleaning up silt and mud left behind by rain or flood water.

## Flooding from our sewers:

The quickest way to tell us about a problem is [online](#). Alternatively, you can call our 24-hour helpline on **03457 145 145**.

If the inside of your home has been flooded by one of our sewers, we'll aim to be there within 2 hours. If there's flooding outside your home from one of our sewers, we'll aim to be there within 4 hours. When there's lots of heavy rainfall it may take us longer to come out than we'd like and our timescales may be extended. We'll do everything we can to come out as quickly as possible.

If you're having trouble flushing your toilet, try not to flush until we can get out to you. We know it's not nice, but if heavy rainfall has caused widespread problems then we might have to prioritise customers whose homes are flooding, or who have no water coming from their taps. We might not be able to get out to you as quickly as you'd like, but we'll be there as soon as we can.



**Before we get out to you, you should contact your insurance company. Your insurer has access to specialised expertise to help you. They can also start a claim for you and arrange to:**

- dry out your property
- replace any contents
- provide alternative accommodation
- pay compensation for loss or damage to your contents or property. Your insurance should cover any damage caused by any sewer flooding of your home, but if a flood occurs as a result of our negligence, we'll also look at covering any additional expenses, including uninsured losses. These claims can be made up to 12 months after the event. We'll give you an information leaflet which sets out our responsibilities when we visit.

**When we visit you, we'll:**

- do our best to clean everything up and disinfect the affected area, but there are times we may need a follow up visit to get everything done. If that's the case, we'll contact you the same day (or the next morning if it happens late at night) to make arrangements. We'll then aim to return by the end of the following day to finish up.
- remove any debris and replace any gravel that's been affected outside your home, as well as disinfect any hard surfaces like driveways. We avoid applying disinfectant to grass and flower beds as this can push sewage deeper into the soil and slow down naturally-occurring disinfection processes, such as ultra-violet (UV) light from the sun. The natural disinfection process can take 9 to 15 days depending on things such as sunlight, rainfall and soil conditions.

**After we've been out to visit, and we've not been able to do everything in one visit, we'll arrange a clean up to:**

- remove excess liquid and any debris left behind
- wash down and disinfect external hard standings such as footpaths.

**Until things get back to normal, take care to:**

- wash your hands thoroughly if they come into contact with the flooded area
- get rid of food which has been in close contact with the flooding, including cans
- don't eat crops from gardens or allotments affected by flooding
- take extra care when preparing food
- always wash your hands and store opened food in a sealed container
- avoid using affected gas and electrical appliances until a qualified gas fitter or electrician has checked they're safe
- make sure your property is safe and secure if you're opening doors and windows for ventilation
- if you feel unwell, accidentally swallow anything that might have been contaminated, or have any symptoms such as diarrhoea or sickness after the flood then call your doctor immediately.

**Compensation under our guaranteed service standards**

Read more about the compensation you're entitled to when your home is affected by sewer flooding [here](#).

# Our guaranteed standards of service

## Our promises to you

We work hard to make sure we give you a consistently high level of service. To make sure we're delivering it, we monitor our performance very carefully. We also use market research, customer panels and surveys to learn how our customers feel about our services – and, more importantly, when we need to make changes.

We're proud of the service we provide and hold ourselves to a high standard. Our guaranteed standards of service are the minimum standard of service, monitored by our regulator *Ofwat*. If we ever fall short of any of these standards, you're entitled to a payment from us which we'll credit to your account. You can read more about each service standard below.

### Appointments

- When we make an appointment to come out to visit you, we'll offer you either a morning appointment (between 8am and 1pm) or an afternoon appointment (between 12pm and 5pm). You can also request an appointment with a two-hour window.
- If we have to change the appointment we make with you, we'll give you 24 hours' notice.

### Account queries

- We'll reply to any written enquiry about your bill within 10 working days of getting it.
- If you ask for a change to your payment arrangement (e.g. to start paying by instalments), and we can't grant your request, we'll reply and tell you why within five working days of you asking.

### Written complaints

- We'll respond to all written complaints within 10 working days of receiving them.

If we don't keep any of the promises above, we'll credit your account without you even having to ask – [please see payment information](#). Payments will be made within 10 working days. If we fail to pay within this time, we'll add another £40.

### Interruptions to your water supply

If your water supply is affected for more than 12 hours (either through something unexpected like a burst water main or from our planned work that's gone on longer than expected) we'll compensate you. To work out who is and isn't affected (and due a payment), we use special monitors that sit around our network. These monitors show us the water pressure at different parts of our water network during an interruption. Water pressure's

measured in a unit called '*metres head*'. At 3 metres head of pressure most people can run a ground floor kitchen tap. When the pressure drops below 3 metres head you're officially '*off water*'.

If your water supply is below this minimum level for 12 hours or more (even if it comes back briefly during our repair work), we'll automatically credit £50 to your account. We'll pay you a further £50 for every additional 12 hours it stays below that minimum. These payments will be made within 20 working days. If we fail to make a payment within this time, we'll pay you an extra £40.

You can request a direct payment to your bank account instead of it being credited to your Anglian Water account.

It can sometimes be hard to know who's been affected by water supply issues. If you were affected and we haven't credited your account, please call us on **03457 145 145**.

### Water pressure

- If your water pressure falls way below normal, please let us know. We'll first check whether this is due to a problem with our network or equipment (e.g. a burst main). If it isn't, we'll do some extra checks using the pressure monitors that sit around our network.
- During those checks, if we spot a pressure level in the *communication pipe* that's below seven *metres head* for at least one hour on two separate occasions within a 28 day period, you're entitled to a £50 payment.

It's sometimes difficult to know who's been affected by low pressure. If you were affected and we've not credited your account, please call us within three months of the last time you had low pressure.

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

### Sewer flooding inside your home

- If flooding from our sewer network affects the inside of your home, we'll automatically pay you an amount equal to your annual sewerage charge for each flooding incident. This will be a minimum of £300 and up to a maximum of £2,000 per incident. We'll automatically add an extra £100 to this payment as a gesture of goodwill, to contribute towards any costs and disruption you've had.



If the inside of your home is flooded again within 12 months, we'll either pay you the full amount of your annual sewerage charge, or a minimum payment - whichever is highest. The minimum amount is £300, plus £100 for each flooding incident within that 12 month period.

### Sewer flooding outside your home

- If flooding from our sewer network enters your land or property (including outbuildings), we'll automatically make a payment to you equal to 50 per cent of your annual sewerage charge for each flooding incident. This will be a minimum of £150 and up to a maximum of £1,000 per incident.

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

Please note you can't claim for a payment for inside and outside flooding for the same incident.

Payments will be made within 20 working days. If we fail to make a payment within this time, we'll pay you an extra £40. Please call us on **03457 145 145** to make a claim.

You won't be entitled to a payment if the flooding is caused by a defect or blockage in a drain or sewer you own. You can read other exclusions below in [Exceptional circumstances](#).

If your land or garden is flooded again within 12 months, we'll either pay you 50% of your annual sewerage charge, or a minimum payment - whichever is highest. The minimum amount is £150, plus £50 for each flooding incident within that 12 month period.

### Debt recovery action

- Where we've incorrectly issued a County Court claim/judgment, we'll remove the claim and write to you to confirm this. We'll consider making a compensation payment in line with the level of loss or inconvenience we've caused you because of our error.
- Where we've requested *Credit Reference Agencies (CRAs)* to publish a default for non-payment on your credit file (or a payment status that indicates you're in arrears) and it's due to an error on our part, we'll withdraw the record from the CRAs and write to you to confirm it's been done.
- We'll consider paying compensation where you've clearly shown (in writing) that you've been unfairly prejudiced as a result of the error and suffered financial loss. Each case will be assessed by us and payment will be in line with the level of loss or inconvenience caused by our error.

### Drinking water quality

- If we believe there's a problem with the quality of your tap water caused by our water supply system, we'll provide you with appropriate advice on what to do. Where it's necessary, we'll also provide you with an alternative water supply.
- If you tell us you're unhappy with the taste or smell of your

water, we'll investigate it. Please note all of our tap water contains chlorine to help keep the water safe to drink, so it's 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](http://anglianwater.co.uk/keepwaterhealthy)

- If you report a problem with the quality of your water which we think could have an impact on the safety of your water supply, we'll visit you within four hours (if convenient for you). If necessary, we'll arrange for you to have an alternative water supply.

When water quality issues come up, we'll often take a sample of the water to analyse at our laboratory. We'll give you an explanation of the results by phone within 48 hours if you request it (unless we tell you ahead of time that the analysis will take longer), and confirm the key results in writing, within 10 working days.

### Water shortages (drought)

- If we have to interrupt or cut off your water supply as a result of a *Drought Order*, we'll automatically pay you £10 for each day, or part day, that it's interrupted. This is up to a maximum amount of your average household water bill (based on the previous year).

### Water meters

- When you request a meter, we'll do a survey to make sure we can fit one. If we can, we'll fit your meter within 50 working days from receiving the request. If we don't fit your meter within this period, you'll only pay the standing charges for our *measured charges*, which is a fixed rate per day (rather than your normal unmeasured charges).
- Between now and April 2030 we're moving all customers with a meter over to measured charges. Once our programme reaches your area and you have a meter fitted, you'll move over to metered charges even if it's been fitted for less than two years or you've chosen to switch back to unmeasured rates previously. Find out more at [anglianwater.co.uk/switching](http://anglianwater.co.uk/switching)
- If you have the meter fitted alongside a successful application for either Watersure, AquaCare Plus, LITE or Extra LITE and in the future you revert to our standard tariff, you'll have two years from that point to decide if you want to switch back. Even if you switch back the meter will stay where it is and if you move out, any future occupants will be charged using the meter.
- We'll try to read your meter at least once a year. If we can't get access to it, we'll estimate your water usage. We'll accept your own reading if you provide it.

### Leakage

- We'll repair any major leaks in our water main within two working days of you reporting it. For minor leaks, we'll get them fixed within 10 working days.
- Any leaks on your private water supply pipes are your (or the homeowner's) responsibility to get fixed. You can read more here, including details on the *leakage allowance* we'll give you if you're on a meter and repair the leak within 30 calendar days of us confirming it.



## Exceptional circumstances

In certain circumstances it's impractical for us to meet the service standards set out above. Where that's the case, you won't be entitled to a payment. Examples of where such exclusions may apply are:

- An unforeseeable and unavoidable event outside of our control
- Industrial action
- Third party action including action by customers.

Where we make a payment, it's not an admission of liability for any other purpose. Similarly, your acceptance of the payment doesn't affect any other liability owed to you.

## Payment information at a glance

| Account queries   |  |                             |                                      |                   |  |
|---|--|-----------------------------|--------------------------------------|-------------------|--|
|   |  | We'll respond to you within | What we'll pay if we fail to respond | How we'll pay you | Times when we won't pay  |
| <b>Account queries</b>  | · We'll respond to all written queries                                     | 10 working days*            | £40                                  | Automatic payment | <ul style="list-style-type: none"> <li>· Exceptional or severe weather conditions.</li> <li>· Industrial action.</li> <li>· Third party action including action by customers.</li> </ul> |
|   | · We'll reply if we're unable to meet your required to change your payment | 10 working days*            | £40                                  | Automatic payment |  |
| *Payment will be made within 10 working days. If we fail to make a payment within this time, we will automatically pay you an extra £40 |  |                             |                                      |                   |  |

| Written complaints  |   |                             |                                      |                   |  |
|---|---|-----------------------------|--------------------------------------|-------------------|--|
|   |   | We'll respond to you within | What we'll pay if we fail to respond | How we'll pay you | Times when we won't pay  |
| <b>Written complaints</b>   | · We'll respond to all written complaints | 10 working days*            | £40                                  | Automatic payment | <ul style="list-style-type: none"> <li>· Exceptional or severe weather conditions.</li> <li>· Industrial action.</li> <li>· Third party action including action by customers.</li> </ul> |
| *Payment will be made within 10 working days. If we fail to make a payment within this time, we will automatically pay you an extra £40 |   |                             |                                      |                   |  |

| Appointments  |  |                             |                                      |                   |  |
|---|--|-----------------------------|--------------------------------------|-------------------|--|
|   |  | We'll respond to you within | What we'll pay if we fail to respond | How we'll pay you | Times when we won't pay  |
| <b>Making and changing appointments</b>   | · When we make an appointment to come out to visit you, we'll offer you either a morning appointment (between 8am and 1pm) or an afternoon appointment (between 12pm and 5pm). You can also request an appointment with a two-hour window. | 10 working days*            | £40                                  | Automatic payment | <ul style="list-style-type: none"> <li>· Exceptional or severe weather conditions.</li> <li>· Industrial action.</li> <li>· Third party action including action by customers.</li> </ul> |
|   | · If we have to change the appointment we make with you, we'll give you 24 hours' notice.  |                             |                                      |                   |  |
| <b>Keeping appointments</b>   | · We'll let you know if we can't attend the appointment.   | 10 working days*            | £50                                  | Automatic payment |  |
| *Payment will be made within 10 working days. If we fail to make a payment within this time, we will automatically pay you an extra £40 |  |                             |                                      |                   |  |



# Protecting yourself from bogus callers and other scams

## Beating bogus callers

Bogus callers often claim to be from Anglian Water. Anyone who visits you and says they work for us will have an identity card, which they'll be happy to give to you to inspect. They'll never say they're from the 'water board'.

We've made it easy to find out if the person at your door is a genuine member of our team.

- 1. Check their ID card is correct:** check for a Braille strip (raised bumps) on the back, and our phone number.
- 2. If you're still unsure, take their card** and close the door while you call us, anytime day or night, on **0800 145 145**.
- 3. For extra peace of mind** you can sign up for our Priority Services Register and set your own password. Then whenever our team visit, simply ask them to confirm your password so you always know it's us before you let them in.
- 4. We also run a Fitting Image scheme.** Call us on **0800 145 145** and we'll be able to describe the visitor and tell you a code number. Only a genuine Anglian Water employee will be able to tell you their number, so if they can't when asked, don't let them in and call the police.

The same goes whenever you meet one of our team in the community or at one of our bottled water collection hubs – always ask to see their identity card. If you're not sure, give us a call on **0800 145 145**.

## 4 simple steps to remember

- **Lock** – make sure your back door's locked before answering the front door
- **Stop** – think 'am I expecting anyone?'
- **Chain** – secure the door chain, if you have one, before opening it
- **Check** – always double-check the caller's identity. If you're in any doubt, don't let them in.

## Working in partnership to stamp out scams

We're proud to be a founding member of [Utilities Against Scams](#) to help raise awareness of how to avoid getting scammed. We're also working with [Operation Repeat](#) in Lincolnshire to train Health and Social care workers so they can help educate people across our region on what to look out for and help loved ones deal with cold callers.

If you have made a payment in response to a scam, **contact your bank** as soon as possible. They may be able to recover some of your money, or refund you in certain circumstances.

**If you or someone else is in immediate danger because of a scam (for example, being threatened by an aggressive doorstep caller), call the Police on 999.**

Action Fraud is the UK's national reporting centre for fraud and cyber-crime where you should report fraud if you have spotted a scam or have been scammed, defrauded or experienced cyber-crime.

You can visit [here](#) or call Action Fraud on **0300 123 20 40**.

## Social media

We often use social media to get important messages out. These will always be through the verified Anglian Water channels, and you will only ever get a private message via social media as a response to a comment or question you have posted or sent to us directly. If you're contacted via social media by someone claiming to be from Anglian Water, and you haven't posted about or been in touch with us, please call us on **0800 145 145**. We'll check things out for you.

## Tips for staying safe online

Unfortunately, scams aren't limited to cold callers on your doorstep. It's important to take steps to stay safe online too. Here are our top tips:

- Get up to speed with current scams and the latest advice at: [cyberstreetwise.com](#)
- Make sure your passwords for any online accounts are hard to crack. When you use different passwords for your important accounts, it can be hard to remember them all. A good way to create strong, memorable passwords is by using 3 random words.
- Beware of phishing emails. They may look tempting but they are after your information. Think before you click and never click on a link from a sender you don't know, or you don't trust.
- When shopping online or making a payment online, check the security of the website by making sure the web address uses "https://". The "s" stands for secure.
- Keep all your software updated on your laptop, home computer and even your mobile phone, so you have the latest security protection available. Turn on automatic updates so you don't have to think about it, and make sure that your antivirus software is set to run regular scans.



# Services we provide

## Clean water services

Providing safe, clean drinking water is our number one priority. The quality of your water supply (including what it can and can't contain, its colour, smell, taste and clarity) is regulated by the Drinking Water Inspectorate (DWI) under the Water Supply (Water Quality) Regulations 2016 (as amended 2018).

We're really proud of the quality of our drinking water. That's why we regularly publish information about its quality on our website and in information leaflets, which we would happily send you free of charge. These provide details of the strict standards we work to, as well as how we're performing against them. You can find more information at [anglianwater.co.uk/dwq](http://anglianwater.co.uk/dwq) – along with hints and tips about how you can help maintain the high quality of your quality of your drinking water within your own home or business.

Every day we carry out and record more than 1,000 tests on water samples from around our network for each of our supply zones. A supply zone is any area where up to 100,000 people live. If you'd like to know more about the water in your supply zone, you can:

- Visit our website [anglianwater.co.uk/dwq](http://anglianwater.co.uk/dwq) and pop in your postcode.
- Call us on **03457 145 145**, and we'll be post you a paper copy of the information about your area.
- Write to us at Water Quality Regulation Manager, Anglian Water, Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon, Cambs, PE29 6XU.

Sometimes we may be granted time by The Secretary of State for the *Department of the Environment, Food and Rural Affairs (DEFRA)* to carry out improvement work to make sure we are meeting these regulations. This is described as a *Legal Instrument*.

### What if there's a problem with the quality of your water supply?

If you tell us there's something not quite right with the taste or smell of your water, we'll always investigate. It's important for you to know that it's completely normal for chlorine to be in your water supply as it's used to protect the quality of your supply.

If it's something which could impact the safety of your water supply, we'll arrange a convenient time to come out to your home or business. If necessary, we'll also arrange you to have an alternative water supply.

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

When we visit your home or business to investigate a potential problem with water quality, we might take samples of water from your kitchen tap. If you'd like to know our findings, we'll:

- Give you a call to let you know what we've found within 48 hours; and
- Confirm the results in writing within 10 working days.

If we ever have any reason to believe there's a problem with the quality of your water because of our supply system, we'll give you advice on what to do as well as an alternative supply of drinking water whenever it's appropriate. In the most serious circumstances, we may even advise customers to boil (and cool) their water before using it – or even to not to use it at all, until our checks show everything's OK.

Where there's any potential problem with the quality of your water we'll let you know by text message and email. For customers on our *Priority Services Register* where we only have a landline number, we'll call to let you know. We'll also update our website homepage with information, make use of social media like Facebook, and provide a way for you to check if your home is affected. So that we can be sure everyone knows what they need to do, we'll also post a card through the door of everyone affected. As you can imagine, that can take some time. That's why it's really important to make sure we have up-to-date contact information for you.



## Keeping up the pressure

When we talk about water pressure, we use *metres head* as the unit of measurement. The legal minimum we have to consistently supply is 10 metres head – or in other words, enough water pressure to fill a storage tank at a first floor roof level, or allow a shower to operate properly at first floor level. In practical terms, this kind of pressure would allow you to fill a nine-litre bucket using a downstairs tap on full in one minute.

We always aim to provide a constant supply of water at a consistent and suitable pressure for your property, but some issues like burst water mains, pump failures or power cuts are likely to affect your supply and interrupt your water flow or affect your pressure.

If your water pressure ever falls below its normal level, please let us know. We'll check whether it's because of a problem with our network or equipment, for example a burst main or pumping station. If that's not to blame, we'll then do extra checks using the *pressure loggers* that sit around our network. If we find that the pressure level in the *communication pipe* is below our guaranteed level, you may be able to claim compensation.

Excessive water pressure will contribute toward leakage, so in some areas we're taking steps to reduce this pressure without having any noticeable effect on your water supply.

# Responsibility for pipework

## Anglian Water pipework

The water mains in the street are our responsibility. Normally the pipe that runs from the water main to your boundary box – *the communication pipe* – is also our responsibility. This is usually located between the edge of your property and the highway where our main is. But if your property doesn't abut the street where the water main is, there'll be a length of private supply pipe between the edge of that street and your property that you're responsible for. Most properties have a stop tap that sits in a chamber between our *the communication pipe* and your private pipework. The stop tap and the chamber it sits in are our responsibility to look after but our pipework responsibility ends at that stop tap. We're also responsible for keeping 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 (from pipework underground to assets above ground such as pumping stations and treatment works) can be viewed in a variety of ways:

- At our company office at Osprey House, 1 Percy Road, Huntingdon, Cambridgeshire, PE29 6SZ from Monday to Friday 9.00am to 5.00pm, excluding bank holidays. This is free of charge.
- At select local council offices (please contact your local office directly for access and opening hours); or
- You can get printed versions of maps via [digdat.co.uk](http://digdat.co.uk). Charges apply.

## Leaks on your private supply pipes

The location of the leak determines who is responsible for fixing it. The diagram below shows some common examples of who's responsible. Any light blue section of pipework on the diagram shows what you (or the

homeowner, landlord or housing association) are responsible for – this is your private supply pipe.

The dark blue section shows the pipework that runs from the underground water main up to the boundary of your property (or up to the stop tap or water meter if they sit inside your property boundary). In most cases, this is our responsibility to maintain. If you're not sure of the pipe layout at your home, please call us on **03457 145 145**.

The diagram below shows various properties and leaks on different parts of the water pipework. Here's who's responsible for what:

### Property A

The private supply pipe sits within Property A's boundary. The water meter/stop tap sits in the pavement outside their boundary, so they are responsible for all of the pipework within the boundary of the property.

### Property B

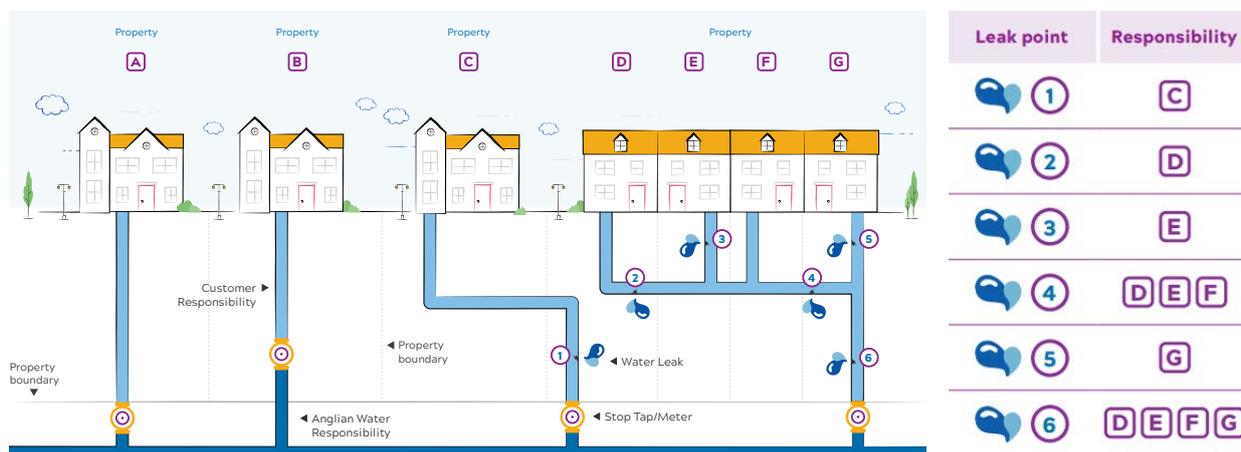
Property B's private supply pipe also sits within their boundary and so does the water meter/stop tap. This means we have the responsibility to maintain the section of pipework that runs from the meter to the water mains even though some of it is within the property boundary.

### Property C

Although Property C's private water supply pipe runs through the boundary of Property D as well as their own, Property C is solely responsible for maintaining all of the private supply pipework.

### Properties D, E, F and G

These properties have a shared supply pipe so the responsibility and costs for maintenance or repair vary depending on where the leak is (see the diagram for some specific examples).



### Lead pipes

Many older properties still have lead pipework inside or underground which means that water that passes through those pipes can pick up small amounts of lead. Lead can build up in the body and be harmful, especially to pregnant people and children under 10.

If you're worried about lead pipes at your home, we offer a free lead test as well as advice. Just call our Lead Advice Line **0345 070 3445** or head to [anglianwater.co.uk/leadfacts](http://anglianwater.co.uk/leadfacts) on our website.

If you have any lead supply pipes at your home, it's worth speaking to our New Connections team to find out if you might be entitled to free lead replacement. If you're on a low income, you may also be eligible for a grant from your local authority to replace your lead supply pipes.

If you're considering replacing a pipe which you share with your neighbours, we'd suggest you replace them with separate pipes. If you decide to do this, there'll be a charge as this counts as a new connection. You can read more in the section below.

### Shared supply pipes

If you share your water supply with one or more of your neighbours (see diagram on page 24), you may notice a really poor flow of water at your tap when your neighbours are also using water. If the pipe's in poor condition you can, with your neighbours, replace the existing pipework, but it's unlikely to improve things significantly. You could install extra water storage tanks in the loft and have taps and fittings fed from them instead as these may give you a better flow than what you'd get from taps fed directly from the water main during peak times. However, it's important to know that some modern heating appliances aren't designed to work below certain water pressure levels and this option might not give enough 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 you a significant improvement and will also mean you no longer have the complication of maintaining a shared supply.

Even if you don't choose to have your own separate supply installed, we may insist 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 tampered with
- You ask for a meter to be installed.

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

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

If you're considering replacing a lead supply pipe which you share with your neighbours, we'd suggest you replace it with separate pipes to serve each property. If you decide to replace your lead supply pipe we'll replace our part of the pipe for free as long as the following criteria are met:

- Our part of the pipe must be made of lead
- You've laid a new pipe from the property to the highway boundary
- The new service pipe is the same size as the existing water service pipe (where the existing pipe is 15mm we'll replace it with one that's 25mm)
- The property has an active billing account with us or a retailer
- The service replacement is like-for-like in terms of the number of properties it serves. If it's a shared supply, the existing lead communication pipe can be replaced.

### Access to pipework

We have a legal right to lay new or maintain existing pipework in your land. We'll always observe a detailed Code of Practice for any work like this. A copy of the full Code of Practice for Pipelaying is available by calling our Customer Services team on **03457 145 145**.

[See the section on 'pipelaying' for a summary.](#)

### Electrical earthing – safety first

The safe earthing of electrical appliances in your home is your responsibility. Your water supply pipe shouldn't 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, it's important you know that increasing the use of plastic water pipes in our network reduces the effectiveness of using your own metal water pipe as an earth. You should consult your electricity supplier or an approved electrician for advice on electrical earthing.

### 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, the 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 these regulations and/ or to take quality samples. In an emergency, we can make entry without notice, but in all other cases, we'd always give reasonable notice in advance.



## New connections and water mains

It's our legal duty to connect new premises to our water mains if we're asked. You'll 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** at [inflow.anglianwater.co.uk](http://inflow.anglianwater.co.uk)

You can find guidance on our five step process on our website at [anglianwater.co.uk/developing/water-services/five-steps/](http://anglianwater.co.uk/developing/water-services/five-steps/)

When we receive your application, we'll call you within 28 days to discuss your requirements and complete your survey. The survey will provide guidance on what you'll 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;
  - What the pipe size and material should be
  - Any traffic management or additional permits needed
- 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.

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'll normally make a connection to the water main within 28 days wherever we're required to lay part of the service pipe. Where we aren't required to lay any part of the service pipe (for example, if you lay your own), we'll 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 laid to our guidelines and payment made. If a new water main is required, we'll provide this within three months (or a longer period where agreed) of an undertaking to pay our charges.

### **Self-lay**

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

To 'self-lay', there needs to be an agreement 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'll connect the new mains to our network and take responsibility for them. We'll make an asset payment for any 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.

## Keeping up with demand

We're constantly making sure that our water network can fully meet the demands of our region – one of the UK's fastest developing areas.

We do this by maintaining and, where necessary, replacing the 38,000 kilometres of water mains across our region to prevent bursts and leaks. We prioritise where we invest our bill payers' money so we're delivering the best value for the environment and for you as a customer.

We also assess the impact of proposed new housing developments on both our distribution system and the availability of water resources in those areas. This means the level of service we provide you won't be adversely affected by climate change and population growth and we'll be able to provide you with enough water for normal domestic use: drinking, cooking, washing and bathing, central heating and flushing toilets. We aim to provide enough water to also 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. That means that prolonged periods of dry weather can put a strain on the water resources we have available. Dry weather is an especially big problem in winter as this is when we'd typically expect lots of rain to replenish the environment ready for periods of higher demand on water.

When there isn't enough water resource in the environment after long periods of dry weather, we may need to impose temporary use restrictions to reduce demand for water. These restrictions are usually related to not using hosepipes as these use a lot of water in a short space of time. In extreme circumstances, following an extended period of drought conditions, we may have to impose other kinds of use bans on some of our customers. This is only ever done when we need to make sure there's enough water resource to meet the essential domestic needs of all of our customers.

To reduce the chances of us ever needing to impose these kind of restrictions, we've got a detailed Water Resources Management Plan. This includes how we'll develop new resources, increase the resilience of our network and our ability to move water around the region, drive down leakage, and how we'll encourage all of our customers to be more efficient with their water use.

### **To achieve this and secure the long-term future of water supplies for our region, we will:**

- Continue to raise public awareness about why we all need to be more water efficient
- 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 so that by 2025 severe use restrictions would only ever be needed in a drought of greater than a 1 in 200-year severity.

### **In the longer term, we'll:**

- Re-evaluate the anticipated increase in demand because of 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.

## Sewerage services

Our public sewer network takes used water from your drains and rainwater from roofs and driveways to your local *Water Recycling Centre*, where it's treated and cleaned before being safely returned to the environment.

### Keeping up the pressure

When we treat used water, it has to meet a certain standard before being returned to the environment. *The Environment Agency* is responsible for setting these standards and checking that we meet them. Their sampling results go into a [public register](#).

One of the by-products of the water recycling process are *biosolids*. Virtually all of the *biosolids* we produce are used in agriculture. That's because they're a valuable soil conditioner due to their high nutrient content. There are strict rules that govern how *biosolids* are used and managed.

We operate all of our wastewater assets and equipment in accordance with good practice. We always try and reduce odours as much as possible, but because of the nature of what we do we're unable to eliminate smells altogether. If odour from one of our sites is causing you a problem, please call us on **03457 145 145**.

### Sewers

There are three main types of sewer:

- **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's been used for cooking and washing to Water Recycling Centres. They may also carry trade effluent waste from businesses like factories.
- **Combined sewers** carry both rainwater and used water to Water Recycling Centres.

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



## Sewers that we have responsibility for

In most cases we're responsible for the large sewers running under roads and pavements and the drains above them.

After a change in the law in 2011, to remove the burden of responsibility for homeowners of pipes located in land they didn't own or which served neighbouring properties, we became responsible for an additional 30,000km of sewer pipes. That's why we now look after both the sewer main as well as the sewer pipes you share with your neighbours, and the pipes outside your property boundary connected to our existing network.

It's your responsibility to look after the pipes within your property boundary. You can see a simple guide explaining what this means for your property [on our website](#).

The same change in law also meant some pumping stations that were privately owned also became our responsibility from 1 October 2016. If you're served by a pumping station and don't think you've been contacted about the transfer of ownership, please call us on **03457 145 145**.

It's important to know that the change in law didn't apply to properties which discharge their waste to a private treatment plant or septic tank. In these cases the upstream pipes remain privately owned.

### Our right of access to maintain pipework

Most of our sewers are under roads or public open spaces but we also have pipework which runs through gardens or private land. Regardless of where our sewer pipes are, we've always got a right of access to maintain them.

Where we need to maintain, repair or lay new pipework that sits within your private land or property, we'll always observe the *Code of Practice for Pipelaying*. This sets out the landowner's rights and protects your interests. You can find a copy of the Code [on our website](#) or call us on **03457 145 145** and we'll post you a copy.

### Extensions or development work at your home

If you're planning to develop or extend your property, your council's *Building Control Authority* will advise if any sewers are affected by the work when you submit your planning application. You can read more about how to protect our assets and pipework on the [Development Services section](#) of our website. We recommend you undertake a site survey before starting any work, and dig trial holes to make sure you don't damage any pipework.

### Maps of our sewers

We've got maps showing our public sewer network. You can see these maps:

- In person by visiting our reception at Anglian Water Services, Henderson House, 4 Lancaster Way, Huntingdon, PE29 7DU in normal working hours.
- In person at your local Council Building Control Office using our web-based mapping tool Digdat.

It's likely that pipes shared with neighbouring properties that were connected before 1 July 2011 are now public and our responsibility, but they may not show on public sewer records.

### Flooding from sewers

Our sewers are part of a larger drainage system that includes highway drains, ditches and watercourses which are the responsibility of other agencies.

Significant flooding risk comes from heavy rainstorms when surface water gets into the sewers. We aim to provide adequate capacity in our sewers to protect your homes and the environment from the impact of sewer flooding, but extreme weather events (such as overflowing rivers, or heavy rain causing excess surface water to get into the sewer) can cause flooding to some properties which we can't prevent.

Sewer flooding can also occur for other reasons (e.g. blockages). We do regular routine maintenance to keep the pipes – and wastewater – flowing freely. If there's a blockage in our sewer or a breakdown at one of our pumping stations which disrupts the sewerage service or threatens to flood houses, we'll always treat these as high priority.

Most blockages are caused by unflushable items like wipes and nappies being put into toilets. While we can usually sort out these kinds of blockages when we visit, some are more complex and need further investigation and work to resolve. Where this is the case we'll provide a dedicated person to support you and keep you up to date with the latest information. You can find lots more information on [our website](#) about the work we do and how you can help us keep our sewers running freely and preventing flooding.

Sewer flooding can sometimes pose a pollution risk to nearby rivers and watercourses. To protect the environment, it's vital we resolve the problem as quickly as possible. If you see a potential problem, contact us anytime on **03457 145 145**.

### Sewer flooding inside or outside your home

You can read more about what happens if you experience sewer flooding inside or outside your home in the Emergencies section of this document including when we'll come out and what we'll do. In the *Guaranteed standards of service* section you can read more about the compensation we may pay you in the event of flooding from our sewers.



## Sewer mains and new connections

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

You'll need to give us the details of the drain or sewer you want to connect and how you want it to be connected. We'll then assess your request based on the details you give us. If we approve it, it's then your responsibility to employ a contractor to complete the connection on your behalf. Read more about the requirements for your sewerage contractor [here](#).

If the connection can't be made in the way it's been proposed, we'll advise you within 21 days. We can refuse permission if we think that the connection wouldn't be suitable for our sewer network. For example, we'll never agree to having a *foul drain* connected to a *surface water sewer*.

**You can apply for a new sewer connection through our online customer portal, *InFlow* [inflow.anglianwater.co.uk](http://inflow.anglianwater.co.uk)**

Our dedicated Development Services team are always on hand to support you while your sewer connection progresses. You can call them on **03456 066 087** or take a look [online](#) for more information.

### New sewers

If there's no suitable existing sewer to connect your property to, you can ask us to provide one. If it's practical for us to do, and you make the necessary payment up front, we'll provide a sewer within six months (although we can also agree a longer period).

When a property's being connected to a public sewer for the first time, we'll make sure the service it receives is up to standard. This involves more than just physically making the connection. If we fail to meet our deadline to connect you without good reason, and you sustain loss or damage as a result, you may make a claim against us.

We have an additional duty to provide a public sewer for domestic purposes to properties which aren't already connected to the public sewer and that meet the following criteria:

- Its existing drainage is causing (or is likely to cause) environmental or amenity problems; and
- Taking into account all material considerations, providing a public sewer is the most appropriate solution.

**To apply to have a new public sewer, or find out more, contact our Planning and Capacity Team on [planningliaison@anglianwater.co.uk](mailto:planningliaison@anglianwater.co.uk)**

We'll 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)*, before letting you know the outcome in writing.

### Infrastructure charges

Infrastructure charges are separate from, and in addition to, connection charges. The charge covers the cost of enhancing the local sewer network to provide newly connected properties with *sewerage services*.

Even if additional infrastructure isn't needed straight away, each new connection increases the load on our existing infrastructure, meaning renewal or extensions will be needed sooner than they might have before.

### Charges for surface water drainage

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

If you believe there isn't a 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 [here](#).



# Making the most of your water meter

Meters are clever bits of kit we use to make sure you're billed correctly. If it's a smart meter we can also use it to spot leaks.

You can use a meter to:

- Monitor your water consumption. By regularly keeping an eye on your consumption, you can see if you're using water wisely and spot ways to save money. If you have a smart meter, you can see hourly usage by using our app or by logging into MyAccount.
- 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. If you have a smart meter and we spot any unusual water use that could indicate a leak, we'll write to you to let you know.

## Getting a meter for the first time

If your home doesn't already have a meter, you can choose to have one installed free of charge.

Just visit [anglianwater.co.uk/metering](https://anglianwater.co.uk/metering) or call **0345 850 5852** to find out how.

If you're in one of our covered areas, we could even supply you with a *smart meter* giving you more visibility and access to see your water usage. They also mean we don't have to come out and read your meter, saving time, carbon and money. Our aim is to have as many smart meters as possible across our region, so we can better understand water use across the year and plan for water demand in specific towns and areas.

If you ask us to fit a meter, we'll carry out a survey and fit it within 50 working days from receiving your request. If it takes longer and it's our delay, you'll only be billed the metered standing charge element of your bill until the water meter's been fitted.

### What happens if you change your mind?

If you find you're not better off after moving to measured charges, you might be able to switch back to *unmeasured rates* in the first two years after having a meter fitted. However, between now and April 2030 we're moving all customers with a meter over to measured charges. Once our programme reaches your area and you have a meter fitted, you'll move over to metered charges even if it's been fitted for less than two years or you've chosen to switch back to unmeasured rates previously. Find out more at [anglianwater.co.uk/switching](https://anglianwater.co.uk/switching)

Once a meter's installed it'll remain in place. Any future occupier will then be charged using the meter.

### Assessed measured charge

Where it's not practical to fit a meter, you're entitled to be charged on an assessed basis known as the assessed measured charge. This is offered when you've requested a meter but it's not practical to fit one at a reasonable cost (for example, when it involves more than two hours of plumbing alteration work). The charge is based on the appropriate tariff for the premises. This is then multiplied by our assessment of the likely water consumption at the premises, after we've taken account of occupancy and any other relevant circumstances.

### Meter location

While it's possible for us to install meters inside homes, we normally put them at the boundary of the property it serves, so it's easier for us to take readings from it (if it's not a smart model) and maintain it.

When we're installing a meter for the first time, we'll ideally fit it at the boundary of the property. If that's not possible, we'll fit it somewhere we can access easily. This could be inside or outside your home.

If you're worried about the meter location (maybe because of accessibility issues), we can discuss it when we visit to do our survey to find a suitable spot. You can always ask that your meter's installed somewhere different from where we propose, but there may be a charge to do this.

Wherever the meter goes, the location must meet the requirements of the Water (Meters) Regulations 1988.



### Compulsory metering

While some customers can choose to have a water meter fitted, for some customers there's no option and they have to have a meter. That could be for a number of reasons including that they live in area classed as 'seriously water-stressed' where there's a severe chance of future water shortages. Under the powers we have under the Water Industry Act 1991, we have the right to meter all properties in water-stressed areas.

Water meters must also be fitted:

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

Where we become aware of properties who don't have a meter, but fall into one of the categories above, we'll arrange for one to be fitted under the powers we have under the Water Industry Act 1991.

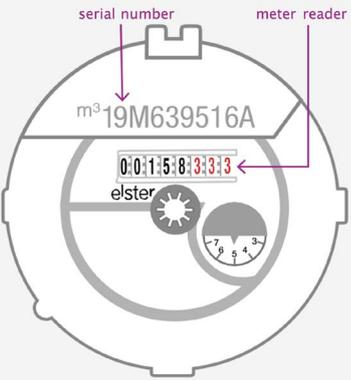
## Reading your meter

If you don't have a smart meter model that automatically sends us readings, there may be times you want to check your meter reading yourself. How to read your meter will depend on what kind of meter you have.

To find out which type you have, first open the meter chamber by prising the lid off (you might need

something like a flat screwdriver to help you). To get to the meter, you might have to remove the polystyrene frost cover (if there is one) plus any water that's collected in the chamber – a small sponge should do the trick.

You'll then be able to see the meter, which will be one of the three types that we use.

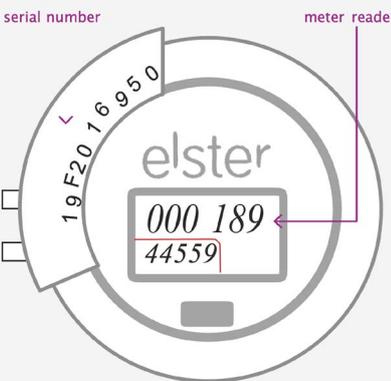


**Standard meter**

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 10 litres.

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

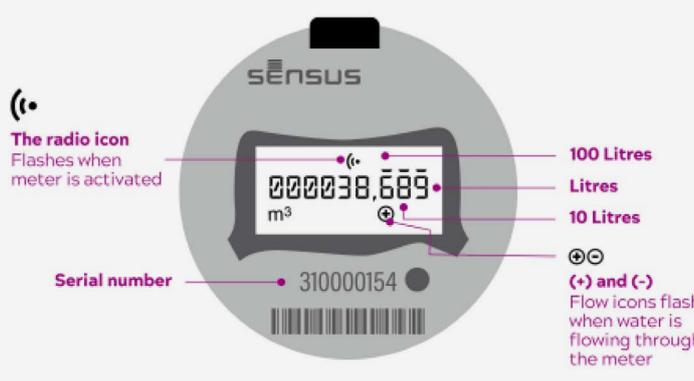
**158 cubic meters**                      **333 litres**



**Digital Elster 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.

|   |   |   |   |   |                      |                         |
|---|---|---|---|---|----------------------|-------------------------|
| 0 | 0 | 0 | 1 | 8 | 9                    | <b>158 cubic meters</b> |
| 4 | 4 | 5 | 5 | 9 | <b>445.59 litres</b> |                         |



**Digital Sensus meter**

For newer Sensus meters, the numbers on the left show cubic meters used and the last three digits on the right hand side (after the comma) show the number of litres used.

|   |   |   |                   |   |   |                        |
|---|---|---|-------------------|---|---|------------------------|
| 0 | 0 | 0 | 0                 | 3 | 8 | <b>38 cubic meters</b> |
| 6 | 8 | 9 | <b>689 litres</b> |   |   |                        |



Always make sure you always replace the *meter chamber* cover properly to avoid it causing any trips or falls. If you spot a problem with a faulty cover, give us a call on **03457 145 145** or report it online [here](#) and we'll come out and replace it.

### **Meter accuracy**

If you believe your meter isn't recording your accurate usage, you can ask us to test it. The test will be carried out using our own test equipment to see if the meter complies with the Measuring Equipment (Cold Water Meters) Regulations 1988. You'll then be sent a copy of the results.

- If the meter's found to be working properly, we'll charge you, up to a maximum of £70, for the test
- If the meter isn't working correctly, there'll be no charge for the test and we'll also replace your meter. If you've been over or undercharged as a result of a faulty meter, we'll adjust your bill. We'll normally assume your meter's been incorrect since the last but one meter reading we've taken.

### **Tampering with a meter**

It's important for you know that it's a criminal offence to interfere with the operation of a water meter which has been installed for charging purposes.

## Paying for your services via a meter

The basic principle we use is that 90% of clean water that comes into your home through your water meter will then be returned to the sewer as dirty water. The other 10% covers off activities like watering your garden or washing your car.

If you can show that less than 90% of your clean water returns to the sewer, you can contact us to discuss whether you could pay less for your *sewerage services*.

In certain areas of our region, some customers will get their water supply from us but their sewerage services from another water company. The way those companies charge customers could be different. You can check who your sewerage supplier is [here](#).

### How much water you might use

| Number in household | Above average usage (m <sup>3</sup> ) | Average usage (m <sup>3</sup> ) | Below average usage (m <sup>3</sup> ) |
|---------------------|---------------------------------------|---------------------------------|---------------------------------------|
| 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 above 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 usage. To get a more accurate idea of your usage, you can use our online [Usage Calculator](#) (or scan the QR code) to see your estimated daily water consumption and see ways to help you save water, and money. You can also visit [ccwater.org.uk](http://ccwater.org.uk) and use their online calculator to see how much your metered bills might be.



### Estimated bills

If you have a traditional *visual read meter* (i.e. not a smart model that automatically sends us readings), we'll always do our best to come and take a reading at least once each year so your bill is based on exactly what you've used. Where we've not been able to read your meter, we'll send you an estimated bill instead. If you receive an estimated bill and you'd like to provide us with an accurate reading, you can give us one by calling us on **03457 919 155** or online at [MyAccount](#). Once we have that, we'll send you a revised bill.

Not sure how to read your water meter? Just follow our simple [step by step guide](#).

If you have a smart meter, we won't need to estimate your bill because your smart meter passes us all the information we need.

If you don't have a meter, we won't need to estimate your bill because you'll be paying a fixed rate.

### Moving home?

If you're moving home, just give us at least five working days' notice by phone or 10 working days' notice. We'll then take a final meter reading and create your final bill. Alternatively, you can submit your own reading online via [MyAccount](#). If you're on a *smart meter*, we'll use the last reading we have before you move out.



## Saving water and money with a meter

It's easy to reduce water use in your home and garden. Just use the following tips to save water:

### 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 off the tap when brushing your teeth, you'll save more than 2 full buckets of water a day
- Using a water displacement device in your toilet cistern, you'll 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
- Try washing your fruit and vegetables in a bowl of fresh water – a running tap uses 15 litres every minute.

### 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'll also provide habitats for wildlife to flourish. Just scan the QR code to 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.

# Pipelaying

We have a right to access any of our pipework or equipment at any time, even if they're on or in private land (under Section 182 of the 1991 Water Industry Act). But it's important to know that we have to operate under a *Code of Practice for Pipelaying* when we're carrying out any kind of work on private land to make sure we do everything as we should.

## Notice of work

We'll 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 Code of Conduct for Pipelaying and we'll keep them informed of any significant changes to our programme of work.

## 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 start work.

Once we're done, we'll restore the area to its original condition, unless otherwise agreed, taking into account any compensation payments we've made. This applies to the land itself and to hedges, fencing, banks, walls, roads and paths.

After everything's back to how it was, we'll also provide, in writing, information on the exact position of the pipe, and the areas we'll need future access to for maintenance and inspection.

## Working season

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

## Supervision and responsibility

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

## Water supplies and other services

Water supplies and other services won't be interrupted or reduced.

## Agents

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

Where our work involves laying pipes, we'd accept that you should appoint an agent and we'll 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 wouldn't usually pay legal fees unless we ask you for a formal easement document that requires additional work.

## Complaints

Our regulator, *Ofwat*, has a duty to investigate any complaints made about how we've carried out pipelaying work. If *Ofwat* decide we've failed to consult, or exercise our powers in an unreasonable manner which causes loss, damage or inconvenience, they have the power to make monetary awards. Awards are limited to £5,000 for the failure to consult and £5,000 for the unreasonable manner in which we have exercised our power. They can't investigate disputes about the amount of compensation awarded.

Complaints should normally be made within 12 months of the event and should be made to *Ofwat* by post or phone:

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

Telephone: **0121 644 7500**

The Code of Practice doesn't prejudice other rights or powers available to us or those of owners or occupiers of land. We'll comply with the Code whenever it's reasonable or practicable to do so.

## Further information

A copy of our full Pipelaying Code of Practice is available on request. For a copy please call us or take a look at our [website](#).



# What to do if you're unhappy with our service

We hope you never have to complain, but we know we don't always get everything right. If we've fallen short of your expectations by not doing something you think we should have, here's what to do:

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## Stage 1

The easiest way to resolve a complaint is to call us and speak to one of our friendly team. If we can't resolve it there and then, or need to do some further investigation, we'll aim to come back to you within 5 working days of your call. It can take longer sometimes, but we'll always let you know if that's going to be the case.

If you want to call us, the right people to speak to will depend on the issue you're having.

- Water charges or bills: **0345 266 5841** (Monday to Friday 8am to 8pm, Saturday 8am to 4pm)
- Water or wastewater services: **03457 145 145** (24 hours a day)

If you use a textphone because you have hearing or speech difficulties, please dial **18001** before dialling.

You can also contact us about anything via Whatsapp:

- Just scan the QR code or use the number **01522 341 343** to start a chat with us.



## Stage 2

If you're not happy with our response after following the steps in Stage 1, just get in touch. We'll then escalate your complaint to someone who's not been involved so far so they can do a brand new review into your issue and look into getting it sorted for you.

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## Stage 3

If you feel your issue's not been resolved after following Stages 1 and 2, or we're not able to resolve your complaint within 8 weeks, you can then refer the issue to the *Consumer Council for Water (CCW)*. You can read more about who they are and what they do [here](#).

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## Stage 4

If you're still dissatisfied after Stage 3, and we've not been able to reach a resolution at any of the earlier stages, CCW can then manage mediation and a final decision of the dispute. They'll do this along with independent support from the Dispute Resolution Ombudsman who help both sides reach a fair and reasonable outcome.

# The role of the Consumer Council for Water (CCW)

The CCW are the independent voice for anyone who uses water in England and Wales. They help people resolve complaints against their water company or retailer, while providing free advice and support. They work and communicate with a number of organisations, including the water services regulator *Ofwat*, Defra and Welsh Government.

Their role is to support the interests of consumers and influence water companies, governments and regulators, as well as to:

- handle customer complaints about companies;
- provide advice and conduct research; and
- work with water companies on their charges and social tariffs.

We will actively consult with CCW in matters relating to customer service, particularly where we plan on:

- making any significant changes to this document
- making changes to our complaint procedures
- making changes to the information we send to our customers
- making changes to what customers should expect from us.

More information on who CCW are and what they do can be found on their website [ccwater.org.uk](http://ccwater.org.uk)

CCW can be contacted at:

The Consumer Council for Water  
23 Stephenson Street  
Birmingham  
B2 4BH

Or telephone: **0300 034 2222**



# Other useful links

The way we work and how we carry out certain processes are all supported by lots of different policies and procedures. You can read more below about how some of these form part of our wider customer strategies.

- Anglian Water's Vulnerability strategy
  - [Vulnerability guidance](#)
  - [Service for all Ofwats final vulnerability guidance for water companies supporting customers who need extra help](#)
- Our Debt strategy
  - [Ofwat Paying Fair guidelines](#)
- What to do if you're unhappy with our service
  - [Our complaints leaflet](#)
  - [Improving the complaints process CCW and Ofwat Improving complaint processes 2021](#)
  - [Putting things right: Household complaint practices in the England and Wales water industry](#)

# How we look after your personal information

We use the information we have about you to manage your account and provide you with the services you pay for. We collect information about you when you register with us, and keep it for as long as you're our customer.

## What information do we collect from you or about you?

We collect information like your name, address and your meter readings. Occasionally, and when it's relevant, we might also collect and use what's called 'special category' data (e.g. information about your health if you're on our Priority Services Register). If any of your details change, please let us know as soon as you can by calling us on **03457 145 145**.

When you first start an account with us, we'll use publicly available information about you, as well as check your identity using one or more of the three main *credit reference agencies* - Experian, Transunion and Equifax. When they do their checks, those companies give us information about you which leaves a 'footprint' on your credit reference file. This confirms that a check has taken place and lets both you and other companies you may deal with in the future know that your file's been looked at. You can read more about what this means [here](#) on the Citizens Advice website. You can also read more about which agencies we use and how you can request a copy of your credit reference file below.

## Why do we collect this information?

We can't use (or 'process') your personal information unless we have the legal right to - these are called our 'legitimate interests' and include:

- providing you with services
- sending you updates about problems impacting your services
- sharing data with our regulators
- making improvements to our service
- gathering customer feedback
- making sure we make appropriate decisions about payment methods (responsible lending)
- recovering money that is owed to us for the services that we supply
- preventing fraud and crime, and managing our business.

To use your data for the activities listed above we don't need your consent, a contract, or any other lawful ground. For some services like our Extra Care Support, we'll ask if it's OK before we collect and use your information.

Sometimes we use personal information because it's in the public interest or we're doing something we have the power to do under the law (this is called 'exercising official authority'). For example, when we collect and use information to provide services to customers on our *Priority Services Register*.

### Who do we share your personal information with?

We may share your personal information with other organisations for a number of different reasons. This can include: suppliers who provide us with services; partner organisations and contractors for the purpose of providing you with services; other water and sewerage companies and billing agents; *credit reference agencies*; debt collection agencies; public data agencies, regulators, local authorities; law enforcement and government bodies; landlords and help organisations.

We continually share your personal information with *credit reference agencies*, including information about payments you've made and debts not paid on time. These *credit reference agencies* will in turn share your information with other organisations. Any data held about you by a credit reference agency will also be linked to any data they hold about your spouse, or any joint applications or other financial associates that you have.

We use three agencies for our checks. To request a copy of the information they hold about you (your credit reference file) you can contact them each at:

#### TransUnion

One Park Lane  
Leeds  
LS3 1EP  
Tel: **0330 024 7574**  
Email: [consumer@transunion.co.uk](mailto:consumer@transunion.co.uk)

#### Experian

PO Box 9000  
Nottingham  
NG80 7WP  
Tel: **0344 481 0800**  
Email: [consumer.helpservice@uk.experian.com](mailto:consumer.helpservice@uk.experian.com)

#### Equifax

PO Box 100436  
Leicester  
LE3 4FS  
Tel: **0333 321 4043**  
Website: [equifax.co.uk](http://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'll keep your personal data for as long as we need to, as long as we're using it for the purposes we collected it for.

### What about automated decision making?

We use automated decision making to decide how we recover debts, based on a risk score provided by *credit reference agencies*. We also use risk scores to determine which payment terms might be most appropriate to your situation.

### How to get a copy of your personal information

You can ask for a copy of the information we hold about you at any time. You can tell us to change it if it's wrong or might be able to ask us to stop using some of it - or even to delete it.

This is just a quick overview of our privacy notice.

For the full picture visit [anglianwater.co.uk/privacy](http://anglianwater.co.uk/privacy)





**anglianwater**

**Anglian Water Services Limited**

Lancaster House  
Lancaster Way  
Ermine Business Park  
Huntingdon  
Cambridgeshire

PE29 6XU

[anglianwater.co.uk](http://anglianwater.co.uk)