



Want to know more about Hartlepool Water?  
Visit [www.hartlepoolwater.co.uk](http://www.hartlepoolwater.co.uk)



## Our charges and service explained

1 April 2011 – 31 March 2012



Hartlepool Water is a business name  
of Anglian Water Services Ltd

(A Company registered in England under no 2366656  
whose registered office is at Anglian House, Ambury Road,  
Huntingdon, Cambridgeshire, PE29 3NZ)

### **Hartlepool Water,**

3 Lancaster Road,  
Hartlepool  
TS24 8LW

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HW017/02/11



## Index

|   |     |
|---|-----|
| Where the money goes  | P3  |
| Love Every Drop   | P4  |
| How your bill is calculated                                     | P4  |
| For customers who don't have a water meter fitted               | P5  |
| For customers who have a water meter                            | P6  |
| Are you liable for surface water charges?                       | P7  |
| Garden sprinkler users  | P8  |
| Paying your bill  | P10 |
| Alternative water tariffs for vulnerable customers with a meter | P13 |
| Difficulty paying your bill                                     | P17 |
| What happens if you do not pay?                                 | P18 |
| Moving house?   | P20 |
| Plumbing repairs within the home                                | P21 |
| Beating bogus callers   | P25 |
| Careline  | P26 |
| Free meter option   | P27 |
| Your water meter  | P28 |
| Be waterwise  | P30 |
| Our promise to you  | P31 |
| Water quality and safety plan                                   | P34 |
| How to contact us   | P34 |
| If you have a problem   | P36 |
| Independent help  | P37 |
| Payzone points  | P39 |

## Where the money goes

Hartlepool Water is part of Anglian Water Services Ltd; the largest geographical water & sewerage Company in England & Wales. Being part of this larger group, customers are able to enjoy:

- Drinking water of exceptionally high quality.
- Very high service levels delivered locally.
- One of the lowest leakage levels in the UK.

### Investment for the future

As part of Anglian Water's preparation of the Company wide business plan for 2010-2015, we had regular contact with our key local stakeholders who recommended that our top priorities should be:

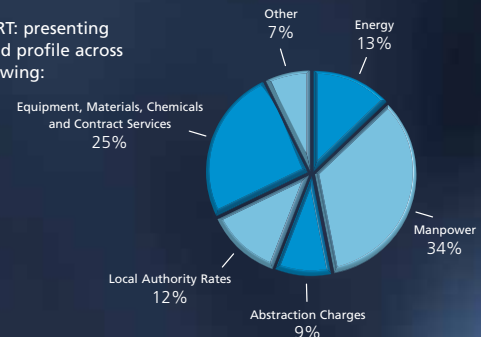
- To reduce the risk of interruptions to supply.
- To maintain high water quality standards.
- To reduce our impact on the environment.
- To accommodate growth.
- To respond to climate change.
- To keep customer bills low.

Following OFWAT's recent announcement of price limits for customer bills from 2010 to 2015, we will be investing around £6m until 2015 after meeting our challenging efficiency targets to achieve our stakeholders' priorities. This balances investment with the lowest price limits necessary to maintain and develop our services.

Of the 25 Water Companies in England and Wales, Hartlepool Water will be the third cheapest supplier of water services by 2015 which is good news for local customers.

In addition to our investments to improve services, we spend money day to day to maintain essential services. This includes pumping water from boreholes, treating the water at our treatment works and keeping the flow of water running by maintaining the miles of pipework from source to tap. The following chart shows the main areas where we spend money to ensure water is available 24 hours every day.

PIE CHART: presenting our spend profile across the following:



## Love Every Drop

Water is essential for life. It is central to living and the environment. As part of Anglian Water, we are campaigning for a future where water is at the heart of living and where we lead the way helping people to think as responsibly about water as they do about recycling. We have in our sights water efficiency and reducing the amount we use, stopping pollution, cutting carbon and eliminating waste.

As part of Anglian Water, we are committed to playing our part locally by supporting the following 10 goals:

- No accidents.
- No pollutions.
- No incidents.
- Being a leading employer.
- Getting it right first time.
- Frontier performer in our Industry.
- 100% of our customers very satisfied with our service.
- Halving the amount of carbon we use in building new assets such as new pipes by 2015 from a 2010 baseline.
- Effective management of the impact of growth and climate change in our region.
- Reduce our operational carbon emissions by 10% in real terms by 2015 from a 2010 baseline.



These goals are backed by over 100 commitments to help us deliver. An example is the level of investment we have made and promise to make in the future to make our operations world class.

Our campaign is called Love Every Drop and by doing so, we'll progress to our goals. There's more information on the website [www.hartlepoolwater.co.uk/loveeverydrop](http://www.hartlepoolwater.co.uk/loveeverydrop).

## How your bill is calculated

Our prices change each year on 1 April and remain the same until 31 March in the following year. For full details of all our charges, please visit our website at [www.hartlepoolwater.co.uk](http://www.hartlepoolwater.co.uk) or call **01429 858030** and ask for a copy of our Charges Scheme 2011/12.

### Your bill has two parts ...

1. A charge for the water services. This is to cover the costs of treating and supplying you with clean drinking water.

2. A charge for sewerage services. This is to cover the removal, treatment and disposal of foul (used) water and surface water (rainwater) from your property and includes a charge for highway drainage. Northumbrian Water Ltd (NWL) provides these services but we collect the charges on their behalf.

## For customers who don't have a water meter:

### Your charge for water services is made up of:

- A fixed charge known as a standing charge.

### Your charge for sewerage services is made up of:

- A fixed charge known as a standing charge.
- A charge for each pound of the Rateable Value (RV) where your property has a RV, which was assessed by the District Valuer and frozen on 31 March 1990; or
- A notional RV and fixed charge is applied to properties built after March 1990.

Commercial properties built or substantially altered after 31/03/1990 have no rateable value and we calculate the variable element of your sewerage bill using the Uniform Business Rate (UBR) of the property. A variable charge of 5.25p for sewerage per £UBR is applied.

For domestic and commercial properties built after 31/03/1990, which do not have either a rateable value or UBR, the variable charge for sewerage services is based upon a notional RV of £180.

The table below shows the elements used to calculate your bill.

### standing charge    charge per £ of RV

|  |         |        |
|--|---------|--------|
| water supply                                 | £136.42 |        |
| sewerage (foul and surface water connection) | £113.40 | 55.41p |

On average, our water charges for domestic customers will increase by 4.9% including effects of inflation from April 2011. However, the change in your own bill will depend on the services you receive (water and/or sewerage), the RV of your property, your water consumption if you have a water meter and your surface area charge if you are a commercial customer. NWL has their own range of tariffs for the services they provide. Details of their charge increases can be found at [www.nwl.co.uk](http://www.nwl.co.uk) or by telephoning **0845 733 5566**.

## For customers who have a water meter:

Your charge for water services is made up of:

### For Domestic customers:

- A charge of 102.6p per cubic metre based upon volume of water used.
- A standing charge of £28.00 pa, payable whether the services are used or not.

### For Commercial customers:

- A charge of 66.79p per cubic metre based upon volume of water used.
- A standing charge of £46.00 pa, payable whether the services are used or not.

Your charge for sewerage services is made up of:

- A foul (used) water element. This is for disposal of water from toilets, baths, sinks and kitchen appliances such as washing machines and dishwashers in your property.
- A surface water and highway drainage charge. This is for disposal of rain or melted snow that drains from roofs or other hard surfaces such as driveways or other hardstandings on your property. It also includes a contribution towards the drainage of roads and pavements.

### For foul (used) water

#### All customers:

A charge of 97.42p per cubic metre based upon the meter reading for water.

For surface water and highway drainage charge.

Both of these charges are combined within a fixed charge and are calculated as follows:

#### Domestic Customers:

A fixed charge of £77.00.

#### Commercial customers:

From April 2008, Northumbrian Water moved away from charging commercial customers based upon the rateable value of the property. All customers are billed a fixed charge depending upon the allocated surface area charging band of the property. The charges for each band are summarised in the table on the next page:

### Surface Water Charging Bands 2011/12

| Band    | Site Area #             | Annual Charge |
|---------|-------------------------|---------------|
| band 1  | <=350m <sup>2</sup>     | £109.30       |
| band 2  | <=750m <sup>2</sup>     | £339.20       |
| band 3  | <=1,500m <sup>2</sup>   | £700.90       |
| band 4  | <=2,500m <sup>2</sup>   | £1248.00      |
| band 5  | <=5,000m <sup>2</sup>   | £2334.00      |
| band 6  | <= 7,500m <sup>2</sup>  | £3879.00      |
| band 7  | <=10,000m <sup>2</sup>  | £5424.00      |
| band 8  | <=15,000m <sup>2</sup>  | £7728.00      |
| band 9  | <=25,000m <sup>2</sup>  | £12300.00     |
| band 10 | <=50,000m <sup>2</sup>  | £22812.00     |
| band 11 | <=75,000m <sup>2</sup>  | £37401.00     |
| band 12 | <=100,000m <sup>2</sup> | £51510.00     |
| band 13 | <=125,000m <sup>2</sup> | £65124.00     |
| band 14 | <=150,000m <sup>2</sup> | £77829.00     |
| band 15 | >150,000m <sup>2</sup>  | £96462.00     |

<= is less than or equal to. > is greater than

The surface area that has been allocated to your site will be shown on your bill as 'SWD band'.

Surface area charges apply to premises with a connection to the public sewer for either foul, surface water and highway drainage of foul water and highway drainage only.

From April 2011, some not-for-profit community organisations (such as places of public worship, community associations and amateur sports clubs) that are supplied by a water meter, may make an application for the surface area charging band of their property to be capped at Band 1 for the charge year 2011/12. For full details on eligibility and how to apply please visit Northumbrian Water's website [www.nwl.co.uk](http://www.nwl.co.uk) or call **0845 733 5566**.

## Are you liable for surface water drainage charges?

In most cases, surface water drains into public sewers but in some areas, ground conditions have enabled the use of soak-aways or drainage into a local watercourse as an alternative.

If you are a domestic customer on either unmetered or metered charges and you can demonstrate that none of the surface water from your property drains into the public sewerage system, either directly or indirectly, you could reduce the sewerage standing charge on your bill by £42.40 in 2011/12.

If you are a commercial customer, your charge for surface water drainage is based upon the area charge method (SWD Band). You may also be eligible to claim a reduction in chargeable area in relation to any area of the site that does not drain to the public sewer.

If you believe that you are eligible to apply for an allowance on your surface water drainage charge or as a commercial customer, you would like to appeal against the surface water charging band that has been allocated to your property, please contact us on **01429 858 030** for more details and an application form.

## Garden sprinklers, power showers, swimming pools or large capacity baths

Hartlepool Water has a policy to install water meters on the supply to properties of customers who wish to

- Water their gardens with a sprinkler.
- Install and use a power shower.
- Install a swimming pool in excess of 10,000 litres.
- Install a bath with a capacity of 230 litres or more.

Hartlepool Water promotes the efficient use of water to help us balance the need to develop new resources to meet demand from customers. All of these fittings and facilities use significantly more water than average so places more demand on our resources. For example, a garden sprinkler will use the same amount of water in one hour as a typical family uses for their needs in 2 days.

We will fit a meter free of charge at properties where customers choose to install these fitting or facilities and may also install meters on properties where these already exist. Customers will be billed on the standard measured household tariff following installation. For more details please write to us or call on **01429 858 050**.



## Paying your bill

We want to make it as easy and as convenient as possible for you to pay, which is why we have a range of payment methods to match different needs. We hope one of them will suit you.

### By Direct Debit

Direct Debit, is...

- Budgeting made easy and instalment planning at its simplest.
- Simple to operate. We will arrange for your payment to be collected from your bank/building society account.
- Efficient, safe, secure and reliable – no worries about forgetting to pay on time.
- Easy to set up, simply call us on **01429 858 030** for an application form.
- This method of payment is covered by the Direct Debit Guarantee.

### By Online Service

Online services are...

- Easy and convenient available 24/7 via our website at **www.hartlepoolwater.co.uk**.
- Simple to operate and to manage your account.
- Efficient and secure operated via a leading payment provider.
- All you need is your account number and your credit or debit card details to make a payment.

### By Standing Order

You can instruct your bank to pay us and the details you require are:

- Barclays Bank.
- Sort Code 204363.
- Account No. 90964247.

### At any Payzone outlet

You can pay by cash (or debit card at the discretion of the storekeeper) using your payment card at...

- Around 30 Payzone outlets in shops and convenience stores across the Hartlepool area.
- Payments can be made free of charge. A full list of outlets is available at the end of this leaflet.

### At banks or at the Post Office

You can pay by cash or cheque...

- At most banks using the payment slip on your bill. Payments can be made free at your own bank or branches of Barclays Bank within our area, but some other banks may charge for this service.
- At the Post Office. There will be a charge for this service.

### At our cash office

You can also pay all or part, of your bill at our offices in Lancaster Road between the hours of 9.00am and 4.00pm, Monday to Friday excluding Bank Holidays. There is ample free car parking available on our site and the No. 4 bus service operates locally.

### By post

- Please complete the payment slip on your bill or in your payment book and send it with your payment to **Hartlepool Water, 3 Lancaster Road, Hartlepool TS24 8LW**.
- Make cheques and postal orders payable to 'Hartlepool Water'.
- Write your customer number (shown on the front of your bill) on the back of the cheque or postal order.
- Please do not send post-dated cheques as they will be processed upon receipt and you may incur bank charges as a result.
- Please do not send cash.

Please note: Receipts will not be issued for cheque payments unless requested.

### By instalments

Instalment plans can help you split your bill into smaller and more manageable amounts in either weekly, fortnightly or monthly payments. Please let us know which you prefer and we will send you a payment plan and agree with you the amount you will need to pay each time. You have the option to pay the instalments through any route detailed above.

If you wish to apply for an instalment plan, please call us on **01429 858 030**.

### By debit or credit card

You can pay your water bill by debit or credit card by either visiting our offices at **3 Lancaster Road, Hartlepool TS24 8LW** or calling us on **01429 858 030** to use our automated service. Our telephone service for taking card payments is automated and is available 24 hours a day, 7 days a week. Simply dial our customer contact number on **01429 858030** and select option 1. You will need your customer number to hand. This is printed in the top right hand corner of your bill. You only need the first 8 digits beginning with a zero ignoring the letters UC or MC when you call us.

This method offers a secure and convenient way of paying and is proving an increasingly popular method of payment with customers.

### By telephone or internet banking

If your bank offers this service, you can pay direct into the Hartlepool Water bank account quoting your customer reference number. Please allow 7 working days for processing. Our bank details are sort code **20-43-63**, account number **90964247**.



## Alternative water tariffs for vulnerable customers with a meter

The “WaterSure” scheme offers a tariff designed to protect metered customers with specific needs who use higher than average amounts of water due to particular circumstances. The tariff ensures that you pay no more than the average household bill and we will liaise with Northumbrian Water to ensure that your sewerage charges are also capped.

### WaterSure

The “WaterSure” scheme offers a tariff designed to protect metered customers with specific needs who use higher than average amounts of water due to particular circumstances. The tariff ensures that you pay no more than the average household bill and we will liaise with Northumbrian Water to ensure that your sewerage charges are also capped.

You can apply for the WaterSure tariff if you, or another person residing at the premises, are in receipt of one or more of the following benefits:

- 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.



### And are either

Entitled to receive child benefit for three or more dependent children aged 19 or under who live at the premises or if you, or anyone else living at the address, have been diagnosed as suffering from any medical conditions listed below requiring the use of significant additional water:

- Desquamation (flaky skin loss).
- Weeping skin disease (eczema, psoriasis or varicose ulceration).
- Incontinence.
- Abdominal stoma.
- Renal failure requiring dialysis at home.
- Crohn's disease.
- Ulcerative colitis.
- Any other medical condition which is certified by a doctor as involving the use of a significant volumes of water.

### Aquacare Plus

Aquacare Plus is an additional alternative to the tariff offered under the WaterSure scheme which might benefit certain metered customers. The tariff offers a higher standing charge but a lower charge per cubic metre. This will benefit customers who use more than 114 cubic metres of water a year and are in receipt of one of the following benefits:

- 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.



## SoLow

We also offer SoLow tariff for customers who use less water than the average household.

If you use less than 75 cubic metres of water a year, you may be better off on our SoLow tariff. With SoLow you pay no standing charge but more per cubic metre of water.

If you are either a WaterSure or Aquacare Plus customer, your sewerage charges are based upon a fixed annual charge.

To apply for the WaterSure, Aquacare Plus or the SoLow tariffs, please write to us or call on **01429 858 030** and we will send you the relevant application forms to complete. Any confidential information you are required to give us as part of your application to be placed on a special tariff will be stored and treated in the strictest confidence and your information will not be passed to any person other than those who deal directly with your application.

| Tariff option        | Standing charge | Charge per cubic metre |
|----------------------|-----------------|------------------------|
| <b>WaterSure</b>     |                 |                        |
| Water supply         | £128.00         | No charge              |
| <b>Aquacare Plus</b> |                 |                        |
| Water supply         | £61.00          | 58.60p                 |
| <b>SoLow</b>         |                 |                        |
| Water supply         | No charge       | 139.93p                |



## Difficulty paying your bill

We know it is not always easy for some of our customers to pay their water and sewerage bills, so please come to us for advice. We offer a local service where you can drop in without the need for an appointment during office hours.

Our office is open between **8.30am** and **5.00pm** for enquiries or for payments between **9.00am** and **4.00pm** Monday to Friday or you can either write to us at: **Hartlepool Water, 3 Lancaster Road, Hartlepool TS24 8LW** or call us on **01429 858 030**.

We also offer a dedicated Debt Hotline freephone\* service for customers in debt. Call us on 0800 051 8969 to agree payment terms to clear your debt.

The sooner you contact us the better. If you get in touch we may be able to help you by telling you how much to budget for, or by offering you a budget payment account. We know that it can be hard to pay bills. However, if you do not pay the money that is owed, we will have to take action to recover it.

Please tell us if you are receiving Income Support or receiving help from Social Services.

\* Calls from mobile phones may not be free; ensure you check with your mobile phone provider first.

### How can we help?

If you think that your bill is wrong, or you are not liable to pay it, please tell us straight away. We will try and resolve the matter but if we cannot agree with you, we will ultimately ask the Courts to decide.

Water services have to be paid for. We know that there are many demands upon household budgets and that finding money can be difficult. We cannot reduce the amount that you have to pay but we can help by giving you time to pay and by breaking up the bill into manageable instalments. Our team have been trained to give advice on the various options available and to help you to find an arrangement to suit you.

If you find it difficult to get the money to us, for example if you are disabled and cannot easily get out, we can help you to find a way to pay by an arrangement convenient to you. Please call us on **01429 858 030** for more details.

Above all, we can help by listening to you. If we know that you are trying to pay your bill, we will not need to take you to Court which would mean more expense for you as costs could be added to your bill.

### Who else can help?

For independent financial advice there are a number of agencies who maybe able to help such as:

- Citizens Advice Bureau.
- Hartlepool Credit Union.
- Consumer Advice Centre.
- Money Advice Centre.
- National Debt Line.
- West View Advice Resource Centre.

You can find contact details for these agencies and more in the phone book or at your local library. Details for some of these agencies are included on the inside cover of this leaflet.

If you receive Income Support, the Department of Work and Pensions (DWP) may be able to arrange for direct payment out of your Income Support to pay for your water services. The DWP are unlikely to give you money but may be able to help in other ways.

We will also take into consideration recommendations made by independent financial advisors.

### Trust Fund

The Anglian Water Trust Fund (AWTF) is an independent organisation. It provides financial assistance to customers who are suffering genuine hardship as a result of a backlog of unpaid water bills. Referral is through help organisations such as the Citizens Advice Bureau or you can log onto our website at [www.hartlepoolwater.co.uk](http://www.hartlepoolwater.co.uk) and click on the link to the AWTF for an application form.

## What happens if you do not pay?

If you do not pay your bill, do not contact us or do not keep to an arrangement with us to pay, we will take the following steps to recover the debt:

### Step 1

We will send you a Reminder giving you another 21 days to pay the money you owe. If you still do not pay, we will send you a Final Notice giving you another 10 days to pay.

**If you continue to ignore our requests, we will attempt to meet you at your home to consider your circumstances.**

### Step 2

If you still do not pay, contact us or reach an agreement to pay, eventually we will ask the County Court to order you to pay. This means that you will receive a summons and have legal costs added. If you do not pay or make contact with us, we may obtain a County Court Judgement against you which will involve further legal fees. We will request a judgement 21 days after issuing the summons.

If we have to take legal action for non-payment of charges, your credit rating may be affected. If you are in arrears under a previous Court Order, we can go straight to Step 3 below.

### Step 3

If you do not keep to what the Court orders you to pay, we will contact you again in an effort to avoid taking further Court action and adding further costs to your account. We will write to you to try to reach a payment agreement.

### Step 4

If you do not pay the instalments or make contact with us to agree how you will pay, we will take further action to recover the debt. This may result in your goods being removed and sold or other action being taken against you including attachment of earnings, an order being placed upon your property if you are a homeowner or other measures. If this happens, you will be charged further costs. You may also be unable to sell or remortgage your property without first clearing the debt.

### Paying at home

If you have difficulty paying your bill and it helps you to manage your budget, we can arrange for instalments to be collected from your home if we both agree that this is the best way for you to pay. There will be no extra charge for this service. If you would like more details, please give us a call to discuss your needs.

### Moving house?

If you are moving house, you need to give us notice of your move at least two working days before so that we are aware that the water supply is no longer needed.

We will update your account and ensure that you receive a final account for your current address. We normally turn the supply off at the stop tap outside the property on the day of the house move.

If someone is moving into your house on the same day or very soon after, to avoid the water supply being turned off, the new occupier will need to contact us to apply for a supply of water and to register their details with us. Please note that if you fail to register details and the supply is turned off and you request the supply to be turned back on outside normal working hours, a charge will be added to your account of no more than £50. If you have a meter, upon receiving notice of your move, we will take a final meter reading and turn off the supply. If someone is moving into your house on the day of the house move or soon after, the supply will remain connected only if the new occupier applies for a water supply.

If you do not give us notice of your move, you will remain liable for charges until the earliest of the following events occurs:

- Another person informs us that they have occupied the house.
- If you have a meter, until the next meter reading is taken.

It is important that you contact us either by phone, letter, email or by visiting our offices to ensure that your bill is correct when moving house. These conditions apply also to commercial premises.

### Plumbing repairs within the home?

We offer a free service to turn supplies off at the Company stop tap when you are planning to carry out plumbing repairs which cannot be done using your own internal stop tap. This free service is subject to the following conditions:

- You must give us at least two working days notice of the need to turn off your supply.
- Your supply will only be turned off during normal working hours.
- Our representative will arrange with you the time for turning on the supply after your work at the time of his visit or he may agree for you to turn your supply back on. If not, you will need to give two working days notice of your need for the supply to be turned on again.
- If you request the supply to be turned off or back on outside working hours, a fee will be payable of no more than £50.
- In an emergency, your supply will be turned off free of charge at any time. An emergency is where there is an escape of cold water from the cold water system within the home that is causing flooding or damage to property or a risk to public safety and which you cannot isolate yourself using your own stop taps. If we are requested to attend an escape of water that we deem not to be an emergency, a fee will be payable of no more than £50.

### Frozen Pipes

A sustained cold snap will freeze un-lagged water pipes in the home or workplace causing loss of supply and flooding when the thaw arrives. If you follow some simple low cost tips, you can avoid the worst that winter brings:



- Wrap up pipes and tanks especially in unheated areas such as outbuildings, garages and under floors. Fix dripping taps to prevent drains freezing and make sure you know where your stop tap is.
- If you have had frozen pipes in recent winters, act now to prevent it happening again.
- Keep the heating on low during the severest frosts or place a simple fan heater with thermostat near to the pipes to keep the temperature above freezing.
- If you are leaving your property during cold weather, either leave the heating on low or drain the system. It is always wise to ask a neighbour to check your property during cold weather and to check the heating has not tripped off.

If the worst happens and your pipes become frozen, try the following:

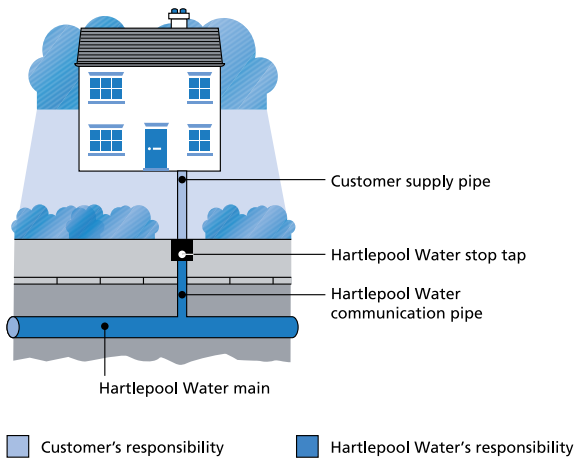
- Turn off the water supply at the main stop tap.
- Remove furnishings or equipment near the frozen pipe to prevent water damage.
- Open a tap nearest the frozen pipe and gently warm the pipes with a fan heater or hair dryer from the tap back to the stop tap. Remember, pipes are damaged when they freeze but the damage is only seen once the pipes thaw. Remain vigilant.
- If your underground supply pipe freezes, there is little that can be done. Our mains and services do not freeze but if the housebuilder laid your supply pipe with insufficient cover, this can affect or stop your supply. If this happens, you are advised to seek advice from a qualified plumber and arrange to have your supply pipe re-laid at greater depth away from the frost.
- And finally, if you do get caught out, sort the problem now and protect the vulnerable pipes rather than waiting for the next big freeze to put you, your family or business at risk.



## Our free supply pipe repair service

To help us to maintain one of the lowest leakage rates in England & Wales, it is important to us to repair leaks on both our water mains and customer underground pipes as soon as possible. To help domestic customers, we offer a free supply pipe repair service. A leaking supply pipe can cause damage to your garden and foundations of your property.

Subject to certain conditions, we will repair or replace, at our discretion, any leaking underground pipe within the customer's property so long as the property is over 2 years old, the pipe is not covered by a building, is not greater than 32mm in diameter or longer than 25 metres.



If you think that you might qualify for this free service, please call us on **01429 858 050** during office hours and we will send you details and an authorisation form to complete

This free repair service does not extend to commercial customers but we can offer free help, advice and support to trace leaks and advise on the best route to repair your supply pipe.

## Beating bogus callers

To give you peace of mind at home, Hartlepool Water is doing everything possible to minimise the risk of anyone impersonating its employees. Remember "Water Boards" have not existed since 1974 so anyone coming to the door saying that they are from the "Water Board" is very likely to be a bogus caller.

Anyone calling on behalf of Hartlepool Water, including sub contractors will always carry an identity card and will be happy to wait outside while you ring on freephone **0800 028 1054** to double-check their identity.

### Our best advice is to remember the four following steps...

- **LOCK** – make sure your back door is locked before you go to the front door.
- **STOP** – ask yourself 'Am I expecting anyone?'
- **CHAIN** – secure your door with a door chain before you open it.
- **CHECK** – always ask for and double-check the caller's identity. If you are in any doubt, keep them out!

We have produced a new leaflet to give more guidance on bogus callers. If you would like a copy, go to our website at **www.hartlepoolwater.co.uk** or call us on **01429 858050** during office hours.



## Careline

Careline is a range of services to help our vulnerable customers with special needs. We hold a confidential register to help us identify customers who ask for specific help or assistance. If you are elderly, disabled or have other special requirements, please tell us so we can do our best to meet your needs.

Some of the services we provide include:

- We will make special arrangements if your water supply is interrupted.
- We can help you to read your water meter if you have one.
- We will give you your bill in large print, Braille, by CD, email or read your bill over the phone if required.
- We will send your bill to a friend or relative upon request.
- We welcome type talk calls from customers with speech or profound hearing difficulties on **18001 01429 858 030**.
- You can send us a text on **01429 450050** if your message is short and not urgent.
- If your first language is not English, we can arrange to provide an interpreter.
- We can offer home visits to help explain our services and to complete the Careline application form.
- Our offices at 3 Lancaster Road, Hartlepool offer full disabled access and convenient car parking.
- We offer a password scheme to protect against bogus callers together with identity cards in large print for those colleagues who may need to call to see you.
- We can tell you where to get advice and information about aids and adaptations for your kitchen and bathroom.
- We can help you register with other utility services special needs registers for example, electricity and gas.

For more information and a full guide to 'Careline' contact our Customer Services team on **01429 858 030** or write to us at: **Hartlepool Water, 3 Lancaster Road, Hartlepool TS24 8LW**.

## Free meter option

Water meters are fast becoming a popular method of charging for water and sewerage services. All new properties built in Hartlepool since April 2000 have had meters fitted and many existing customers have chosen to have a meter fitted on their water supply in recent years.

If you are a domestic customer, you can ask to have a meter installed free of charge.

- A meter allows you to pay for your water & sewerage services based upon the water you use. If there are few people living in your home and you are efficient in the use of water, then you may benefit from lower water and sewerage charges.
- If you are a tenant, you can also have a meter installed but you are advised to keep your Landlord informed.
- A meter is normally fitted in a chamber in the pavement, verge or back street in place of the Company stop tap on your supply pipe. With your agreement, we may fit the meter in your garden. If you share a supply pipe with a neighbour, then we might fit the meter inside your home as the water pipe enters. If we are unable to fit a meter in our preferred locations due to technical difficulties or excessive costs, then we can offer Assessed Meter Charges so that you can pay for your services as if a meter was fitted.
- If you change your mind after the meter has been fitted, you can change back to unmetered charges but only in the first 24 months after you have had your meter fitted. The meter will remain in the meter chamber and metered charges will apply when there is a change in occupier.
- Around 700 customers a year have decided to change to a meter in recent years and all have benefited from the chance to influence their charges from being more water efficient.

If you want more information to help you to decide if a meter is right for you, then please ring us on **01429 858 050** for a meter information pack. We include a ready reckoner to help you to estimate the water use in your home and the likely charges if a meter is installed.

## Your water meter

If you have a water meter, there are some important facts about water meters that you need to be aware:

- Sometimes we issue bills based upon estimated meter readings. You can check your estimated meter reading on your bill against your actual meter reading by reading your own meter. If these readings are different, you can telephone **01429 858 030** or post or email us to give us your amended reading. We will re-issue your bill if we receive your revised reading within 10 days of the first bill. You can call our office on **01429 858 030** for advice on how to read your water meter or to request our advice leaflet 'Living with a water meter'.
- New meters are tested and approved for accuracy before they leave the factory of our suppliers.
- If you think that your meter is inaccurate and you make a written request, we will test the accuracy of your meter. The test will check whether the meter complies with the Measuring Equipment (Cold Water Meters) Regulations 1988. We will need to remove the meter to test it and you will receive a copy of the results.
- If the meter is found to be accurate, you will be charged for the test. The cost of the test is no more than £65. If the meter fails the accuracy test, there will be no charge for the test and we will replace your meter.
- We can also offer a non-accredited meter test using our own test rig for which there is no charge. This test gives a good indication of meter accuracy and may help you to decide if you wish to apply for a formal meter test. You can ring us on **01429 858 030** if you have any concerns over the accuracy of your meter.

If you have been under or over charged for your water service as a result of the faulty meter, we will adjust your bill. We will normally assume that your meter has been reading incorrectly since the last occasion but one when we took a meter reading.

It is a criminal offence to tamper with any meter in any way which might affect the operation or accuracy of the meter or cause the water to bypass the meter.

- If you are a domestic customer and have had a leak which has been repaired, we will consider a claim for an allowance to cover the cost of the water lost through the leak. Only one claim is allowed for each domestic property. We have a Code of Practice on leakage which gives full details of the protection offered to you when you have a meter. You can obtain a copy of our leaflet "Living with a Meter" by either visiting our website or by contacting our offices on **01429 858050**.
- Allowances are made only for water charges unless it can be proven that the leakage has not entered a sewer pipe or surface water drain when an allowance against sewerage charges may be allowed. If you wish to make a claim, please ring us on **01429 858 050** during office hours for a claim form. We will **not** make an allowance if:
  - o You know or should have known about the leak and failed to have it repaired; for example, a running overflow.
  - o You have had an allowance previously.
  - o There is another leak at the same address.
  - o The leak was caused by carelessness of you, someone who lives with or has done work for you.
- If you are a commercial customer, leakage allowances are not allowed for water charges however you may be entitled to an allowance for sewerage charges if you can prove that the leakage has not entered a sewer pipe or surface water drain.



## Be waterwise

We all need to try to be waterwise, not by going short or without, but by cutting out waste and unnecessary use.

### Try the following tips:

A running tap uses a lot of water...

- Don't leave the tap running whilst brushing your teeth.
- Use a bowl for washing vegetables and dishes.
- For a cold drink, fill a covered jug and put it in the fridge instead of running the tap.

Fix dripping taps.

Take a shower instead of a bath, but be aware that a power shower can use a third more water than the average bath and your supply will need to be metered to use a power shower.

Wait until you have a full load before doing your washing, or use the half load button if there is one. The same goes for the dishwasher; you'll save energy too.

If you need to purchase a new water-using appliance, check to see how water efficient it is.

A garden sprinkler can use a lot of water...

- Collect rainwater in water butts and buckets then re-use it in the garden.
- Use a watering can instead – it is also more accurate.
- Check the weather forecast first – it may rain tomorrow.
- Remember that your supply will need to be metered if you use a sprinkler.

If you haven't already got one – think about having a water meter fitted – by measuring how much water you use it is easier to reduce your consumption and you could save money.

If you spot a leak, please ring us on freephone  
**0800 028 4816.**



## Our promise to you

Hartlepool Water has its own Customer Charter and Codes of Practice which set out what you can expect from us and what we will do if we fail to meet any of these standards. These promises incorporate a range of Guaranteed Standards which we are legally bound to provide to you. Some of the promises we make to you include:

- If it is necessary for us to visit you, we will offer you a morning or afternoon appointment with a two-hour window if you request this. If we have to rearrange that appointment, we will give you 24 hours notice. If we fail to do this or miss the agreed appointment, we will give you £20.
- If we need to interrupt your water supply for planned work, we will tell you when your supply will be restored. If we fail to restore the supply in time, we will give you £20.
- If your water supply is interrupted because of an emergency, we will restore your supply within 12 hours. If we fail to restore the supply in time, we will give you £20.
- If you write to us with a query about your bill, we will reply within 10 working days. If we fail, we will give you £20.
- If you write to us and ask to change how you pay and we cannot meet your request, we will tell you within 5 working days. If we fail, we will give you £20.
- If you complain to us in writing, we will respond within 10 working days. If we fail, we will give you £20.
- If you tell us that your water pressure has dropped below normal, we will visit you to investigate within 3 working days. If we fail, we will give you £20.
- If you tell us about a problem with the quality of your water supply and we take a sample to analyse, we will give you the written results within 15 working days. If we fail, we will give you £20.
- We will read your meter at least once per year and send you a bill within 7 working days of the reading. If we fail, we will give you £20.
- If we issue a County Court Summons in error, we will give you £50.
- If you replace your lead supply pipe, we will replace our section at the same time free of charge so long as you give us 15 working days notice. If we fail, we will give you £20.



**Northumbrian Water (NWL) is responsible for the sewerage network in our area and Hartlepool Water collects sewerage charges on NWL's behalf.**

NWL promises to:

- Refund your annual sewerage charge (up to a maximum of £1,000) if you suffer flooding from a public sewer inside your property.
- Refund 50% of your annual sewerage charge (up to a maximum of £500) if you suffer flooding from a public sewer on your land or garden.
- Pay you a further £20 (£50 for business customers) if these payments are not made within 20 days of finding out about the flooding.

You must let NWL know if you have flooded in order to receive these payments. They do not apply if the flooding is caused by something you have done, any fault or blockage in your own private drains or exceptional weather conditions.

Northumbrian Water can be contacted on **0845 717 1100**

**Other sections of our Code of Practice are**

- A Code of Practice for Domestic and Commercial Customers.
- A Code of Practice for pipe laying in private land.
- How to contact us if you wish to complain.
- How to pay your bill incorporating a code of practice on debt recovery for domestic and commercial customers.
- Water watchdogs – a guide to independent regulators for water.
- Living with a water meter.
- Understanding charges for domestic and commercial customers.
- Your water supply – domestic and commercial customers.
- Customers charter.

Copies of our various codes are available free of charge in Reception at our offices at **3 Lancaster Road, Hartlepool** or visit our website at **www.hartlepoolwater.co.uk**. Please call in, telephone on **01429 858 050** or email at **enquiries@hartlepoolwater.co.uk** to request a copy.

## Water quality and safety plan

Hartlepool Water provides high quality water meeting all the standards set out within the Water Supply (Water Quality) Regulations 2000, the legally enforceable water quality standards set down in UK law.

The UK regulations also require us to have a water safety plan to protect the quality of drinking water as it travels from source to tap. This plan helps us to reduce risks to the quality of your drinking water by ensuring that we carry out proper inspection, monitoring and maintenance of all our assets including boreholes, treatment works, storage reservoirs and water mains. The Plan also helps us to set out our investment needs to improve our assets.

We also offer advice on how you can protect water quality in your home and have available a leaflet called 'Looking after Water in your Home'.

If you request a copy of any water quality record from us, we will send this to you by post or email within 7 days.

If you require details of the quality of your water supply or a copy of our leaflet, you can call us on **01429 858 050**, write to us or visit our offices at **3 Lancaster Road, Hartlepool TS24 8LW** (open from 8.30am to 5pm, Monday to Friday) excluding Bank Holidays or visit our website at **www.hartlepoolwater.co.uk** where there is lots of information and guidance about water quality.

## How to contact us

We want to make it as easy as possible for you to talk to the right people who can help with your query. Our office hours are 8.30am to 5pm, Monday to Friday excluding Bank Holidays. A guide to our full range of services is available on our website at **www.hartlepoolwater.co.uk**. You can also send us an email from this site or directly at **enquiries@hartlepoolwater.co.uk**.

For enquiries about your bill or if you are moving house call **01429 858 030** during office hours. If you are in debt, you can ring our **freephone Debt Hotline** during office hours on **0800 051 8969**.

For general water queries call **01429 858 050** during office hours or in an emergency **0800 028 1054** outside office hours or visit our website on **www.hartlepoolwater.co.uk**.

For general sewerage queries and emergencies call **Northumbrian Water 0845 717 1100 (24 hours)** or visit their website on **www.nwl.co.uk**.

To report a leak call **freephone Leakage Hotline 0800 028 4816** during office hours, please ring our leakage hotline as soon as possible or **0800 028 1054** for emergencies outside office hours.

For our range of services to help our most vulnerable customers call **01429 858 030** for details of our Careline Scheme.

We welcome type talk calls from customers with speech or profound hearing difficulties on **18001 01429 858030**.

For customers who's first language is not English, we offer an interpreter service.

You can send us a text on **01429 450050** if your message is short and not urgent.

Double-check a Hartlepool Water employee's identity by calling our bogus caller helpline freephone **0800 028 4816** during office hours. If in any doubt, report anything suspicious to the Police.

Call **01429 858 050** during office hours to request information about having a water meter installed.

If you wish to call in person, our offices are open **8.30am to 5pm** Monday to Friday excluding Bank Holidays to discuss any billing or operational concerns. Please note that our cash office is open for payments from **9.00am to 4.00pm** on these days.

If you need to write, please send correspondence to us at **Hartlepool Water, 3 Lancaster Road, Hartlepool TS24 8LW** or email us at **enquiries@hartlepoolwater.co.uk**.

## If you have a problem

If you're not happy with any element of our service, please tell us – we want to know and put things right for the future. For all billing related problems, the first point of contact is our Billing & Income Team on **01429 858 030**.

If you have an operational or water quality problem, the first point of contact is our Operations Support Team on **01429 858 050**. Hartlepool Water employ a small, dedicated team of around 40 people committed to providing a local, friendly and accessible service to customers throughout the area.

### Your Privacy

Your privacy is important to us. When contacting us about your account, you will be asked to provide certain personal information to prove that you are the account holder. This is to ensure that we are only talking with you as the account holder and no one else pretending to be you.

If you fail to pay your bill we may need to search the files of external agencies (credit and reference agencies) who will record the search. We may also share information about your account with approved organisations who will use your data to help us to trace and recover any debt owing to us.

All incoming calls to our offices are recorded for training purposes to help us to deliver leading customer service. A simple recorded message is on our telephone system to make callers aware of this.



## Independent help

### Consumer Council for Water

The regional independent watchdog set up to look after the interests of water customers. If we don't resolve a complaint to your satisfaction, you can refer the matter to:

### Consumer Council for Water

**8th Floor, Northgate House, St Augustine's Way, Darlington DL1 1XA.** Telephone **08457 089 367**  
Local rate or **01325 464222** or you can email via **www.ccwater.org.uk**.

### The Drinking Water Inspectorate (DWI)

Checks that we comply with the regulatory standards for drinking water quality, as set out in UK regulations. They will also investigate customer complaints regarding water quality if you're not happy having raised the issue with Hartlepool Water. You can contact them by writing to: **DWI, Room M08, 55 Whitehall, London SW1A 2EY** or email **dwi.enquiries@defra.gsi.gov.uk**.

### The Citizens Advice Bureau (CAB)

This service offers confidential advice on managing family budgets and support for customers in debt. The local office is situated in **87 Park Road near York Road** and can be contacted on **01429 231281** or **enquiries@hartlepool-cab.co.uk**.

### The Hartlepool Credit Union

A not-for-profit organisation owned by its members offering a savings and loan service with expert money advice to help manage the family budget. Wages and benefits can be paid directly into your own account and budget plans agreed to help you to plan. The local office is situated at **3/4 Avenue Parade, Avenue Road, Hartlepool** and can be contacted on **01429 863542** or email **moneywise@tiscali.co.uk**.

### The West View Advice & Resource Centre

Established over 25 years, this service offers a wide range of advice including debt & welfare, completion of forms and help with family budgeting calculations. They also have outreach sessions throughout Hartlepool in a neighbourhood near you. The office is based at **30 Miers Avenue, Hartlepool** and can be contacted on **01429 271 275** or email **wvarc30@yahoo.co.uk**.



## Points

|  |                                  |
|--|----------------------------------|
| <b>Kullar News and Booze</b>           | 122 West View Road               |
| <b>Local Stores Retail Ltd</b>         | 119-123 Raby Road                |
| <b>N Ratman</b>                        | 193 Raby Road                    |
| <b>Premier @ Cascades</b>              | 1 Andrew Street                  |
| <b>Convenience Foodstore</b>           | 2 Powlett Road                   |
| <b>Powlett Mini Market</b>             | 57 King Oswy Drive               |
| <b>Rai General Dealers Off Licence</b> | 83 King Oswy Drive               |
| <b>Gillens Ltd</b>                     | 228 Owton Manor Lane             |
| <b>Gillens Ltd</b>                     | 64-68 Catcote Road               |
| <b>Gillens Ltd</b>                     | 49 Wynyard Road                  |
| <b>Gillens Ltd</b>                     | 225 York Road                    |
| <b>Kullars News &amp; Booze</b>        | 14 Brus Corner                   |
| <b>Barbaras</b>                        | 68 Warren Road                   |
| <b>Top Shop</b>                        | 66-68 Jesmond Gardens            |
| <b>Coras</b>                           | 23 Vicarage Gardens              |
| <b>Cashcare</b>                        | 202-204 Owton Manor Lane         |
| <b>M &amp; R Westhorpe</b>             | 26 Mulgrave Road                 |
| <b>Elwick Road News</b>                | 131 Elwick Road                  |
| <b>J &amp; J News</b>                  | 106 Brenda Road                  |
| <b>C &amp; J News</b>                  | 104 York Road                    |
| <b>Lister News</b>                     | 68 Lister Street                 |
| <b>West View Post Office</b>           | 21 Brus Corner                   |
| <b>Greatham Post Office</b>            | 4 Woodbine Terrace, Greatham     |
| <b>Hartlepool Autoparts</b>            | 41 Elwick Road                   |
| <b>Elwick Shop &amp; Post Office</b>   | 33 The Green, Elwick             |
| <b>Seaton News</b>                     | 29 The Front                     |
| <b>Newsmarket</b>                      | 51 Northgate                     |
| <b>Classic News</b>                    | 141 Oxford Road                  |
| <b>Croft Shop</b>                      | 9 Middlegate (Headland)          |
| <b>Premier</b>                         | 46 Owton Manor Lane              |
| <b>McColls</b>                         | 3 Brierton Lane Shops            |
| <b>Halliday Stores</b>                 | 91 Chatham Road                  |
| <b>S S Mann</b>                        | 69 Jutland Road                  |
| <b>Costcutter</b>                      | 6 Duke Street                    |
| <b>Charlies Frozen Foods</b>           | 42 Duke Street                   |
| <b>Pieroni's Corner</b>                | New Coast Road                   |
| <b>G S Hind</b>                        | 81 King Oswy Drive               |
| <b>Galleries News</b>                  | 21-23 Middleton<br>Grange Centre |

Further details of the store nearest to you and their opening hours can be found by logging onto Payzone website at [www.payzone.co.uk](http://www.payzone.co.uk) and using their store locator under the consumer tab. Remember to select "Hartlepool Water Bill Payment" from the drop-down list and to enter your home post code.