



## A Code of Practice for Domestic and Commercial Customers

### Who are we?

Hartlepool Water is a small, local business with dedicated staff who are committed to providing a top quality service which represents good value for money. This is at the heart of everything we do. We work to increasingly rigorous standards and monitor our performance very carefully.

Our licence to provide water services as part of Anglian Water Services has been awarded by the Secretary of State for the Environment. Many laws and regulations govern what we do and the rights, which you have as a customer. Independent regulators check that we keep to the rules and meet our obligations. More details about our Regulators can be found in our leaflet "Water Watchdogs".

The leaflets in this pack form a comprehensive "Code of Practice" for domestic and commercial customers which should make our responsibilities and commitments absolutely clear. This includes our Code of Practice on Debt which is incorporated into our leaflet "How to pay your Bill". We tell you about our services and the terms and conditions on which we provide them. Our promise is to deal fairly at all times with you, our customer, and to help you obtain advice and help when you need it.

We have prepared the code in consultation with the Consumer Council for Water, Northern Region and this Code is regularly reviewed and approved by the Water Services Regulation Authority (Ofwat).

Nothing in this Code of Practice affects your rights under the law, nor is it a contract between you and us.

Any personal information provided by you and held by us to enable us to provide an effective water service will not be divulged to any third party.

### Careline – special care for special needs

We recognise that some customers may need extra help. Careline is our way of helping you, the customer, make us aware of your needs.

We have a range of additional services, including:

- issuing your bill in Braille or large print;
- help with reading your meter if you have one;
- care if for any reason you lose your water supply.

For further details and to register on our Careline Scheme, call us on **01429 858030** or ask someone to contact us on your behalf.

If you need a friend or family member to act on your behalf in dealings with us, you can nominate someone under our Careline Scheme.

### Area of Supply



Key ■ border of supply

## Did you know?

- We cover an area of around 93 square Km.
- We provide water services for 90,000 customers
- We supply 43,000 properties
- We maintain 600 Km of water mains
- We supply 33 million litres of water every day – that's enough to fill Hartlepool Swimming Pool 31 times
- Your sewerage services are provided by Northumbrian Water but we bill you for these services on Northumbrian Water's behalf.

## Beating Bogus Callers

To give you peace of mind in your home, we work closely with the local Police to minimize the risk of bogus "Water Board" officials calling at your door. All our people carry ID cards and are happy to wait outside whilst you ring us on freephone **0800 028 4816** to double check their identity. We rarely require access to your home unless you have made an appointment in advance for us to call and you can also give us a password under our Careline Scheme so that you can be absolutely sure if we do call.

For a bogus caller leaflet, please ring us on **01429 858050**.

Remember the best advice:

### LOCK, STOP, CHAIN CHECK

- LOCK** - Make sure your back door is locked before going to the front door.
- STOP** - Ask yourself "Am I expecting someone".
- CHAIN** - Secure your door with a chain before opening it.
- CHECK** - Always ask for and double check the caller's identity. **IF IN DOUBT, KEEP THEM OUT**

The leaflets in this series are:

- Code of Practice for Domestic and Commercial Customers – Introductory Leaflet
- Your water supply for Domestic and Commercial Customers
- Understanding charges for Domestic and Commercial Customers
- How to pay your bill (including a Code of Practice on Debt Recovery)
- Living with a Meter (including a Code of Practice on Leakage)
- How to contact us (what to do if you wish to complain)
- Pipelaying in Private Land
- Water watchdogs
- Customer Charter

In addition, we have a leaflet which gives details of our current charges.

You can get a copy of any of our leaflets, free of charge, by ringing us on 01429 858050 Monday to Friday 8.30am – 5pm (excluding Bank Holidays) Or you can write to us or call in at our office:

3 Lancaster Road, Hartlepool, TS24 8LW

Or email [enquiries@hartlepoolwater.co.uk](mailto:enquiries@hartlepoolwater.co.uk)

Or visit our website [www.hartlepoolwater.co.uk](http://www.hartlepoolwater.co.uk) where you can download these leaflets