



codes of practice

our codes of practice for domestic customers

**anglianwater**



## introduction

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Anglian Water's Codes of Practice describes the service we offer to domestic customers. It incorporates information on:

- 1** water services including quality, demand, security of supply, pressure, responsibility for pipework and new connections **(see section 1, page 4)**
- 2** wastewater services including treatment, responsibility for pipework, sewer flooding and new connections **(see section 2, page 12)**
- 3** water and sewerage charges for both metered and unmeasured customers **(see section 3, page 17)**
- 4** paying bills, how to pay and what to do if you need help to pay – including our code of practice on debt **(see section 4, page 21)**
- 5** living with a water meter **(see section 5, page 26)**
- 6** leakage – including our code of practice for leakage **(see section 6, page 30)**
- 7** pipelaying – summary of our code of practice **(see section 7, page 34)**
- 8** what to do if you wish to complain **(see section 8, page 35)**

These Codes of Practice comply with Licence Conditions G, H and I of Anglian Water's appointment and are approved by Ofwat (the economic regulator for the water industry). The codes are reviewed regularly by Ofwat.

## about Anglian Water

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Anglian Water is one of the leading providers of water and wastewater services in the UK and is geographically the largest of the 10 regional water and sewerage service companies in England and Wales. We cover a region of 27,500km<sup>2</sup> from the Humber in the north to the Thames in the south, from Daventry in the west to the east coast.

We provide drinking water to more than 4.2 million customers and around 5.6 million customers benefit from our wastewater services. We operate in the driest region in Britain with around 600mm of rainfall each year, half the national average. Our area includes some of the most important conservation and environmentally sensitive sites in the UK and our coastline is an important tourist area.





## how to contact us

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We want to make it as easy as possible for you to talk to the right people who can help with your query ...

**for enquiries about your bill** call **08457 91 91 55**  
Lines are open from 8am to 8pm (Monday to Friday) and 9am to 1pm (Saturday).

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**for water and sewerage queries (emergency number)** call **08457 145 145**  
This line is available 24 hours a day.

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**to report a leak** call freephone **0800 771 881**  
Please ring our leakage hotline as soon as possible.

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**if you are having problems paying your bill** call freephone **0800 169 3630**  
Please call us now. Lines are open from 8am to 8pm (Monday to Friday) and 9am to 1pm (Saturday).

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**if you would like a meter** call freephone **0800 800 580**  
Please ring our meter installation helpline for more information about having a meter installed. Lines are open from 8am to 8pm (Monday to Friday) and 9am to 1pm (Saturday).

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**to advise you are moving home** call **08457 91 91 55**  
Please contact us as soon as possible. We require at least five working days notice by telephone or 10 working days notice by letter to produce a final bill.

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**minicom line** call freephone **0800 917 5901**  
We offer a 24-hour text telephone service for customers with speech or profound hearing difficulties. If you have a Minicom unit we can talk to you through a special keyboard.

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**language line** call **08457 91 91 55**  
If English is not your first language and you need help, please call us and ask for our language line.

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**bogus caller helpline** call freephone **0800 145 145**  
Double-check an Anglian Water employee's identity.

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**if you are calling from abroad** call **+44 (0)1522 341 922**  
Lines are open from 8am to 8pm (Monday to Friday) and 9am to 1pm (Saturday).

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**if you need to write**  
Please send correspondence to us at Anglian Water, Customer Services,  
PO Box 770, Lincoln LN5 7WX or email us at **custservice@anglianwater.co.uk**.

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## your water supply

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### drinking water quality

Providing good quality drinking water is our top priority. Anglian Water's drinking water quality is amongst the best in Europe and the strength of our quality control procedures underpins our constant quest for improvement.

The quality of our water supplies is checked and monitored by the Drinking Water Inspectorate (DWI) against the Water Supply (Water Quality) Regulations 2000. Chemical and bacteriological content of the water, its acceptability for colour, odour, taste and clarity are some of the measures included in the regulations.

Provided there is no threat to public health, the Secretary of State for the Department of the Environment, Food and Rural Affairs (DEFRA) may allow us a period of time to carry out improvement work in order to meet a requirement of the regulations. This is described as a 'departure' from the regulations.

We publish leaflets on drinking water quality which are available free of charge by calling 08457 145 145. This will give you a good idea of the strict standards we work to and how we are performing against them.

We carry out more than 1,000 tests on water samples every day and maintain records of these tests for each of our 161 supply zones. A water supply zone is an area in which up to 100,000 people live. You can inspect these records, free of charge at our Huntingdon office at Henderson House, Lancaster Way, Huntingdon PE29 6XQ. If you would like to know more about the water in your supply zone, please contact Customer Services on 08457 145 145 or write to:

Drinking Water Standards Manager  
Anglian Water  
Henderson House  
Lancaster Way  
Huntingdon  
Cambridgeshire  
PE29 6XQ

If at any time we believe that there is a problem with the quality of your water, we will tell you as soon as possible, and where we think necessary:

- advise you not to use the water or to boil it before drinking or cooking. This will be done by using loudspeaker vans, via the media or by writing to you – whichever method allows us to broadcast the information as quickly as possible
- provide appropriate advice
- provide an alternative supply
- contact customers who are registered with our watercare scheme.

If the problem lasts longer than 48 hours and is specific to your property or to a group of local properties, we will give you £20. If the problem is more widespread, we will consider compensation where it is proved to be the result of our negligence. This is in line with our *Charter for Domestic Customers*.

If you tell us you are unhappy with the taste or smell of your water we will investigate.

## 1: your water supply

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If you report a water quality problem which we consider could have an impact on the safety of your water supply we will:

- visit you within four hours (if it is convenient with you); and
- arrange for an alternative supply, if necessary.

If we take a sample of water for analysis and if you ask, we will:

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

If we fail to meet any part of this timetable we will give you £20. This will not apply if we tell you the analysis will take more than 48 hours.

Claims for recurring problems will be considered on an individual basis.

### keeping up with demand

We must ensure that our water distribution system can fully meet the demand of one of the UK's fastest developing regions. We give a high priority to maintaining and replacing our 36,500 kilometres of mains. We also ensure that leakage is kept at the lowest possible level. Furthermore, we assess the impact of proposed new developments on both the distribution system and water resources. This ensures that our level of service to you will not be affected.

We will provide you with enough water for normal domestic purposes. These are drinking, cooking, washing and bathing, central heating and toilets. We also aim to provide water to allow you to wash your car and water the garden, either with a watering can, or a hand held hosepipe.

During the past few years we have experienced unusually high and sustained peak demand, especially during the summer of 2003. In spite of this we were still able to provide a reliable service. If we experience such similar extreme weather patterns we may have to ban the use of hosepipes in certain areas to ensure there are sufficient resources to meet essential domestic needs. We are adopting an overall supply and demand management strategy ensuring availability of water supplies through a variety of new resource development, demand management and additional leakage reductions. This means the overall costs to consumers and the environment is minimized, which should ensure that, in time, hosepipe bans, and the use of standpipes and rota cuts, are a thing of the past. To achieve this we aim to:

- raise public awareness of the need for water efficiency
- investigate and promote the use of water-saving devices
- continue to promote optional metering – the choice to have a meter installed for free, which encourages customers to cut down on waste and could save money at the same time
- continue to maintain a tight grip on our leakage control programme through achievement of the economic level of leakage as agreed with Ofwat. Our leakage rate at the moment stands at 6m<sup>3</sup>/Km/day, a little over half the industry average. We also encourage customers to protect their own pipework.



## 1: your water supply

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Our longer term water resources plans include:

- re-evaluating the anticipated increase in demand due to climate change
- securing and developing appropriate new resources, taking into consideration the full environmental impacts
- ensuring that any new scheme identified is started on time so that we do not face the water resources shortage experienced in arid parts of the world.

### keeping the water flowing

We aim to provide a constant supply of water, but some events will inevitably interrupt the flow; for example, bursts in mains, pump failures or power cuts. If there is a problem, please contact Customer Services on 08457 145 145 immediately. This is a 24-hour number.

If your local supply fails, we will restore it as soon as possible. In line with our *Charter for our Domestic Customers*, the target is to do this in less than 12 hours if it is a minor burst and within 48 hours for a strategic main. We will give you an alternative water supply where appropriate. If we fail to meet these timescales, we will give you £20. For every additional 24 hours you remain without water, you will receive £10.

If we need to interrupt your supply to carry out essential work, we will let you know in advance and let you know when your water supply will be restored. For interruptions of more than four hours, we will give you at least 48 hours notice in writing before we start. If we fail to meet these timescales, we will give you £20. For every additional 24 hours you remain without water, you will receive £10.

In the unlikely event we have to interrupt or cut off your supply as a result of a drought order, we will give you £10 for each day, or part day, that your water is cut off. This is up to a maximum of the average household water bill from the previous year.

As part of our programme for checking leaks, we sometimes turn off sections of water mains at night to help identify sections that are leaking. We usually do this between midnight and 6am, but these interruptions are only for short periods and, because the disruption is slight, we won't tell you in advance. However, if this is likely to cause you a specific problem, please contact Customer Services on 08457 145 145.

### keeping up the pressure

We must supply water at a pressure which will ensure it reaches the top floor of every building. There are still a few areas where sometimes the pressure may not reach this minimum standard, for example, where a building is located at such a height that water will not flow to it by gravity from the local storage reservoir or water tower. We have an investment programme to reduce the number of properties which fall below this standard.

In most cases, you can expect that water pressure will be such that it will fill a storage tank at first floor roof level. In technical terms, this is equivalent to a water pressure of 10 metres static head at the boundary stop tap with a flow of nine litres per minute. In practical terms, this pressure would allow you to fill a nine-litre bucket, in one minute, from a downstairs tap with the tap on full.

## 1: your water supply

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Pressure and flow rates in your home can be affected by a number of factors:

- the height of the property above the water main and its height in relation to the local storage reservoir or tower
- the condition of the service pipe
- whether the property shares a supply pipe with other properties
- peak demand conditions
- your internal plumbing.

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

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

### responsibility for pipework

#### Anglian Water pipework

The water mains in the highway are our responsibility. Normally the pipe from the water main is also ours until it reaches the boundary of your property. This part of the pipe is known as the communication pipe. Most properties have an underground stop tap at the boundary and our pipe ends at the stop tap. The stop tap also belongs to us and we are responsible for keeping all of these in good condition.

See diagram 1 on next page and section on *leakage* for further details.

#### lead

Some older properties still have lead pipework and small amounts of lead could be transferred from the pipe into the water you drink. You may decide to replace your lead supply pipe and lead plumbing. If you do, we will replace our lead communication pipe free of charge if you ask. Customers on a low income may be eligible to apply for a grant from the local authority to replace their lead supply pipes. If you have a lead supply pipe, which you share with your neighbours and you agree with them to replace it, we suggest separate pipes are laid.

#### shared supply pipes

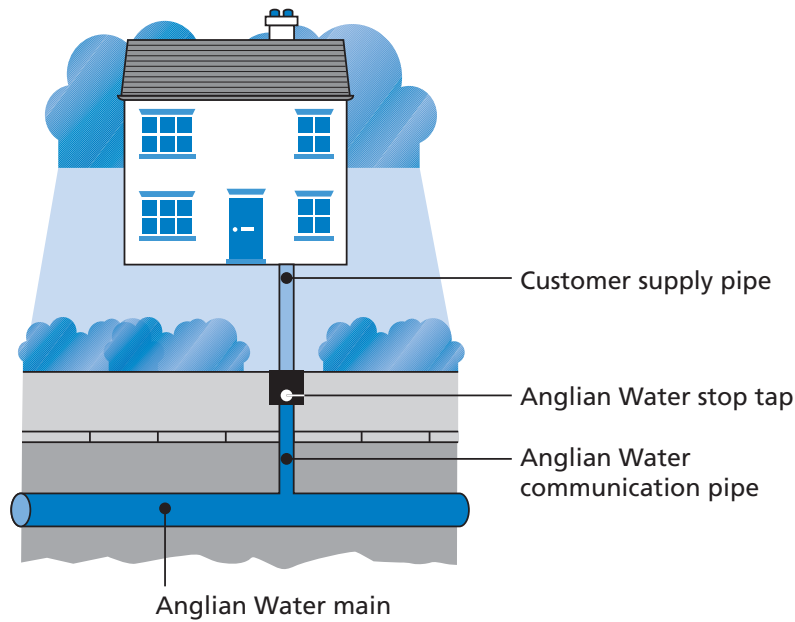
If you share a supply with one or more of your neighbours (see diagram 2 on the next page), the flow of water at your tap may be unacceptably low when your neighbours are using water. If the pipe is in poor condition you can, jointly with your neighbours, replace the existing pipework, but this is unlikely to produce a significant long-term improvement.

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

# 1: your water supply

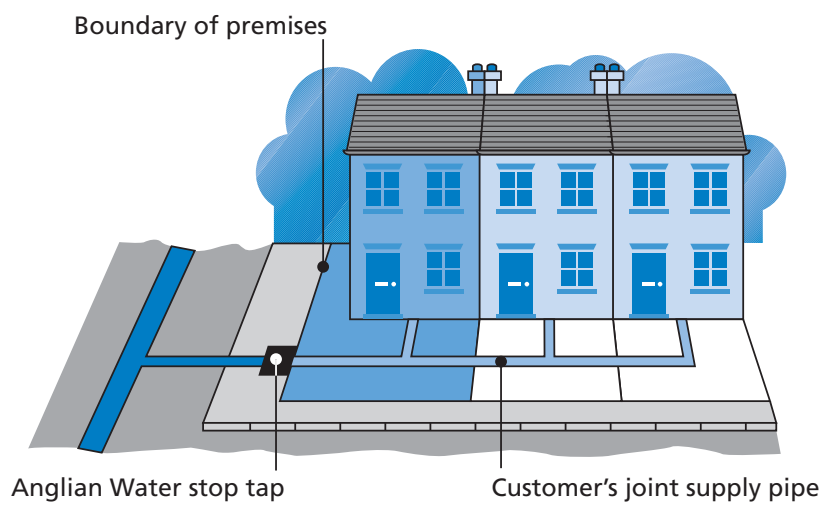
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diagram 1



- Customer's responsibility
- Anglian Water's responsibility

diagram 2



- Customer's responsibility
- Anglian Water's responsibility



## 1: your water supply

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

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

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

Disputes about the requirement for separate supply pipes can be referred to the Director General of Water Services for determination. (See the *what to do if you wish to complain* section for contact details.)

If you are buying a property, please insist that your solicitor asks whether the water supply is a shared service. If it is, you may incur expense if faults occur.

### **badly rusted pipes**

Old iron pipes can become badly rusted inside. The rust restricts the flow through the pipe and may discolour the water. If this is the case, we will replace our communication pipe and we suggest you replace your supply pipe.

### **water meters**

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

See the section on *living with a meter* for further details.

If you would like to have a meter installed, or to find out if metering is the right choice for you, please call our Meter Installation Helpline on freephone 0800 800 580 or visit our website [www.anglianwater.co.uk](http://www.anglianwater.co.uk).

### **electrical earthing – safety first**

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

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

### **access to pipework**

Where we need to lay or maintain pipes in your land we have the legal right to do so. We will observe a detailed code of practice for this work. A copy of the full *Code of Practice for Pipelaying* is available from Customer Services by telephoning 08457 145 145. See the section on '*pipelaying*' for a summary.

# 1: your water supply

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## protecting water supplies against contamination

The Water Supply (Water Fittings) Regulations 1999, which we enforce on behalf of the Government, are aimed at preventing misuse, waste, undue consumption or erroneous measurement of water and, most importantly, preventing contamination of drinking water.

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

## new connections

We will connect new premises to the mains if you ask us to (it is our legal duty to do so).

You will have 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 our overall costs of making water supplies available (see the paragraph on infrastructure charges within this section).

You can obtain an application form for a new connection from our website [www.anglianwater.co.uk](http://www.anglianwater.co.uk) or by calling 08456 066 087.

When we receive the completed form, we will carry out a site survey and send you a request for payment, telling you what you need to do before we will make the connection. This will normally include:

- providing a separate service pipe to each part of the building or premises that is to be separately occupied
- ensuring that the Water Supply (Water Fittings) Regulations 1999 are complied with
- obtaining any necessary consent from other landowners
- paying our invoice.

We will normally make a connection to the main within 21 days where we are required to lay part of the service pipe. If, however, we do not need to lay any part of the service pipe, for example when the customer has laid their supply pipe, we will make the connection within 14 days.

If a new water main is required, this will be provided within three months (or such longer period as may be agreed) of an undertaking to pay a lump sum contribution towards the cost of the work or to contribute towards the cost of the new main over a period of up to 12 years. These are both based upon a statutory formula, which takes account of the income generated by the new main. We will also want some security from you before doing the work.

For our part we will provide the water main within three months of the financial conditions being satisfied, unless you agree a longer period with us. If we fail to meet this deadline, and you sustain loss or damage as a result, you may have a claim against us.

## 1: your water supply

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Customers can also choose to use their own contractor to carry out the work. This is known as 'self lay'. To 'self lay', an agreement is required between the relevant parties. As long as the pipes are constructed in accordance with the terms of the agreement we will connect the pipes to our network and take over responsibility for them. We will make a payment for the pipes we adopt also based upon a statutory formula, which takes account of the income generated by the new main.

### **infrastructure charges**

When a property is connected to the water main for the first time, we must ensure that the service is up to standard. This involves more than physically carrying out the connection. Infrastructure charges are additional to charges for connection to the water main. They cover the cost of enhancing the local network of water mains needed to provide newly connected properties with the water services they require. 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.



## treating your wastewater

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### dealing with wastewater

Anglian Water has over 1,000 sewage treatment works and more than 34,000 kilometres of sewers within the region. Our system of public sewers take the wastewater from your drains to the local sewage treatment works where it is treated before its safe return to the environment.

In the past, some councils have looked after the public sewers as our agent but, since the mid 1990s, this is no longer the case. All enquiries about the public sewerage systems should be addressed to Anglian Water.

### sewage treatment

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

One of the by-products of sewage treatment is biosolids (sewage sludge). There are strict rules that govern its management. We recycle virtually all of our biosolids to agriculture, where it is used as valuable soil conditioner.

We operate our works in accordance with good practice, but sewage inevitably smells. We try to reduce the smell as much as possible, but cannot guarantee to eliminate it altogether. If sewage smells are causing you a nuisance, please contact Customer Services on 08457 145 145.

### types of sewers

There are three main types of sewers:

- **surface water sewers** carry rainwater, which runs off roofs and roads, 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 lavatories and water that has been used for cooking and washing to sewage treatment works. It may contain trade effluent waste
- **combined sewers** carry both rainwater and dirty water to the sewage treatment works.

### our responsibility for sewage pipes

In most cases our sewers are situated under roads or public open spaces. However, in certain circumstances, they may run through private land and in such cases we have a right of access to maintain the sewers. We can, for obvious reasons stop buildings being erected over or near the pipes.

Where we need to lay or maintain pipework in your land, we have a legal right to do so. We will observe a Code of Practice, which has been produced to set out the landowner's rights and protect your interests. A full copy of the code is available free of charge from Customer Services on 08457 145 145.

## 2: treating your wastewater

### unadopted sewers

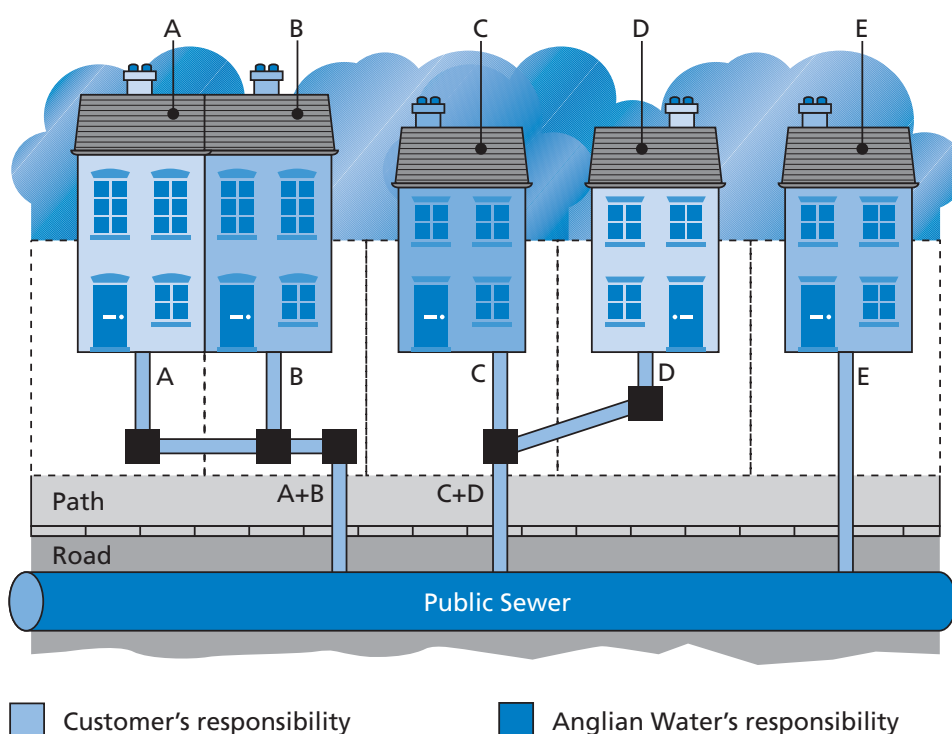
There are some sewers in our region, which we do not own. They are called unadopted sewers.

When they were built, or when they would normally have been adopted by us, they failed to meet acceptable standards. Sometimes the owner or developer did not wish them to become public sewers. They have therefore remained privately owned, perhaps by the developer or jointly by the owners of the houses, which they serve.

You can ask us to adopt a private sewer so that we, rather than you, become responsible for its operation and maintenance. However, there may be a cost to you. If you are buying a property, insist that your solicitor asks whether the sewer is adopted. If it is not, you may be responsible for its maintenance, repair or replacement. We provide a search service – please contact our Customer Services on 08457 145 145 for details.

### drains

Most drains, which carry your household's rainwater and dirty water, are your responsibility – both inside your property and under the footpath or road, to the point of connection with our sewer. However, after a change in legislation in 2004, some new drains outside the property boundary may be our responsibility. You may share a private sewer with one or more of your neighbours, in which case responsibility is also shared. Generally, if this sewer existed prior to 1 October 1937, A+B and C+D are Anglian Water's responsibility. See diagram below. (A site investigation will establish the case; please call Customer Services to arrange a meeting, if required.)



## 2: treating your wastewater

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### maps of our sewers

We have maps showing the position of public sewers. If you wish to see the maps, please contact Customer Services 08457 145 145.

### protection against flooding from sewers

We aim to provide adequate capacity in our sewers to protect homes from flooding. A significant risk of flooding comes from heavy rainstorms when surface water enters the sewers. We plan to protect the inside of your home against flooding incidents, however, there may be extreme weather events which cause flooding, against which we cannot protect some properties. Flooding from sewers can occur for other reasons, for example, blockages.

If there is a blockage in our sewer or a pumping station breakdown, which disrupts service or threatens to flood houses, we will have a representative on site as soon as possible.

Any sewage flooding incident should be reported by calling our 24-hour emergency number on 08457 145 145. We will give an information leaflet to customers who experience sewer flooding. This sets out our responsibilities and any compensation arrangements if required.

If any of the following guarantees are not met, you can claim £20:

- in line with our *Charter for Domestic Customers*, we will respond to reports of internal sewage flooding within four hours of being notified
- if asked, we will provide you with a letter of explanation about the cause of the flooding, within 10 working days.

However, if we have to carry out an investigation into the sewage flooding that has affected you, we will keep you informed of our progress on a quarterly basis until we have completed our work.

If flooding from the public sewer affects your property internally, we will automatically refund your sewerage bill for each internal flooding incident up to a maximum payment of £1,000 for each incident.

We will also consider any additional expenses, where any flooding is proved to be our fault. These claims can be made up to 12 months after the event.

**please note:** our guarantees do not apply if we are prevented from meeting our standards by third party actions or exceptional circumstances such as severe weather.

### new connections to sewers

You are entitled to have your private drain or sewer connected to our sewers, subject to certain practical requirements and you meeting the costs. Please ask for advice from Customer Services 08457 145 145.

You will need to supply us with details of the drain or sewer to be connected and how the connection will be made. We will also advise you if Anglian Water should make the connection arrangements.



## 2: treating your wastewater

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

### **new sewers**

We may not have a suitable existing sewer to connect your property to. If we don't, you and your neighbours, or the District Council, can ask us to provide one and we will then do so, where practicable.

If a new sewer is required this will be provided within six months (or such longer period as may be agreed) of an undertaking to pay a lump sum contribution towards the cost of the work or to contribute towards the cost of the new sewer over a period of up to 12 years. These are both based upon a statutory formula, which takes account of the income generated by the new sewer. We will also want some security from you before doing the work.

For our part we will provide the sewer within six months of the financial conditions being satisfied, unless you agree a longer period with us. If we fail to meet this deadline, and you sustain loss or damage as a result, you may have a claim against us.

Since 1 April 1996, a duty has been placed upon us. We are required to provide a public sewer for domestic purposes to properties, which are not connected directly or indirectly to the public sewers:

- where existing drainage is causing environmental or amenity problems and
- having regard to all material consideration, if the provision of a public sewer is the most appropriate solution.

If you wish to make an application for the provision of a public sewer under this duty, or find out more details about it, please call your local Developer Services team covering either the east or west of our region. To help identify in which part of the region you are working, the drawing of a line from Baldock to St Ives and onto Kings Lynn will indicate the dividing line between east and west:

- for the west of our region Tel: 01604 446 688
- for the east of our region Tel: 01206 289 470

Alternatively, you can visit our website [www.anglianwater.co.uk](http://www.anglianwater.co.uk).

We will acknowledge receipt of your application, then assess it using the criteria set out in the Guidance Notes issued by the Department of the Environment, Food and Rural Affairs (DEFRA). We will let you know the outcome in writing.

## 2: treating your wastewater

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### **infrastructure charges**

When a property is connected to a main sewer for the first time, we must ensure that the service it receives is up to standard. This involves more than physically carrying out the connection. Infrastructure charges are in addition to charges for connection to the public sewer. They cover the cost of enhancing the local network of sewers needed to provide newly connected properties with the sewerage services they require. 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 renewal or extensions will be needed.

### **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 that there is no connection for surface water or groundwater from your property into the public sewerage system (either directly or indirectly), you may be entitled to pay a lower standing charge. For more information about this tariff, please call Customer Services on 08457 91 91 55.



## understanding your charges

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We review our prices every year and produce a separate leaflet, issued with bills, which details our services and charges. Details of all current charges are available free of charge on request from our Customer Services department at:

Anglian Water  
Customer Services  
PO Box 770  
Lincoln  
LN5 7WX

- by calling 08457 91 91 55 between 8am to 8pm (Monday to Friday) 9am to 1pm (Saturday) or
- by visiting our website [www.anglianwater.co.uk](http://www.anglianwater.co.uk).

We have standard charges for many of our services, which are reviewed each year. They include:

- water supply
- collecting and treating dirty water (foul, highway and surface water drainage)
- connecting new properties to the water mains and sewerage systems
- disconnecting and re-connecting existing properties to the mains systems
- reception and treatment of the content of cesspits and septic tanks.

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

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

Customers interested in switching to a meter should call our Meter Installation Helpline on freephone 0800 800 580.

### charges for customers without meters

Unmetered customers pay:

- a charge for water based on RV
- a water standing charge
- a charge for sewerage based on RV
- a sewerage standing charge.

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

The standing charge is a fixed charge designed to ensure that the same service, for example billing or customer service, attracts the same charge for all customers. Customers with an RV of £200 are unlikely to use twice as much water as customers with an RV of £100 for example.

## 3: understanding your charges

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### charges for customers with meters

Most metered customers pay:

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

Customers sometimes ask why the metered tariff is split into two parts, and what determines the size of the standing charges. Ofwat prescribes the maximum standing charges. They are intended to cover customer related costs and in the case of sewerage, the costs of surface water.

### charges for surface water drainage

Sewerage charges apply where premises are connected to the public sewer for foul and/or surface drainage. If you believe that there is no connection for surface water and that groundwater from your property does not drain into the public sewerage system (either directly or indirectly), you may be entitled to pay a lower standing charge. For more information please call our Surface Water Enquiry line on freephone 0800 169 3271.

### charges if your water supply or sewerage services are supplied by another company

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

- receive two separate bills – one from us and one from them or
- they will send you one bill including our charges, which will be shown separately.

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

### VAT

Value Added Tax is payable on certain charges and this is detailed on bills where appropriate.

### alternative tariff options available to metered customers

Anglian Water offers a set of measured tariffs for those customers who use more or less than the average household.

## 3: understanding your charges

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**Aquacare** is a tariff that offers a flat rate charge for water and sewage. It is available where a customer, or another person residing at the premises, is in receipt of one of the following qualifying benefits:

- council tax benefit
- housing benefit
- income support
- disabled person's tax credit
- income-based jobseekers' allowance
- working tax credit
- child tax credit (except families in receipt of the family element only)
- pension credit.

**AND is either**

entitled to receive child benefit for three or more dependent children under the age of 19 who reside at the premises and are in full time education

**OR**

is diagnosed as suffering from one of the following medical conditions requiring the use of significant additional water:

- desquamation (flaky skin loss)
- weeping skin disease (eczema, psoriasis or varicose ulceration)
- incontinence
- abdominal stoma
- crohn's disease
- ulcerative colitis
- any other medical condition which involves significant volumes of water usage.

**OR**

is diagnosed as suffering from a medical condition other than those listed above and has a signed certificate from a registered medical practitioner confirming that the condition necessitates the use of significant additional water.

**Aquacare Plus** will benefit customers who use more than 75 cubic metres of water a year and are in receipt of one of the qualifying benefits below:

- council tax benefit
- housing benefit
- income support
- disabled person's tax credit
- income-based jobseekers' allowance
- working tax credit
- child tax credit (except families in receipt of the family element only)
- pension credit.

Aquacare Plus offers a higher standing charge but a lower charge per cubic metre.

We also have a tariff for single occupancy and for those customers who use less water than the average household.

**SoLow** is available to all domestic metered customers, but is designed to benefit customers who use less than 75 cubic metres of water a year. SoLow offers no standing charge but a higher rate per cubic metre.

**please note:** we only offer SoLow tariff for premises occupied by a person as their principal home.

## 3: understanding your charges

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For further information or guidance as to whether you will benefit from these tariffs, please call Customer Services on 08457 91 91 55.

### why charges change

Water supply and sewerage service charges have increased to pay for the massive investment programme needed to meet the rigorous standards set by UK and European legislation. We have made significant progress, but much still remains to be done. To finance this investment we have needed to increase charges. If you would like further information on our investment programme or to learn more about how we put your money to work, please call Customer Services on 08457 91 91 55.

The formula, which limits the charges we can make for our services, is laid down in the Instrument of Appointment under which we operate. The formula is RPI plus or minus K; RPI is the rate of inflation or the Retail Price Index in the November prior to the start of the charging year. K is an adjustment factor, which is set individually for each water company by the Director General of Water Services.

### your bills

#### for customers without meters

Bills are sent out in March for the coming year and can be paid in full by 1 April, in two instalments (April and October), or by monthly instalments arrangement. We will send you a reminder bill for the October instalment, unless you have already paid the whole amount or are paying by instalments. We also offer weekly, fortnightly or monthly payment options. Further details of payment methods are provided on the back of your bill.

#### for customers with meters

Bills are sent out every six months, and payment is due straight away. You may also opt to pay by instalments, details of which are on the reverse of your bill. The bills are normally based on the actual consumption recorded on the meter, but may occasionally be based on an estimated amount of water you have used. We will be happy to accept your reading when an estimated bill has been produced.

#### moving house

If you are moving house, please let us know by calling Customer Services on 08457 91 91 55.

Customers with water meters are requested to give us at least five working days notice by telephone or 10 working days notice by letter to ensure a meter reading is taken to produce a final bill. If we fail to meet this standard we will pay you £20. Alternatively, we will accept a customer's own meter reading at the time of moving house.





## paying your bill (code of practice on debt)

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### how to pay

There are a number of ways to pay your bill ...

- if you have a current account, you can pay by Direct Debit
- at a PayPoint agent – cash payments can be made free of charge, just take along your bill or instalment booklet
- at a bank or post office – if you pay at your own bank, at branches of Barclays Bank within our region or at the Post Office, this service is free of charge
- by post – send cheques or postal orders to Anglian Water Payment Centre, PO Box 854, Lincoln, LN5 7WR
- by instalment arrangements – either weekly, fortnightly or monthly
- by home or telephone banking – contact your bank or building society and quote Anglian Water's bank account number 90011916, our sort code 20-43-63 and your payment number.

Most of these options are free within our region, but some banks may choose to charge you for this service.

### queries about your bill

If you think your bill is wrong, or you are not liable to pay it, please tell us at once. Our telephone number is 08457 91 91 55 and is open 8am to 8pm (Monday to Friday) 9am to 1pm (Saturday) or you can write to us at:

Anglian Water  
Customer Services  
PO Box 770  
Lincoln  
LN5 7WX

We will try to resolve the matter and temporarily suspend any recovery action where an account query cannot be resolved immediately. If we can't agree with you and you are unhappy with our response, you can complain to us (see section on *what to do if you wish to complain* for more details). If you remain unhappy, you can raise your concerns with WaterVoice. If necessary, we will ask the court to decide.

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

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

If you find it difficult to get the money to us, for example, if you are housebound and cannot easily get out, we can try to help you find a way to pay.

Unmeasured customers living in a property with a high rateable value or low occupancy may benefit from switching to a meter. For more details see the section on *living with a meter*.

## 4: paying your bill (code of practice on debt)

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We also offer a set of alternative metered tariffs for customers who use either more or less than the average household. For more details see the section on *understanding your charges*.

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

### what you should do if you can't pay

If you are finding it hard to pay your bill, please come to us first for advice. The sooner you contact us the better. If you contact us before you receive your bill, we may be able to help by telling you how much to budget for, or by offering you a budget payment account.

Please call free on 0800 169 3630. Lines are open from 8am to 8pm (Monday to Friday) and 9am to 1pm (Saturday) or write to us.

A budget payment account is based around instalment payments either by Direct Debit or Instalment Booklets. Payments are calculated at a rate, which will be sufficient to clear in advance the balance of your next bill.

### who else can help?

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

- Citizen's Advice Bureau
- The Consumer Advice Centre
- Money Advice Centre
- Social Services
- Consumer Council for Water (Eastern).

You can find their details in the phone book or enquire at your local library.

The Department for Work and Pensions (DWP) is unlikely to give you money, but may be able to help in other ways. If your name is on the bill and you receive Income Support, income based Jobseekers' Allowance or Pension Credit, the DWP may be able to arrange for direct payment out of your benefits to pay for your water services. To apply, please contact us for a form. We will check if you qualify under the guidelines issued by the DWP and if you do, we will apply on your behalf.

We will also take into consideration recommendations made by independent financial advisors. If you contact any of these agencies or an independent financial advisor, please let us know. Arrangements will then be made to suspend any further recovery action on the outstanding debt until such time as the arrangement is cancelled.

## 4: paying your bill (code of practice on debt)

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### Anglian Water Trust Fund

The Anglian Water Trust Fund is an independent organisation. It aims to provide assistance to customers of Anglian Water who are experiencing financial hardship. As well as settling individual arrears, the Trust supports Citizen's Advice Bureau and debt counselling services throughout our region. If you wish to use this service, please apply through your local Citizen's Advice Bureau or by writing to: Anglian Water Trust Fund, PO Box 42, Peterborough, Cambridgeshire PE3 8XH.

### what happens if you don't pay

If you don't pay your bill and don't contact us, or if you do not keep to an agreement with us to pay, we will take the following steps to recover the debt:

#### step 1

We will send you a written notice giving at least another seven days to pay.

#### step 2

One of our Customer Services representatives will attempt to contact you, either by phone, by letter or in person to discuss the reason for non-payment and try to arrange full or partial settlement. Customers who are in receipt of Income Support, income based Jobseekers' Allowance or Pension Credit (and have defaulted on a payment arrangement) will be given the option to have payments taken directly out of their benefits – payment by this method will suspend further debt recovery action.

#### step 3

If you still don't pay, or contact us and reach an agreement to pay, we will ask the County Court to order you to pay. This means that a County Court claim will be issued against you and if successful, will result in the legal costs being added to your account.

You have the right to dispute the County Court claim and the Court will decide whether the claim is justified. Failure to respond to the decision of the Court will result in Anglian Water obtaining a County Court judgement, which will incur further legal cost to you. A County Court judgement may affect your ability to obtain credit in the future.

#### step 4

If you do not pay in accordance with the County Court judgement or make contact with us to agree how you will pay, we will proceed with one or a combination of the following enforcement actions through the County Court. Any enforcement action taken will incur further legal costs to you.

Enforcement actions include:

- warrant of execution – where goods to the value of the debt are seized by County Court bailiffs
- attachment of earnings – where your employer is required to pay the court direct from your salary
- third party debt order – where bank/building society accounts can be frozen
- charging order – where the debt is charged against the value of your house and will be claimed when the property is sold.

## 4: paying your bill (code of practice on debt)

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In some circumstances, we will refer a customer's debt to a reputable debt collection agency. We only use agencies that are members of the Credit Services Association (CSA) and, as a condition of membership, they sign up to the CSA's Code of Practice. Any complaints about an agent's behaviour should be addressed to the agency in question. If a complaint is unresolved, please then advise Anglian Water.

Where we have issued a County Court claim/judgement in error, we will withdraw the claim and write to you with confirmation. This letter will inform you that your account has been credited (£50 for a County Court claim in error, £100 for a judgement in error).

If you are unhappy with this process or are unhappy with our response to your complaint, you can raise your concerns with the Consumer Council for Water (Eastern), an independent body set up to look after the interests of water customers. One of its key roles is to investigate complaints against the water companies. The Consumer Council for Water (Eastern) can be contacted at:

Ground Floor  
Carlyle House  
Carlyle Road  
Cambridge  
CB4 3DN

or telephone 08457 95 93 69.

For more details see the section *what to do if you wish to complain*.

### **special care for special needs**

We recognise that some customers may need extra help and we are committed to providing it whenever we can. WaterCare is our way of helping you, the customer make us aware of your needs. Our WaterCare register helps us identify customers who need specific assistance or services. We have a range of additional services, including issuing your bill in Braille or large print, help with reading your meter or supplying bottled water if for any reason you lose your water supply.

WaterCare customers can also register a password with us for extra security.

For further details and to register on our WaterCare scheme, call us on 08457 91 91 55. If you are unable to contact us directly, you can ask someone to contact us on your behalf.

### **beating bogus callers**

To give you peace of mind at home, Anglian Water is doing everything possible to minimise the risk of anyone impersonating its employees.

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

To obtain a copy of our 'beware of bogus callers' leaflet, please call us on 08457 145 145.

## 4: paying your bill (code of practice on debt)

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Remember the best advice ...

### **Lock, Stop, Chain, Check**

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

For that little bit of extra security, customers on our WaterCare can also register a password with us.



## living with a meter

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### our meter option scheme

Customers whose property is not already metered can opt to have a meter installed. We will undertake a survey and fit a meter within 50 working days from receipt of your request. If we do not meet the 50 working days, metered charges will be backdated to the fiftieth day, based on the first meter reading.

Since 1 April 2000 customers have been entitled to a switchback guarantee when applying for a water meter. Subject to certain conditions associated with high water usage, the guarantee gives you the right to revert to your original unmeasured method of charging (based on the rateable value of your property) anytime during the first year (12 months) of measured charging if you are not satisfied with paying for your water on a meter. However, you will be liable for any metered charges incurred prior to opting back onto the unmeasured charge. Please also note that the meter will remain in position and any future occupier will be charged based on metered consumption.

### compulsory metering

Whilst having a water meter fitted could help protect and enhance the quality of the environment in which we live, for some customers there is no choice between metered and rateable value based charging.

Water meters are now fitted:

- on the supply to properties of customers who wish to water their gardens with a sprinkler
- where there is a swimming pool or garden pond (with a volume of more than 10,000 litres)
- at properties with power showers
- at all properties built since 1990.

### electrical earthing

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

### estimated bills

We will always do our best to read your meter, usually every six months. On occasions, this may not be possible and we will send you an estimated bill. If you would like to provide us with a reading, you can ring us on 08457 91 91 55 and we will then send you a revised bill.

### moving house?

When moving house, we will arrange for a final meter reading to be taken as long as you give us at least five working days notice by telephone or 10 working days notice by letter to enable us to produce a final bill. Alternatively, we will accept a customer's own meter reading at the time of moving house.



## 5: living with a meter

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### meter location

Whilst it is possible to install meters inside properties, we normally position the meter immediately outside the boundary of the property it serves, so that we can maintain it and take readings with minimum disturbance. We will determine the exact position of the meter in accordance with regulations made by the government. However, if the meter location is a matter of concern, we can discuss its location before installation is completed. You can request that the meter be installed in a different location to where we propose, although there may be a charge for this. If the accessibility of the meter is a problem for you, you can ask one of our Customer Services representatives to visit you.

### reading your meter

On the face of the meter, you will see seven digits.



The first five white digits indicate cubic metres (1 cubic metre = 1,000 litres = 220 gallons). The last two red digits are units of 10 litres. In the example above, the meter reading is 239 cubic metres. The 46 means that 460 litres have also been used.

You can use your meter to:

- monitor consumption. By regularly keeping an eye on your consumption, you can see if you are using water wisely
- check for faults and leaks. If there is a significant change in your consumption that you can't explain, there may be a fault with your meter, or you may have a leak. You should check for leaks before asking for the meter to be tested.

**please note:** it is important to ensure that you replace the meter cover correctly to avoid any trips or falls by either yourself or others.

### meter accuracy

All meters are tested and approved for accuracy by the Trading Standards office before leaving the factory.

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

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

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

## 5: living with a meter

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### paying for sewerage with a meter

The basic principle is that the amount of water taken in through the water meter is a fair indication of the amount of dirty water discharged to the sewer. Normally, we assume that 90 per cent of the water recorded by the meter is returned to the public sewer. The 10 per cent allows for activities like garden watering and car washing. However, if you can demonstrate that less than 90 per cent of your water is returned to our sewer, please contact us to discuss whether a higher 'allowance' is appropriate.

Some customers get their water supply from Anglian Water but their sewerage services from another company. The charging methods could be different for those customers.

### a guide to household water usage

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

If you regularly use an automatic 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 LOW.

The following table is a guide to how much water you might use in a year, depending on the number of people in your household and your type of use.

how much water you might use in a year			
number in household	above average usage (m <sup>3</sup> )	average usage (m <sup>3</sup> )	low 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

If you would like more information on paying for the water you use with a meter, please call us on 08457 91 91 55 between 8am and 8pm (Monday to Friday) 9am and 1pm (Saturday).

## 5: living with a meter

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### how to be 'waterwise'

Anglian Water has information on using water wisely for the home and garden. If you would like these details, please call 08457 145 145 during office hours or take a look on our web site [www.anglianwater.co.uk](http://www.anglianwater.co.uk).

It's easy to reduce water waste in the home ...

- an ordinary shower on average uses 40 litres and a bath takes 80 litres
- some power showers can use over twice as much water as an ordinary shower and about the same as a bath
- each time you flush the toilet it can use 9 litres
- a small drip from a faulty washer or cistern can waste 4 litres a day
- a running tap uses 9 litres a minute
- a hosepipe or sprinkler uses 1,000 litres an hour.



## leakage (code of practice for domestic customers)

We have a duty to promote the efficient use of water and reduce leakage therefore it is important that you help us to find and fix leaks.

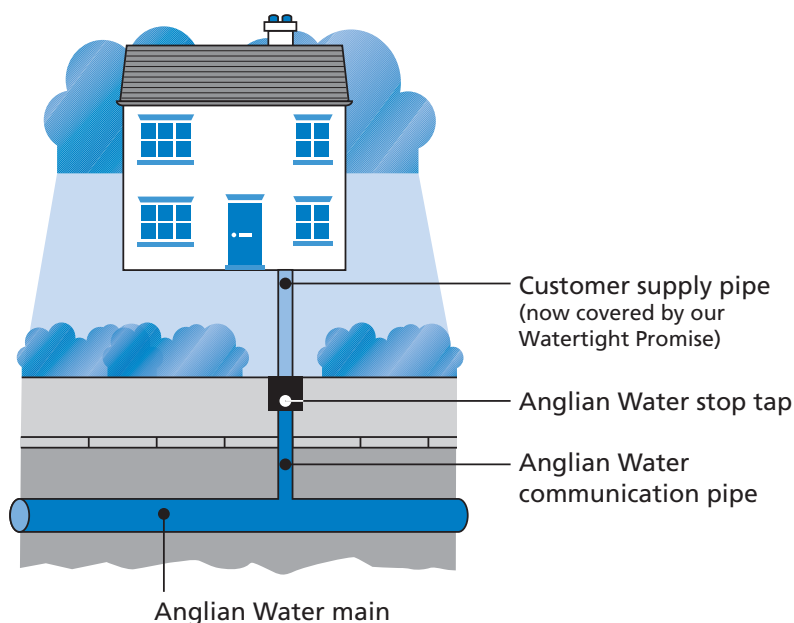
### responsibility for pipes



Water is delivered to your home from the water main by means of a service pipe. Responsibility for the service pipe is divided between Anglian Water and you or the property owner. The division normally occurs at the boundary between public highway and the property. We maintain the communication pipe from the water main to this point. Beyond this point, it becomes the private supply pipe, maintained by you or the property owner.

If you pay Anglian Water domestic charges, we offer a free one-off repair or replacement service known as our Watertight Promise.

Under our Watertight Promise and with your permission, we will repair or replace up to 25 continuous metres of the underground supply pipe (excluding pipes that run under buildings) that runs from the street boundary to where the pipe enters your home. For longer supply pipes there is no benefit in replacing the first 25m alone if the pipe is in poor condition. We will replace any continuous 25m free of charge on the understanding that the remainder of the pipe is replaced at the same time. We will provide an estimate for any length of pipe over the 25m requiring replacement on request.

Although the pipe remains the responsibility of the householder, Anglian Water will offer this free service only once per supply pipe (ie once per property not per customer) subject to the terms and conditions below. Work will normally be completed within 10 working days from receipt of your authorisation.



-  Customer's responsibility
-  Anglian Water's responsibility

## 6: leakage (code of practice for domestic customers)

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### terms and conditions

1. This service covers all domestic supply pipes. Our service stops at the external wall of the property. A leak found under any structure will not be covered. On request, we will arrange for an Anglian Water approved plumber to provide a quote for this area of work.
2. If you have a shared supply to your property responsibility for the common pipe is generally shared. If any costs are applicable they should be apportioned to all properties beyond the leak.
3. The private supply pipe remains the responsibility of the property owner.
4. The property owner is free to choose to have the leak repaired privately and pay the costs his/herself. Anglian Water will not reimburse these costs.
5. We will carry out the excavation, refill the hole and leave the area safe and tidy. Anglian Water will not be responsible for permanent reinstatement, however we will supply you with an estimate on request.
6. The watertight promise does not apply to reckless or deliberate damage to the water supply pipe.
7. This service applies to one leak per supply pipe only.
8. No liability is accepted by Anglian water for any loss, injury or damage caused by the water escaping through the leak. Only when loss, injury or damage is proved to be as a result of Anglian Water's negligence or defective workmanship will responsibility be accepted.
9. Any liability upon Anglian Water will be limited to a maximum of £250.
10. Signature of the customer authorisation form will not create a permanent contract or agreement between the parties. The contract will only be for the duration of the work to be carried out.
11. Our Watertight Promise and these terms and conditions maybe withdrawn or varied by Anglian Water at any time.
12. The Watertight Promise does not apply to new properties, which have been on the Anglian Water account system for less than two years.
13. Since some leaks are extremely difficult to find, the Watertight Promise includes four free hours work for investigation during which time Anglian Water will endeavour to pinpoint the leak. However if after that time, the leak has not been found, you will be given the option of either employing your own contractor at your own cost or employing Anglian Water at its current rates to locate and repair the leak.

**For full details of our Watertight Promise, please telephone 08457 145 145.**

## 6: leakage (code of practice for domestic customers)

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### reducing waste and leakage

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

- we are replacing old iron pipes with new, joint-less pipes that do not corrode. This renewal programme helps minimise leakage
- we aim to repair the majority of reported bursts within 48 hours. Our level of service for all other repairs including customer supply pipes, is 10 working days.

Our leakage hotline is open 24 hours a day on 0800 771 881.

### helping customers reduce leaks

When an external meter is installed for the first time, undetected leaks may be identified. If the leak is found during the meter excavation, we will repair it immediately. Our Watertight Promise may cover any other suspected leak.

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

On a more general note, leaks can also be indicated by abnormally high meter readings, hearing the sound of running water, seeing leaking water or the presence of wet areas or lush vegetation in the vicinity of pipework especially during dry periods.

### leakage allowance

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

We may consider a one-off claim for a leakage allowance to cover the cost of excess charges from customers who report a leak on their metered supply provided that the leak is subsequently repaired. A one-off leakage allowance is available regardless of whether the leak qualifies to be fixed for free under our Watertight Promise. All claims must be made within six weeks of the date the leak was repaired.

If the leak is found as a result of an abnormally high meter reading we will re-calculate the bill based on past normal consumption.

Where there is no record of past consumption, the adjustment will be based on the number of occupants living at the property with a further adjustment if the customer's subsequent usage is significantly different. Alternatively, once the repair has been made, we will obtain two check readings and then re-calculate the bill based on the new daily average.

Customers do not therefore have to wait a long time for a more accurate bill.

A similar allowance will be made against sewerage charges, if appropriate.

## 6: leakage (code of practice for domestic customers)

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An allowance will not be given:

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

Anglian Water offers a free one-off repair or replacement service known as our Watertight Promise. If our Watertight Promise does not cover a leak on the supply pipe and you fail to repair it when requested, Anglian Water has a legal duty to arrange for the repair to be carried out in order to stop water being wasted. Under these circumstances, the customer will be re-charged for the cost of the repair.

For details on meter accuracy, please see section on *living with a meter*.

For further details or a leakage allowance claim form, call us on 08457 91 91 55 between 8am and 8pm (Monday to Friday), 9am and 1pm (Saturday).

### **tips to prevent burst pipes during the winter months**

Prevention is always better than cure – so when the nights get colder and before winter takes a hold, it is a good time to think about protecting homes from burst pipes.

The following ten tips can help safeguard your heating system and water pipes throughout this winter:

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





## **pipelaying** (a code of practice summary)

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

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

### **notice of work**

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

- find out about development proposals
- establish who owns or occupies the land
- tell owners or occupiers about our intentions.

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

### **before and after**

We will, at our expense, prepare and give the owner or occupier a record of the condition of the working area before we begin. We will restore the area to its original condition, unless otherwise agreed, taking into account any compensation payment. This undertaking applies to the land itself and to hedges, fencing, banks, walls, roads and paths.

On completion we will provide, in writing, information on the exact position of the pipe, and areas required for future access for maintenance and inspection.

### **working season**

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

### **supervision and responsibility**

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

### **access**

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

### **water supplies and other services**

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

### **fossils and other discoveries**

We are not entitled to keep any article found during the carrying out of work.

### **further information**

For a copy of the *Code of Practice for Pipelaying* or any enquiry on the subject, please contact Customer Services on 08457 145 145.



## what to do if you wish to complain

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Providing customers with a quality and value-for-money service is important to the company and all its employees. Dedication to customer care underpins our 'customer first' business approach.

### what to do if you are unhappy with our service

Raising a query or making a complaint should not be an unpleasant experience. We need to know when we fall short of the mark. We have tried to make it easier for you to contact the person best trained to deal with your particular issue:

- **complaints about water or sewerage services** – Our Customer Services staff are trained to help you with enquiries and complaints about the service we provide. If your complaint is about your water supply, sewerage services and other aspects of our work then contact Customer Services on our 24-hour emergency helpline number 08457 145 145, email us at [custservice@anglianwater.co.uk](mailto:custservice@anglianwater.co.uk) or write to the address given below
- **complaints about bills** – If your complaint is about your bill then telephone us on 08457 91 91 55, email us at [custservice@anglianwater.co.uk](mailto:custservice@anglianwater.co.uk) or write to:

Anglian Water  
Customer Services  
PO Box 770  
Lincoln  
LN5 7WX

### what happens when you complain

#### by telephone

If you telephone us, we will try to resolve your complaint there and then. If this is not possible, we will take your details, give you a contact name and investigate your complaint before calling you back. In some cases we may need to make an appointment to visit you before we can resolve your problem. We promise to keep you regularly informed of progress in resolving your complaint.

We offer a minicom text facility for people with speech or hearing difficulties. Our minicom line is open 24 hours a day on freephone 0800 91 75 901.

We offer a telephone translation service for customers whose first language is not English. Language Line is a confidential service for billing queries where the customer is linked by telephone both to a member of our staff and a translator. Call 08457 91 91 55.

#### in writing or by email

If you write or email us, we guarantee to provide a full response within ten working days of receipt. Our service is backed up by compensation if we fail to meet this standard. If your complaint cannot be answered without special investigation we will write and tell you who is dealing with your complaint.

We keep a record of all complaints and learn lessons from them. This helps us to improve our service in the future. Reports on complaints are updated daily and reviewed by our directors on a monthly basis. These records are monitored and audited independently.

## 8: what to do if you wish to complain

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### what if you are not satisfied with our response

If you are not happy with our response and want to discuss the matter further, please contact us. We are confident that we will be able to resolve the matter quickly, or clarify any queries you may have.

However, if you continue to be dissatisfied with the way we are tackling the matter, address your complaint to our Customer Relations Manager, PO Box 770, Lincoln LN5 7WX, who will arrange a fresh investigation into the case.

### independent review

If you remain unhappy with our response to your complaint you can contact the Consumer Council for Water (Eastern). This is an independent body set up to look after the interests of water customers. One of its key roles is to investigate complaints against the water companies. They can be contacted at:

Ground Floor  
Carlyle House  
Carlyle Road  
Cambridge  
CB4 3DN

or telephone 08457 95 93 69

In the event of a dispute that we are unable to resolve, you have the option of referring the matter to the Consumer Council for Water (Eastern) Complaints Panel to consider mediation. This does not apply in all circumstances but the result of successful mediation would be a mutually agreed resolution to the complaint.

You also have the right to refer certain disputes to the Director General of Water Services for a decision or for arbitration. A full list of the disputes, which you can refer to him, is given later in this section. It also indicates when an arbitrator needs to be involved. We will inform you, during the course of a dispute, when any of these provisions apply.

### service guarantees

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

We operate a *Charter for Domestic Customers*. This covers the terms of the statutory Guaranteed Standards Scheme and sets out all the additional promises we have made to customers. A copy is available by calling us on 08457 145 145.

In line with our charter, there are a number of specific circumstances where we will credit your account or make a payment of £20 if we fail to meet our guaranteed standards. These are detailed below.

Any disputes arising under our Guaranteed Standards Scheme may be referred to the Director General of Water Services for determination. His decision is binding.

## 8: what to do if you wish to complain

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### our promises to you

#### 1. We keep our appointments

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

If we fail to meet this standard, we will pay you £20.

#### 2. We respond quickly to letters

- we will reply to a written enquiry about your bill within 10 working days of receipt
- we will put in place an agreed new payment method within five working days of your request
- if you ask for a change to your payment arrangement, (for example to pay by instalments) and we cannot accept the change, we will write and tell you the reason why within five working days of your written request
- we will reply within 10 working days to any letter of complaint
- we will provide replacement bills and receipts within 10 working days of your request
- if you move house, we will provide a bill or refund within 10 working days of you moving or telling us about the move – if this has already happened.

If we fail to meet any of these standards, we will credit £20 to your account.

#### 3. We keep the water flowing

- occasionally we need to turn off the water supply to carry out essential, planned work. We will always let you know in advance and tell you when the supply will be restored
- if the interruption is to be more than four hours, we will give you at least 48 hours notice in writing.

If we fail to meet any of these standards, we will credit £20 to your account and a further £10 for every additional 24 hours that you remain without water.

- after an emergency or unplanned interruption, we will restore supplies within 12 hours for most bursts, or within 48 hours if it is a burst on a strategic main. If necessary, we will give you an alternative supply.

If we fail to meet these standards, we will credit £20 to your account and a further £10 for every additional 24 hours that you remain without water.

It is sometimes difficult to know who has been affected by these interruptions. If you were affected, and we have not credited your account, please put any claim in writing to the address given on page 3 within three months of the interruption.

#### 4. We will keep up and maintain the water pressure

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

## 8: what to do if you wish to complain

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### 5. We protect homes against flooding from sewers

- if flooding from the public sewer affects your property internally, we will automatically refund your sewerage bill for each internal flooding incident up to a maximum of £1,000 per incident
- you should have insurance to cover any damage caused by sewage flooding of your home but if such a flood occurs as a result of our negligence, we will also consider any additional expense, including uninsured losses. These claims can be made up to 12 months after the event.

If any of the following guarantees are not met, you can claim £20:

- we will respond to reports of sewage flooding within four hours of being notified
- if asked, we will provide you with a letter of explanation about the cause of the flooding, within 10 working days.

However, if we are carrying out an investigation into the sewage flooding that has affected you, we will keep you informed of our progress on a quarterly basis, until we have completed our work.

### exceptional circumstances

Where a payment is made, it does not act as an admission of liability for any other purpose. Similarly, its acceptance by the customer, will not affect any other liability owed to them.

Our guarantees do not apply if we are prevented from meeting our standards by third party actions, exceptional circumstances, severe weather conditions or industrial action.

### Disputes that the Director General may resolve

**Guaranteed Standards Scheme** – Any dispute about a failure to meet one of our guaranteed standards, which are included in our customer charter.

**conditions for water mains requisition** – Any dispute about the amount we require you to pay; or the undertakings or securities we expect you to give; or about extending the three months time limit for us to provide a water main; or about where your water pipe should be connected to the main.

**adoption of water mains** – Any appeal against our refusal or decision to adopt water mains or our technical requirements for construction of such water mains.

**connections to water mains** – Any dispute about the amount we require you to pay for connection to our water main, or securities we require you to give before we will carry out the work.

**reconnection charges** – Any dispute about the amount we require you to pay before reconnecting a supply, which has been disconnected for failure to pay.

**water meter installation** – Any dispute about our conditions for the installation of the water meter on new connections.

**separate supply pipes** – Any dispute about our requirement for separate water supply pipes to separately occupied premises.

## 8: what to do if you wish to complain

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**requirements to maintain pressure and supply** – Any dispute about our requirements, as a condition of connection, that premises have 24 hours water storage and be provided with a tank which has a float-operated valve in good repair.

**conditions for sewer or lateral drain requisitions** – Any dispute about the amount we require you to pay; or the undertakings or securities we expect you to give; or about extending the six months time limit for us to provide a public sewer or lateral drain; or about where your private drain or sewer should connect with the public sewer.

**adoption of sewers** – Any appeal against our refusal or decision to adopt sewers, new lateral drains, or our technical requirements for construction of such sewers.

**connection to public sewers** – Any dispute about our refusal to allow a connection; or our request to have a drain or sewer opened before agreeing to the connection; or the amount we require you to pay; or the securities we expect you to give before the connection is made.

**power to close and restrict use of a public sewer and to provide a replacement drain or private sewer** – Any dispute about the effectiveness of a replacement sewer; or the position or sufficiency of a drain or sewer we propose to provide in place of an existing and inadequate system.

The Director General of Water Services can be contacted at:

Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham  
B5 4UA

or telephone 0121 625 1300.

### arbitration

Under the Water Industry Act 1991 some disputes between you and us may have to be decided by an arbitrator. We must agree between ourselves who this should be. If we can't agree, the President of the Institution of Civil Engineers, the Secretary of State for the Department of the Environment, Food and Rural Affairs (DEFRA) or the Director General of Water Services (Ofwat) can appoint an arbitrator – depending on the dispute. Those disputes, which can be referred to arbitration, are:

**prevention of contamination** – Any dispute about the Water Supply (Water Fittings) Regulations 1999, which is designed to prevent contamination of the water supply, can be referred to arbitration.

**water meters** – Any dispute about the location of a water meter, which we require to be installed in your property.

### legal proceedings

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

**Anglian Water  
Services Limited**

Anglian House  
Ambury Road  
Huntingdon  
Cambridgeshire PE29 3NZ

Tel 01480 323000  
Fax 01480 323115

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