



Your local supply, on tap

# Your Water Service

Your guide for 2017/18

**PLEASE READ AND  
KEEP SAFE**

Important information  
about your water service  
for the coming year.



# Hello, we're Affinity Water

Your local community-focused water company dedicated to delivering high quality water you can trust.

WHAT WE DO

- We supply 900 million litres of water to over 3.6 million people across Southeast England, every single day
- We manage over 100 water treatment works
- We distribute water to 1.4 million homes and businesses
- Our water mains stretch to 16,500km – the distance from London to Sydney.

## Giving you a hand with your bill

We know that in difficult times, some of our customers may need help and support. See below for a range of ways we can help you manage your bill.

### Spread the costs

If you are finding it difficult to pay your bill, we may be able to help spread the costs with a payment plan to suit you. To apply, please visit:

[www.affinitywater.co.uk/paymentplan](http://www.affinitywater.co.uk/paymentplan)

### Our WaterSure scheme

Provides support for 4,000 metered customers who claim benefits and have a large family of three or more children – OR a medical condition that means they need extra water.

### Our Water Direct scheme

Could help if you receive certain benefits and are behind with your payments (payments are deducted direct from your benefit payments and sent directly to us).

### Our Low Income Fixed Tariff (LIFT)

Already benefits 42,000 Affinity Water customers. It could help you too, if your annual household income is less than £16,105, or you receive housing benefit, income support or certain other benefits.

### Sign up, for a heads up

To find out if there is a burst in your area or to sign up for our handy text service, visit:

[www.affinitywater.co.uk/lowincome](http://www.affinitywater.co.uk/lowincome)

[www.affinitywater.co.uk/alerts](http://www.affinitywater.co.uk/alerts)

# Your waste water service

Our teams work around the clock to provide you with a reliable and high quality supply of water. As we are a dedicated water only supplier, your waste water is managed by someone else – it all depends on where you live.

## YOUR WASTE WATER: IMPORTANT INFO

### If you're an Anglian Water or Thames Water waste water customer, we bill you on their behalf.

You get one bill from Affinity Water for both your water and waste water services.

### If you're a Southern Water customer:

You'll receive a water bill from Affinity Water and a waste water bill from Southern Water.

## Surface water drainage – you could save £££

If the rainwater on your property does not drain away to the sewers, you could be in line for a reduction in your waste water charges. To find out more, call:

Thames Water ☎ **0800 316 9800**  
[www.thameswater.co.uk/mywastewater](http://www.thameswater.co.uk/mywastewater)

Anglian Water ☎ **0345 714 5145**  
[www.anglianwater.co.uk/swdrainage](http://www.anglianwater.co.uk/swdrainage)

Southern Water ☎ **0330 303 0368**  
[www.southernwater.co.uk/surface-water-drainage](http://www.southernwater.co.uk/surface-water-drainage)

## Save money on your waste water

### Anglian Water

If you are an Anglian Water waste water customer you may benefit from their AquaCare Plus tariff. AquaCare Plus is for metered homes who may experience particular hardship and need to use large amounts of water.

### Thames Water

If you are a Thames Water waste water customer you may benefit from their WaterSure Plus tariff if you meet certain criteria. The WaterSure Plus tariff is for both metered and non metered customers.

For more information on how we can help with your waste water charges, please call us on **0345 357 2401**.

# My Account

## Your hassle-free way to manage things

Looking for the quickest and easiest way to manage your Affinity Water account? My Account puts it all right at your fingertips. Register now at

[www.affinitywater.co.uk/myaccount](http://www.affinitywater.co.uk/myaccount)

## My Account lets you...

- Update contact details
- Submit meter readings
- View bills
- Check your balance
- Sign up to Direct Debit

## Caring for your needs

We provide information in large print, Braille, audio tape or on CD

- We make special arrangements for vulnerable customers when supply interruptions happen
- We offer help with dialysis machine registration
- We provide a password scheme to give you added reassurance that our engineers are who they say they are, whenever they visit.

To find out more or get help yourself, call us on **0345 357 2406**, or email [advancecareteam@affinitywater.co.uk](mailto:advancecareteam@affinitywater.co.uk)

## A helping hand for your community

Do you run a local charity or community group? If so, we are here to give a helping hand and want to be involved in projects which benefit the communities we serve through our funding programme.

The funding we offer is for projects which support sustainable water use, have a positive environmental impact or help disadvantaged groups in the community.

To find out more, please visit:

[www.affinitywater.co.uk/communityengagement](http://www.affinitywater.co.uk/communityengagement)

# Looking after your home

Do you use a lot of water or wonder if you have a leak in your home? Or would you like to find out how to read your meter or how to prepare your pipes for winter?

For all this and more, we have a wealth of information available online with our handy 'How to' guides at:

[www.affinitywater.co.uk/howtoguides](http://www.affinitywater.co.uk/howtoguides)

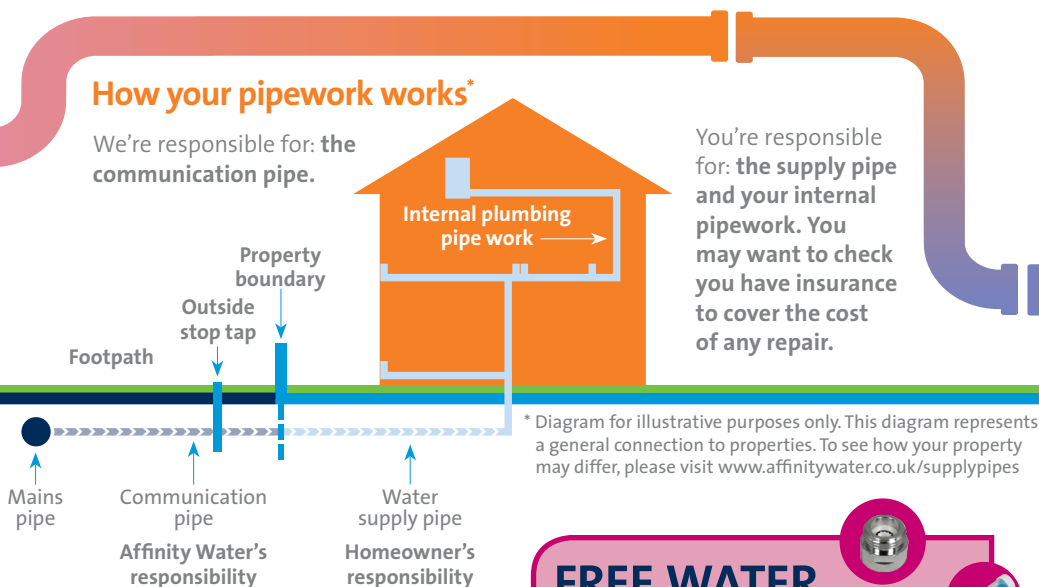
**STOP.  
THINK. SAVE**

Fix dripping taps and leaking toilets – if you need an approved plumber, visit [www.watersafe.org.uk](http://www.watersafe.org.uk)

## How your pipework works\*

We're responsible for: **the communication pipe.**

You're responsible for: **the supply pipe and your internal pipework.** You may want to check you have insurance to cover the cost of any repair.



\* Diagram for illustrative purposes only. This diagram represents a general connection to properties. To see how your property may differ, please visit [www.affinitywater.co.uk/supplypipes](http://www.affinitywater.co.uk/supplypipes)

## Water resources

The second half of 2016 was a period of very low rainfall. None of us can make it rain, so this reminds us we can all use less water to help conserve supplies for everyone. For information on how you can help save water, save energy and save money, visit:

[www.affinitywater.co.uk/savewater](http://www.affinitywater.co.uk/savewater)

To stay informed about our changing water resources position, visit:

[www.affinitywater.co.uk/resources](http://www.affinitywater.co.uk/resources)

## FREE WATER SAVING DEVICES!

Grab your free water saving devices and start saving water, energy and money today! Simply visit:

[www.affinitywater.co.uk/savewater](http://www.affinitywater.co.uk/savewater)

or call us on 0345 371 0727.

save water

save energy

save money

# Investing in your community

Our teams work throughout the year to renew our 16,500km of pipework that supplies water to you each day. This is to ensure we provide you with a reliable, high quality supply of water and minimise unplanned disruption in your community. To find out where, visit:

[www.affinitywater.co.uk/customerzone](http://www.affinitywater.co.uk/customerzone)

With Customer Zone, you can also find information about the water quality in your area, report a leak or see which company provides your waste water services.



## Moving home

**Moving home or new to our area?** Whether you're a new or existing customer, letting us know that you are moving is really helpful to ensure your account is accurate.

Please tell us if you are moving at:

[www.affinitywater.co.uk/moving](http://www.affinitywater.co.uk/moving)

**STOP.  
THINK. SAVE**

When boiling the kettle, only boil enough water for your immediate use

# Always 100% committed to you

We'll always do our best to provide you with the best possible service. If we fall short of the standards we set ourselves, we'll make sure we put it right.

## INTERRUPTIONS TO YOUR WATER SUPPLY

If we are planning to turn off your water supply to carry out works on our network, we will give you as much notice as possible, advising you when we expect to turn your water off and back on again.

- If we plan to turn off your water for more than 4 hours, we will give you at least 48 hours' notice. If we fail to do so, we will pay you £50.
- If we fail to turn your water back on by the time specified in our notice, we will pay you £50 and a further £10 for each subsequent 24 hour period you have no water.

For unplanned interruptions, for example when your supply is cut off due to a burst water main, we will notify you as soon as practicable when we expect to restore the supply.

- If your supply is not restored within 12 hours (48 hours for any burst on a larger 'strategic' main) we will pay you £20, and an additional £10 for each subsequent 24 hour period you have no water.



**STOP.  
THINK. SAVE**

Take a short four minute shower – you'll not only save water but energy too

## LOW PRESSURE

- If the water pressure in our pipework falls below seven metres static head (a technical term used to measure water pressure) at the boundary of your property on two occasions, each one lasting one hour or more in any 28 day period, we will automatically pay you £25.
- You can only receive one payment under this guarantee in any financial year (1 April to 31 March). This guarantee does not apply if the low pressure is caused by essential work we have to do to our water pipe network, or if there is a drought.

## BILLING QUERIES

- If you write to us to query the accuracy of your bill or account details, we aim to send a reply within ten working days of receiving your letter or email. If we take longer than this to send our reply, we will automatically pay you £20.
- If you write to ask us to change the way you pay your bill, we will make the change as quickly as possible. If we are unable to make the change and do not let you know within five working days, we will automatically pay you £20.

## BANK CHARGES

We'll reimburse any banking or Direct Debit charges that you experience as a result of a billing inaccuracy. In the unlikely event that a court judgement is entered against you as a result of our error, we'll pay you a minimum of £50 too.

### RESPONDING TO WRITTEN COMPLAINTS

- If you write to complain about our water services, we will send you our reply within ten working days of receiving your letter or email. If we take longer than this to send our reply, we will automatically pay you £20.

### PAYMENTS, CREDITS AND EXCLUSIONS

- For broken appointments, written complaints, billing enquiries and written questions about your water services, we will make the payment to you within ten working days of the failure in service.

- In all other cases, payment will be made within 20 working days of the failure in service. If we do not make the payment automatically, a further penalty payment may also be due.
- We will normally make the payment by adding a credit to your account, or we will send you a cheque if you do not have an account with us.
- Certain exclusions apply to these guarantees. For more information, visit:

[www.affinitywater.co.uk/leaflets](http://www.affinitywater.co.uk/leaflets)

## Personal information

We (and your waste water company) may use your personal information to:

- Provide you with water and waste water services
- Manage your water services account, including the collection and recovery of charges. We may share your information with credit reference agencies and obtain information about you from them for this purpose.

### OUR CODES OF PRACTICE

We have three codes of practice, covering the following:

- General (aimed at all our customers)
- How we deal with customers who are having problems paying their bill
- What happens if you have a leak on your supply pipe.

You can view and download all our codes of practice online at:

[www.affinitywater.co.uk/leaflets](http://www.affinitywater.co.uk/leaflets)

We may also provide you information about related products and services. If you would prefer us not to, please email:

[dpaenquiries@affinitywater.co.uk](mailto:dpaenquiries@affinitywater.co.uk)

or contact us on the number shown on the bill.

For more information on how your information is used and your rights to access information we hold about you, please visit:

[www.affinitywater.co.uk/privacy](http://www.affinitywater.co.uk/privacy)

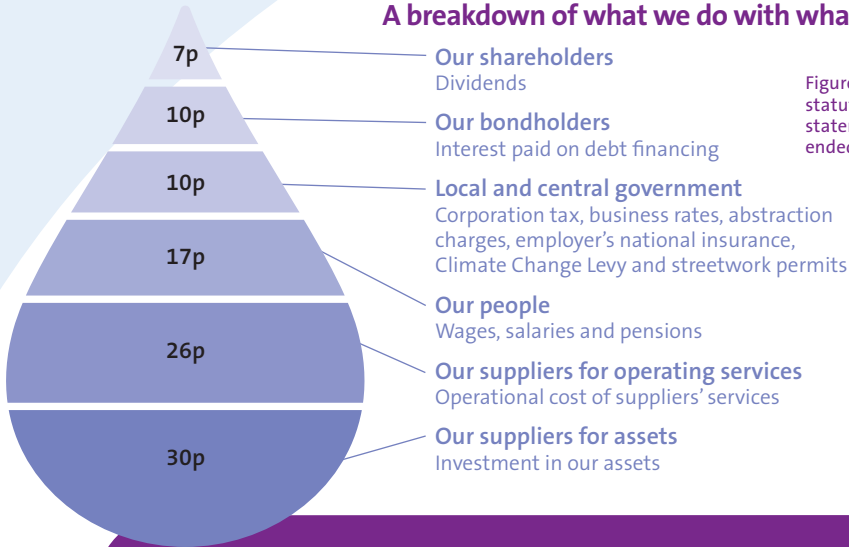
## Use of mobile phone data and call recording

We may monitor and record calls to help us provide services to you and for quality and training purposes. If you call using a mobile phone, we may use information about your location to route your call.



# Where each £1 of your bill is spent

## A breakdown of what we do with what you pay



Figures are based on our statutory financial statements for the year ended 31 March 2016

## Performance highlights

Our work is shaped by your input. In fact, our business plan 2015 – 2020 was formed by the response of over 12,000 Affinity Water customers, and we will continue to listen and respond to your needs.

Have a look to see some of our highlights in 2016...

99.97% of over 170,000 water quality tests complied with the relevant government standards in 2016

We reduced the amount of water we take from the environment by

**6.7** million litres per day

We reduced leakage by **2** million litres per day\*

We strengthened our network, reducing mains bursts by **9%\***

\*compared to our 2014/15 performance.

We made ourselves more accountable by publishing our performance by community, which you can check online at:

[www.affinitywater.co.uk/performance](http://www.affinitywater.co.uk/performance)

# Getting in touch with us

We're your local community water company and always happy to help whenever you need us.

Go online to save you time [www.affinitywater.co.uk](http://www.affinitywater.co.uk)

**Give us a call** Telephone calls are recorded for training and monitoring purposes.



## Operational enquiries

(Water supply, water quality and emergencies)

**0345 357 2407**

Mon - Fri 7am to 8pm  
Sat - Sun 8am to 8pm

Outside these hours we operate an emergency service.



## Billing enquiries

(Account, billing and moving home)

**Metered customers**

**0345 357 2401**

**Non-metered customers**

**0345 357 2402**

Mon - Fri 8am to 5pm

We have a translation service available on request – just let us know.



## Automated debit / credit card payment line (24hrs)

**0345 357 2400**



## Leakspotter line

**0800 376 5325 or**

**0345 357 2404**

[www.affinitywater.co.uk/leakspotters](http://www.affinitywater.co.uk/leakspotters)

Calls to 03 numbers are charged at local rate from UK landlines and mobile phones.

Calls to 0800 numbers are free to call from UK landlines and from mobile phones.

## Waste water emergencies and general enquiries

Check your bill online for your waste water provider

### Anglian Water

**0345 714 5145**

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

### Thames Water

**0800 316 9800**

[www.thameswater.co.uk](http://www.thameswater.co.uk)

### Southern Water

**0330 303 0368**

[www.southernwater.co.uk](http://www.southernwater.co.uk)

## Drop us a line



### Write to us at:

**Affinity Water Ltd,  
Tamblin Way,  
Hatfield, Herts  
AL10 9EZ**



### Email us at:

[hello@affinitywater.co.uk](mailto:hello@affinitywater.co.uk)

### Need an approved plumber?



**WaterSafe**  
LOCAL APPROVED PLUMBERS

[www.watersafe.org.uk](http://www.watersafe.org.uk)

To receive this leaflet in large print, audio or Braille, please call **0345 357 2406**



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