

WELCOME TO YOUR NEW HOME



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Wessex Water
YTL GROUP



FOR YOU. FOR LIFE.

wessexwater.co.uk

CONTENTS

Welcome	1
Getting started	2-3
Problems paying	4
Extra support	5
Have your say	6
What's going on in your community	6
Helping the environment	7
Things you need to know	8-9
Contact us	Back page

WELCOME TO WESSEX WATER FOR SEWERAGE CUSTOMERS

Welcome to Wessex Water - we are your new supplier of sewerage services.

While you're settling in, this booklet provides all the information you need to know to get set up with us and get the most out of your Wessex Water account.

If there is anything else you would like to know, please get in touch. Our contact details are on the back cover, or you can visit our website: **wessexwater.co.uk**



Andy Pymer
Managing Director



GETTING STARTED

Who supplies what?

We provide sewerage services to an area of the south west of England that includes Dorset, Somerset, Bristol, Bath, most of Wiltshire and parts of Gloucestershire, Hampshire and Devon.

Due to where you live, you are one of our sewerage-only customers and your water will be supplied by a different company. This will be one of the following:

- Bristol Water: Bristol, South Gloucestershire, North Somerset, North East Somerset, Mendip
- Bournemouth Water: Bournemouth, Christchurch, East Dorset
- Southern Water: New Forest, Hampshire
- Severn Trent: Gloucestershire
- South West Water: Devon
- Thames Water: North East Wiltshire (Wootton Bassett, Marlborough, Lyneham)
- Cholderton and District Water: Cholderton, Bulford, Shipton Bellinger, Thurxton, Amport and Quarley.

If Bristol Water is your water supplier, you will receive a joint Bristol Water and Wessex Water bill. If one of the other companies above is your water supplier, you will receive a separate bill for your water from them and a sewerage bill from us.



Tell us how and when you'd like to pay your bill

We offer the following range of payment options free of charge so you can choose to pay however it suits you:

- **Direct Debit** - the easiest way to pay your bill. To set up a Direct Debit visit wessexwater.co.uk/directdebit or call us on 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday 8am to 2pm). Metered customers can choose to pay monthly on a budget plan or on receipt of their bill. More information on this can be found on page 4.
- **At your bank** - take your bill or instalment plan with cash or a cheque. Normally banks do not charge a fee for this.
- **Telephone/internet/mobile banking** - payment should be made to Bristol Wessex Billing Services Limited quoting sort code 40-02-50 and account number 61229737*.
- **ebilling** - view your bills online and make a payment with your credit or debit card.* Visit myaccount.wessexwater.co.uk
- **PayZone** - take your bill and payment in cash to a local PayZone store. Visit payzone.co.uk/consumers to find your nearest store.
- **Post Office** - fill in the payment slip and take it with your bill and payment in cash.
- **Telephone** - pay by credit or debit card by calling our automated 24-hour line on 0345 600 1 019*. Make sure you have your bill to hand.
- **Post** - write your customer reference number (located on your bill) on the back of a cheque and post it with the payment slip to BWBSL, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA. Cheques should be made payable to BWBSL. Please do not send cash or post-dated cheques.

*Please quote the 13-digit payment reference number that begins with 20 shown in the box on the payment slip (see your bill).

If you would like more information about any of the above payment options, please call us on 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday 8am to 2pm).

GO PAPERLESS!

Sign up to ebilling to view and pay your bills online. You'll be helping the environment by reducing paper bills. Visit myaccount.wessexwater.co.uk

TALK TO US IF YOU HAVE PROBLEMS PAYING

We know that money can be a real worry for some of our customers. If you struggle to pay your bills, don't suffer in silence. Talk to us so we can help.

There are various ways we can work with you to manage your bills, such as:

- arranging payments directly from your benefits, if you receive them
- lowering your bill
- paying off debts and get back on track
- providing a discount if you receive pension credit, or a state pension is your only income.

Visit [wessexwater.co.uk/tap](https://www.wessexwater.co.uk/tap) for more information or call our friendly team for a no-obligations chat on 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday 8am to 2pm).

Organisations such as Citizens Advice, StepChange and National Debtline offer free, independent and confidential debt advice.



Pay in easy monthly instalments with Direct Debit

To make things easier, we offer a budget scheme which allows you to make regular monthly payments via Direct Debit and spread the cost of your bill for no extra charge (if you don't wish to set up a Direct Debit, bills are produced for the previous six-month period and are payable on receipt).

We base your initial monthly Direct Debit payments on the number of people living at the property and your estimated level of usage. This is then reviewed every 12 months.

LET US KNOW if YOU NEED EXTRA SUPPORT



Everyone's needs are different, so we want to provide you with extra support where we can through our **Priority Services** register to make things that little bit easier.

If you, or someone you know, has particular requirements - long-term or short-term - due to age, ill health, a disability, mental illness or recent family changes, sign up to the Priority Services register so that we can help with:

- different ways we can communicate with you, such as large print, Braille, via Language Line or through a nominated contact
- set up a password for when we visit, to protect you against bogus callers.



Priority Services is a free service and anyone in the Wessex Water region can sign up.

Register today at [wessexwater.co.uk/priorityservices](https://www.wessexwater.co.uk/priorityservices) or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday 8am to 2pm).

Your water supplier will offer a similar service for any issues with your water supply, as well as energy providers. Don't forget to register with them too.

TELL US WHAT YOU THINK FOR A CHANCE TO WIN £200!

We're always striving to improve our service, and the only way we can do this is by listening to our customers' opinions and needs.

Join our online customer research panel to tell us what you think of our services, how you feel we could improve and help us plan for the future.

Sign up today and you will be entered into a draw to win £200 every time you complete a new survey.

Visit wessexwater.co.uk/haveyoursay

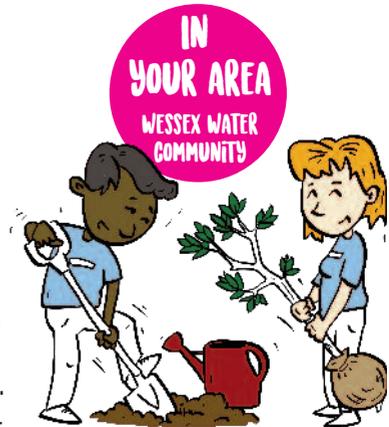


FIND OUT WHAT'S GOING ON IN YOUR COMMUNITY

Find out what we're up to in your area and how you can get involved, or plan a visit to one of our beautiful reservoirs or lakes by signing up to our community e-newsletter.

You'll also find information about our FREE education service which has reached thousands of children, students and adults over the years, plus opportunities to apply for funding for community projects near you.

Don't miss out - get tailored information and events for your local area straight to your inbox. Sign up today at wessexwater.co.uk/sign-up



HELPING THE ENVIRONMENT



Stop the Block

We deal with around 13,000 sewer blockages every year in our region, most of which are caused by the wrong things being flushed such as wet wipes, or poured down the drain such as cooking fat.

Some blockages cause sewers to burst, which can pollute the environment and harm wildlife. They're also very costly to deal with; each year we spend £5million removing blockages, not to mention the plumbing bills for customers if a blockage causes waste to back up into their home.

Help us 'Stop the Block' by following this simple advice:

In the kitchen

The following items should go in your food waste recycling or household waste, rather than down the sink:

- Fat, oil and grease (FOG) - wipe pots and pans with kitchen towel before washing them or pour leftover FOG into a container and let it solidify before disposing of it.
- Leftover food scraps - scrape what you can away and use a sink strainer to catch the really small bits.
- Coffee grounds - these can also be added to a compost heap.

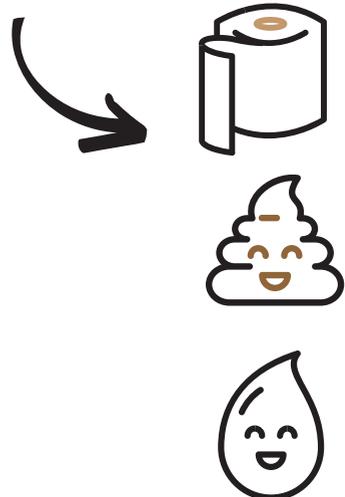
In the bathroom

Put the following items in the bin, or try using plastic-free alternatives where possible to reduce waste:

- Wet wipes - even if they say 'flushable'
- Nappies
- Make-up removal pads
- Sanitary items
- Cotton buds
- Plasters and bandages
- Razor blades

Only flush the three Ps:

paper, poo and pee to keep your home blockage free.



THINGS YOU NEED TO KNOW

Know your pipes and drains

While we're responsible for maintaining public sewers, you are responsible for all pipework inside your home and your private drain which runs from your house to the outside boundary of your property or to the point where it joins with pipework from another property, whichever is closest.

It's worth knowing your pipes and drains in the event that you experience sewage flooding, so that you know whether to contact us or a contractor. We have some handy diagrams and more information on our website, visit [wessexwater.co.uk/pipework](https://www.wessexwater.co.uk/pipework)



Our promise to you

We always aim to provide you with the very highest levels of service. Our promise sets our standards of service that we strive to meet and offers one of the best overall guarantees in the industry, but also outlines how we will compensate you if we fail to meet these standards.

It includes areas of service such as:

- the time it takes for us to respond to contacts from you or incidents
- account queries
- sewage flooding.

For a copy of our promise leaflet visit

[wessexwater.co.uk/promises](https://www.wessexwater.co.uk/promises) or you can request one to be sent in the post by calling 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday 8am to 2pm).

If you have any comments or complaints about the services we provide, our core customer information for enquiries and complaints shows you how to get in touch.

For more information visit **[wessexwater.co.uk/policy](https://www.wessexwater.co.uk/policy)** or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday 8am to 2pm).

CONTACT US

Billing enquiries

- Payment arrangements • Moving house • Problems paying
- Priority Services

0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday 8am to 2pm)

Submit an online enquiry via our website **wessexwater.co.uk/contactus**

Write to: Wessex Water, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA
wessexwater.co.uk

The following billing numbers are automated, unmanned and available 24 hours a day.

Pay over the phone by credit/debit card

0345 600 1 019 (have your credit/debit card and your bill to hand.
Payment should be made using the 13 digit payment reference on your bill)

Other billing telephone services

- Surface water drainage leaflet • Charges explained leaflet
- 0345 600 6 600

Sewerage enquiries

- Sewage flooding • Blocked sewer

0345 600 4 600 (Monday to Friday, 8am to 6pm, emergencies only at other times)

Submit an operational enquiry at **wessexwater.co.uk/contactus**

Wessex Water

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