

02ZBWNO141

Welcome to Wessex Water

for sewerage customers
on a water meter



wessexwater.co.uk

Wessex Water
YTL GROUP



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Welcome

Welcome to Wessex Water. We provide you with sewerage services.

Whether you're a new customer or have moved within the region, we hope you'll find this booklet answers any questions you have.

If there's anything else you would like to know, please get in touch. Our contact details are on the back page and we're only too happy to help.



Andy Pymer
Managing Director

About Wessex Water

Wessex Water is one of 10 regional water and sewerage companies in England and Wales.

We provide sewerage services to an area of the south west of England that includes Dorset, Somerset, Bristol, most of Wiltshire and parts of Gloucestershire, Hampshire and Devon. Within our region, Bristol Water, Bournemouth Water and Cholderton and District Water Company also supply customers with water.

What area does Wessex Water cover?

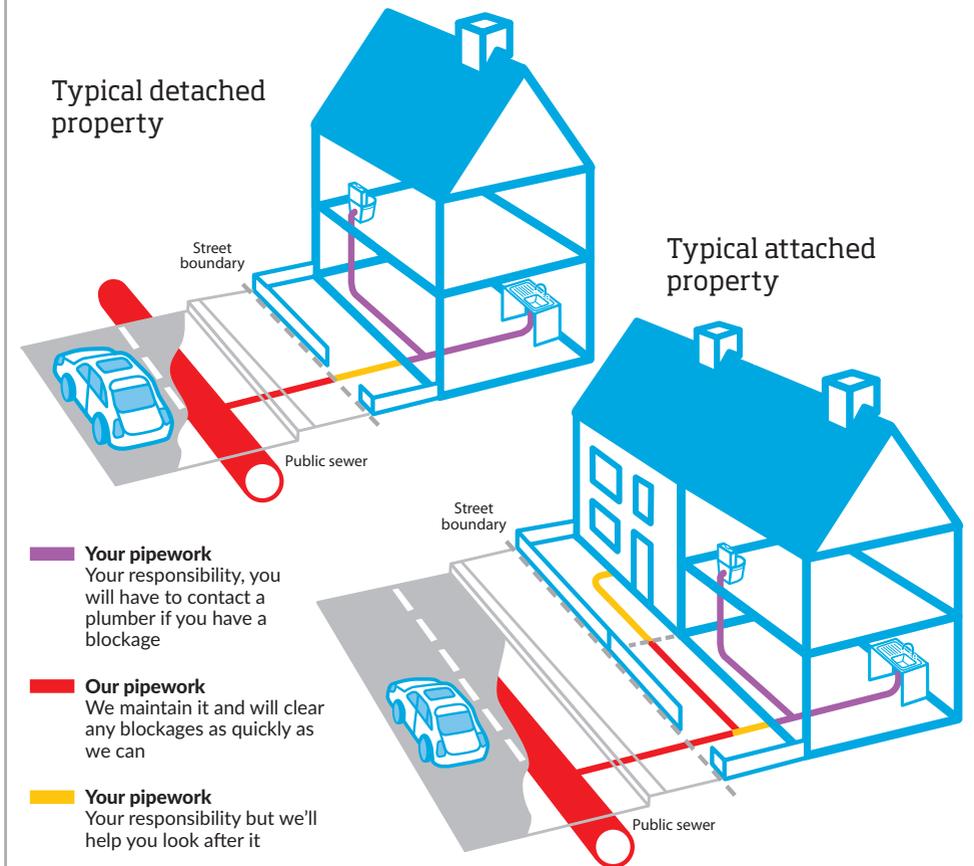


Your sewerage service

We're responsible for maintaining public sewers but you are responsible for maintaining your private drain - that's the section of pipe which serves only your property and is inside your boundary.

Where your private drain joins other pipework from neighbouring properties it becomes our responsibility.

To find out more about sewer ownership visit: wessexwater.co.uk/pipework



Your sewerage service

Sewage treatment

We take away waste water from sinks, baths, toilets and some surface water and treat it to the high standards set by the Environment Agency.

We take away and treat more than 480 million litres of sewage a day from around 2.8 million people.

Our sewerage system includes:

- 21,570 miles (34,713 km) of sewers
- 409 sewage treatment works
- 1,660 pumping stations.

We have invested hundreds of millions of pounds to improve sewage treatment and over the past five years our treatment works have regularly achieved more than 99% compliance with environmental standards.

Blockages

Around 13,000 blockages a year are caused by people flushing wet wipes, including so-called 'flushable wipes', as well as tampons and sanitary products, cotton buds and even nappies, down the toilet.

Stay blockage free by only flushing the three ps - paper, poo and pee - down your loo.

You can prevent pipes from being blocked by putting other items, such as wet wipes, in the bin.

In the kitchen pouring fat, oil and grease down your kitchen sink will block this too.

Let these cool before scraping the solid fat into your food waste bin for recycling. Or pour them into a non-recyclable container and put it in with the household waste.

For more information visit: [wessexwater.co.uk/binit](https://www.wessexwater.co.uk/binit)

Protection against sewer flooding

We aim to protect properties against sewer flooding so our sewers are designed to remove sewage from properties and, in some cases, surface water from roads, footpaths and paved areas as well.

While our system copes with day to day flows, exceptional rainfall can overwhelm it causing flooding. Sewer blockages or pumping station failure can also result in flooding.

In the event of sewer flooding, your property could be affected both internally and externally. Internal flooding, caused when the system backs up through the internal drains or toilet inside your property, is less common.

If the flooding is caused by a public sewer blockage we'll arrange and pay for it to be cleared. If exceptional rainfall has caused the public sewer flooding then we'll clean up and assess whether any remedial work can be carried out.

If the flooding is caused by a problem in your private drain, you'll be responsible.

Whatever the cause, flooding can be particularly unpleasant and distressing and it can also be costly to rectify any damage. This is why most household insurance policies cover these exceptional circumstances. We recommend you check that you have a household insurance policy that covers sewage flooding. We are not legally liable for loss or damage by flooding from public sewers unless we have been negligent.

Who to contact

If sewage from a public sewer floods your property you should contact our Sewage Floodline immediately on 0345 850 5 959 (24 hours).

You should also contact your household insurance company straightaway.

Compensation

If your property is flooded with sewage from a public sewer we'll compensate you under our Wessex Water Promise. For more information see: [wessexwater.co.uk/promises](https://www.wessexwater.co.uk/promises)

For more about sewer flooding visit [wessexwater.co.uk/flooding](https://www.wessexwater.co.uk/flooding) or call 0345 600 4 600 for a leaflet explaining what to do in the unlikely event of your property being affected by internal or external flooding.

Your bill

As a metered customer you'll receive a bill every six months which includes your sewerage services costs.

Charges on your bill

Our charges are collected by Bristol Wessex Billing Services Limited (BWBSL) a billing company owned jointly by Wessex Water and Bristol Water.

If you receive your water supply from Bristol Water you'll have a combined bill for water and sewerage services. Your bill will be made up of four parts.

These are:

- a charge for each cubic metre (m³) of water you use
- a charge for each cubic metre (m³) of waste water that leaves your home
- a standing charge for water services
- a standing charge for sewerage services.

If you receive your water from another water company they'll provide us with your meter readings so that we can calculate your sewerage bill. You'll receive a separate bill from them.

Your sewerage bill from us will comprise:

- a sewerage volume charge
- a sewerage standing charge.

The charges below relate to the sewerage services provided by Wessex Water.

2018-19 charges

	2018-2019 charges
Sewerage volume charge (assessed as 95% of water use)	£1.8638 per m ³
Sewerage standing charge	£56 per year

Paying your bill

To make it easier to pay your bill, we offer the following options free of charge:

- **Direct Debit** - the easiest way to pay your bill. Metered customers can pay monthly, on a budget plan or on receipt of the bill. There is no charge or discount. To set up a Direct Debit visit wessexwater.co.uk/directdebit or call us on 0345 600 3 600 (Monday to Friday, 8am to 6pm)
- **at your bank** - take your bill or instalment book with cash or a cheque. Normally no fee is payable at your own bank
- **telephone/internet/mobile banking** - payment should be made to Bristol Wessex Billing Services Limited quoting sort code 40-02-50 and account number 61229737 *
- **online** - make a payment with your debit/credit card and sign up to eBilling to manage your bill. * Visit wessexwater.co.uk
- **PayPoint** - take your bill and payment in cash to a local PayPoint outlet - see www.paypoint.com
- **at a post office** - fill in the payment slip and take it with your bill and payment in cash
- **credit or debit card** - pay by credit card or debit card by calling our automated 24-hour line on 0345 600 1 019 *. Make sure you have your credit or debit card and your bill to hand
- **by post** - write your customer reference number on the back of your cheque and post it with the payment slip to BWBSL, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA. Cheques should be made payable to BWBSL. Do not send cash or post dated cheques

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

If you would like further information about any of the above payment options please call us on 0345 600 3 600 (Monday to Friday, 8am to 6pm).

Your bill

Paying your bill by Direct Debit

Water services charges for customers with water meters are billed in arrears. When we send you a bill for the previous six-month period, the amount owed is payable on receipt.

To make it easier for customers to pay their bills, we offer a budget scheme enabling you to make regular monthly payments towards the cost of your bill.

Unless you have moved from a property with a water meter, we will not yet know how much water you normally use. Therefore, we cannot calculate the exact amount you should be paying each month.

When you apply for Direct Debit we will estimate your payments based on the number of people you tell us live in the property as well as your estimated type of usage.



Paying your bill by Direct Debit allows you to spread the cost of your water and sewerage services monthly at no extra charge. For more information visit [wessexwater.co.uk/directdebit](https://www.wessexwater.co.uk/directdebit) or call 0345 600 3 600 (Monday to Friday, 8am to 6pm).

Problems paying

Money can be a worry for all of us and sometimes we struggle to pay our bills.

If you are in financial difficulty talk to us today and we may be able to help you:

- spread the cost of your bills
- pay us directly from your benefits
- lower your water bill
- repay debt and get back on track.

Visit [wessexwater.co.uk/tap](https://www.wessexwater.co.uk/tap) or call 0345 600 3 600 (Monday to Friday, 8am to 6pm).

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

Pension Credit discount

If you receive Pension Credit or state pension is your only income, we may be able to offer you a discount of around 20% off your bill. For an application form visit [wessexwater.co.uk/pensioncredit](https://www.wessexwater.co.uk/pensioncredit) or call 0345 600 6 600 (24 hour automated service).



Your bill

Reduction of your sewerage bill

If you can prove that the majority of the rainwater from your property doesn't drain to a public sewer, you could be entitled to a reduction in your sewerage bill.

To claim, you must prove that:

- the majority of rainfall from your roof or shared roof drains into a soakaway at the front and rear of your property
- the majority of rainfall from your garden, drive, patio or yard runs off into the ground.

Your claim will be unsuccessful if:

- you use a water butt but have no soakaways
- rainwater from your roof runs indirectly to a sewer, eg, across a pavement, driveway or hard-paved areas.

A soakaway is where water from your roof etc, is piped to a form of underground concrete or plastic chamber, tank or simple pit filled with stone or gravel, within or outside the boundary of the property, or shared with adjacent properties and normally at least three to four metres (10 to 15 feet) away from the house foundations.

Most properties are connected to a public sewer and are not entitled to the allowance.

It's free to make a claim

To request a leaflet and application form visit [wessexwater.co.uk/surfacewaterdrainage](https://www.wessexwater.co.uk/surfacewaterdrainage) or call 0345 600 6 600 (24-hour automated service).

Moving home

If you are moving please call us on 0345 600 3 600 (Monday to Friday, 8am to 6pm) or complete our online form at [wessexwater.co.uk/moving](https://www.wessexwater.co.uk/moving) so that we can amend your bill.

Change of occupancy

We now aim to install a meter on all properties that are currently unmetered when there is a change of occupier due to the property being sold or a new tenancy agreed.

Other information

Wessex Water Promise

The Wessex Water Promise sets out the standards we aim to meet. It offers our customers one of the best overall guarantees in the industry and, should we fail to meet these high standards, compensation payments that are among the highest in the water industry.

For more information, visit [wessexwater.co.uk/promises](https://www.wessexwater.co.uk/promises) or call 0345 600 3 600 (Monday to Friday, 8am to 6pm).

Priority Services

If you have particular requirements due to your age, ill health, a disability, mental illness, or additional needs, register for our Priority Services so that we can help.

We can offer:

- ✓ extra assistance in the event of water supply interruptions
- ✓ bills and leaflets in braille, large print or a language other than English
- ✓ a security password system to protect against bogus callers.

Apply online today - visit:

[wessexwater.co.uk/priorityservices](https://www.wessexwater.co.uk/priorityservices)
or call 0345 600 3 600.

Energy providers offer a similar service - you can sign up by contacting them.

Tell us what you think

We want to hear from you if you have any comments or complaints about the services we provide. Our code of practice for enquiries and complaints sets out our procedure and is available from wessexwater.co.uk/cop or contact us on the numbers below.

Operational enquiries and complaints

Call: 0345 600 4 600
(Monday to Friday, 8am to 6pm emergency calls at other times)

Email: operational.enquiries@wessexwater.co.uk

Write to: Wessex Water, Operations Centre, Claverton Down, Bath BA2 7WW

Billing enquiries and complaints

Call: 0345 600 3 600
(Monday to Friday, 8am to 6pm)

Email: customer.services@wessexwater.co.uk

Write to: BWBSL, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA

If you're unhappy with the response you receive from us, you can then contact the Consumer Council for Water, the independent customer watchdog, or, in some cases, the Water Services Regulatory Authority (Ofwat).

See these websites: www.ccwater.org.uk www.ofwat.gov.uk

have your say...



We value your opinion so join our online customer research panel. You can tell us what you think of our services, how we can improve and help us plan for the future. Visit wessexwater.co.uk/haveyoursay

Contact us

Questions about your bill

- Payment arrangements • Metering • Moving house • Problems paying
- High water use • Priority Services

0345 600 3 600 (Monday to Friday, 8am to 6pm)

Email: customer.services@wessexwater.co.uk
(please quote your customer number and telephone number)

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

- Helping you to understand your water use leaflet

0345 850 0 043

Questions about your sewerage service

- Sewage flooding • Blocked sewer

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

Email: operational.enquiries@wessexwater.co.uk

wessexwater.co.uk

We welcome calls via the Text Relay service.

Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check with your telephone service provider. To protect our customers and staff telephone calls may be recorded.

Wessex Water

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