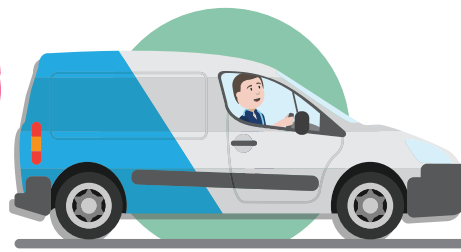


WHAT WE DO FOR YOU...



Wessex Water
YTL GROUP



FOR YOU. FOR LIFE.

Wessex Water provides your water and sewerage services.



Every day we supply you with water that is treated to the highest standard before it reaches your taps. We also take away your sewage and wastewater, treating it so it can be returned to the environment.

We work 24/7 to deliver this essential service and we're also investing to make things even better.



For customers

- Investing in the reliability of your water services in case of a drought and sewerage services to cope with severe weather.
- Reducing the chance that you'll have a supply interruption by replacing old pipes.
- Ensuring bills remain affordable for all and providing help for those struggling.
- Increasing our support for people in vulnerable circumstances
- Expanding our online services to make life easier for you.

For the environment

- Cutting the amount of water that leaks by a further 15%.
- Working with farmers to protect the sources of your water.
- Improving water quality in 480 miles of local rivers.
- Installing more water bottle refill sites to cut the use of plastic.
- Helping customers use less water and teaching school children about the water environment.
- Working with customers and partners to encourage people not to flush the wrong things down the loo, which leads to sewer blockages and pollution incidents.

Customers rate us as 'excellent'

"Brilliant service. Reported the problem via web chat. Engineer despatched - engineer arrived and problem repaired within an hour. A master class in customer service."

"Exceptionally good service. Easy to get hold of. Couldn't do enough for me. Honestly one of the best services I have ever used. Thank you."

Partnering with you

We would like your help to achieve some of these things.

We'll make things as easy as possible including offering free water saving devices and by helping community groups.



Excellent

Rated: Jan 2021



GET INVOLVED

It's not just water and sewerage services that we invest in.

Every day we're working in your local community visiting schools or providing virtual lessons to help educate children about the importance of the water cycle and supporting environmental and local projects through the Wessex Water Foundation. We also work with partners, such as debt advice agencies, to help those customers who need that extra care.

Find out more at
[wessexwater.co.uk/community](https://www.wessexwater.co.uk/community)

YOUR COMMENTS

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

If you are unhappy with the response you receive, you can then contact CCW - the voice for water consumers or, in some cases, the Water Services Regulation Authority (Ofwat).

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

OUR PROMISES

Wessex Water offers customers one of the best overall guarantees in the industry which apply to our water and sewerage services, such as supply interruptions, sewer flooding, and customer services.

For a full list of our promises visit
[wessexwater.co.uk/promises](https://www.wessexwater.co.uk/promises) or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm).

Your view matters

We value your opinion so please 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](https://www.wessexwater.co.uk/haveyoursay)

IN YOUR HOME

Your water supply

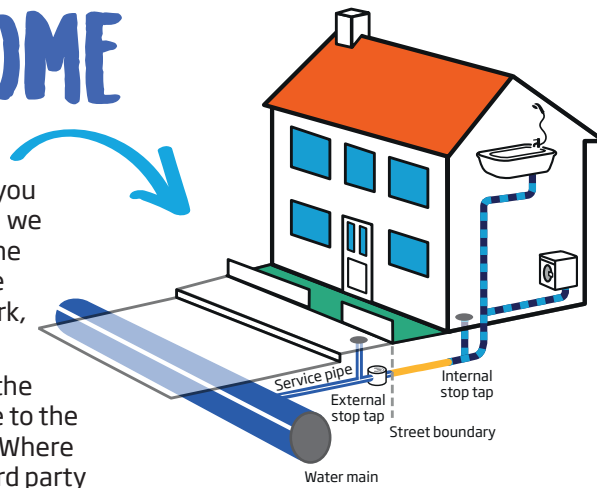
Take a minute to learn which pipes you are responsible for and those which we look after. You are responsible for the maintenance of the plumbing inside your home. For example, all pipework, water tanks, taps and overflows.

By law you are also responsible for the private supply pipe from your house to the outside boundary of your property. Where your private supply pipe crosses third party land, you are responsible for the pipe from the point where it leaves our water main in the highway.

If you have a leak on your external private supply pipe we might be able to repair it under our free leak repair service.

Our leakage code of practice explains how we help customers with leakage on their supply pipes.

If you spot a leak call our 24-hour Leakstoppers line on 0800 692 0 692.



- Our pipework**
We maintain it and fixleaks as quickly as we can.
- Your pipework**
Your responsibility, but we'll help you look after it.
- Your pipework and fittings**
Your responsibility, and you'll need to contact a plumber if you have any problems with them.

Need a plumber?

For a local plumber visit the WaterSafe website at watersafe.org.uk or call 0333 207 9030.

Water quality

A free copy of the water quality report for your supply area can be requested by calling 0345 600 4 600 (Monday to Friday, 8am to 6pm). Alternatively, you can use our online form at wessexwater.co.uk/contactus. For water quality information online visit wessexwater.co.uk/waterquality

Strange taste or colour?

Changes within your home can affect the taste of drinking water. For advice about this and what to do if you experience discoloured water visit wessexwater.co.uk/waterquality

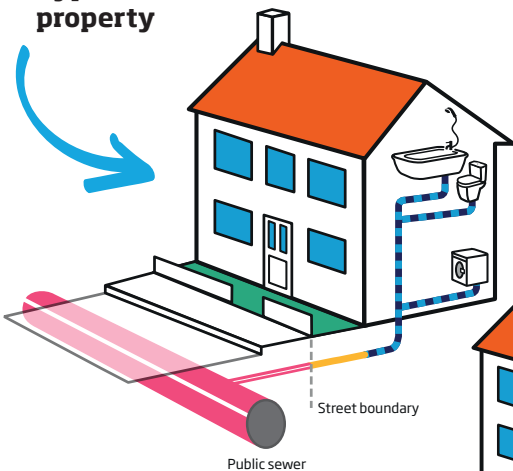
Be stranger aware

Bogus callers often prey on people in vulnerable circumstances by pretending they work for a water company to con their way into homes. All of our staff or representatives of our company carry photographic identification and rarely need to enter homes, and we operate a password system where requested. If in doubt, keep them out! Find out more at wessexwater.co.uk/boguscallers

KNOW YOUR DRAINS

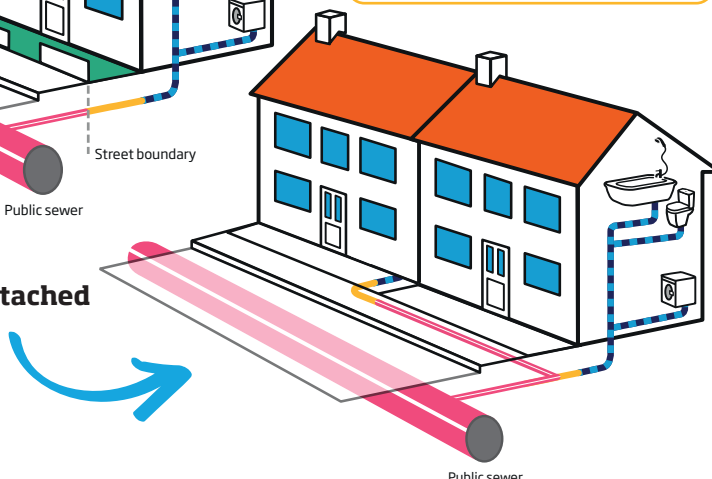
While we're responsible for maintaining public sewers, you are responsible for maintaining your private drain - that's the section of pipe which serves only your property and is inside your property boundary. Where your private drain joins other pipework from neighbouring properties it becomes our responsibility. To find out more about sewer ownership visit: wessexwater.co.uk/pipework

Typical detached property



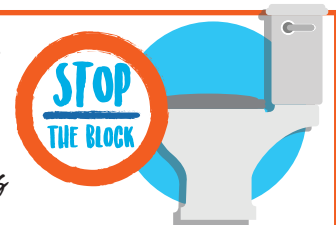
- Our pipework**
We maintain it and will clear any blockages as quickly as we can.
- Your pipework**
Your responsibility, but we'll help you look after it.
- Your pipework and fittings**
Your responsibility, you will have to contact a plumber if you have a blockage.

Typical attached property



HELP US

Only flush the three Ps



To protect your home from sewer blockages, make sure you only flush the three Ps - paper, poo and pee - and bin other items, such as:

- ✗ Wet wipes, even if they are branded "flushable"
- ✗ Nappies
- ✗ Sanitary and incontinence pads
- ✗ Cotton buds
- ✗ Plasters and bandages
- ✗ Tampons and applicators
- ✗ Razor blades, and anything else

And in the kitchen, dispose of the following in your bin or food waste recycling:

- ✗ Cooking fat, oil and grease, wipe it away with kitchen roll once cooled
- ✗ Leftover food scraps
- ✗ Coffee grounds

wessexwater.co.uk/stoptheblock

For more information about our services visit: wessexwater.co.uk

FOR YOU. FOR LIFE.