

**Our standards
of service**

Contents

We promise...

... a safe, clean and reliable water supply	4
... to improve water quality and the water mains network	8
... to clean and treat your wastewater and return it safely to the rivers and the sea	12
... a simple, accurate water meter service	14
... to respond to your billing enquiries efficiently	16
... to be there when you need us	18
... to deal with compensation quickly	20
... to deliver the levels of service set by our regulators	22



Helping you go

with the flow

From making a brew to flushing the loo, most of us never give a moment's thought to where our water comes from, or where it goes once it disappears round the U bend.

Most of the time, you never even notice we're there. We work hard behind the scenes to help your life flow smoothly.

Occasionally, however, things can go wrong and, it's up to us to put them right, quickly and without spoiling your day.

This leaflet explains the high standards of service you can expect from us, and the compensation to which you could be entitled if we fall short.

Setting the standard

Water companies have to follow a strict national code, called the Guaranteed Standards Scheme (GSS).

It sets out minimum standards of service you can expect for everything from bill complaints to a burst water main, and the compensation which applies for poor service. The scheme is monitored by our regulator, Ofwat. Further information on the scheme can also be found at the Ofwat website: ofwat.gov.uk

The compensation payments quoted in this document refer to household customers only. In some instances different payments may apply to non-household customers.

We promise... a safe, clean and reliable water supply

Our tap water is the best it has ever been. To make sure it meets national quality guidelines, we are constantly testing our water at our treatment works, reservoirs and at household taps.

If you ever find that your water has an unusual taste, smell or colour, please let us know straight away, and we'll look into it.

To find out more about the quality of your drinking water visit our website [unitedutilities.com/waterquality](https://www.unitedutilities.com/waterquality). Here you can type in your postcode and we'll tell you where your water comes from as well give you information on its hardness and other water quality information.

You can also download our leaflet 'Caring for your water in your home'.

Full details about the quality of our water supplies are kept in a Drinking Water Register which can be viewed on line at [unitedutilities.com/waterquality](https://www.unitedutilities.com/waterquality). Just enter your post code to find out about your water.

If you write to us for more information we will provide this within seven days of receiving your request.

United Utilities,
Customer Services,
PO Box 453,
Lingley Mere Business Park,
Lingley Green Avenue,
Warrington WA55 1SE.





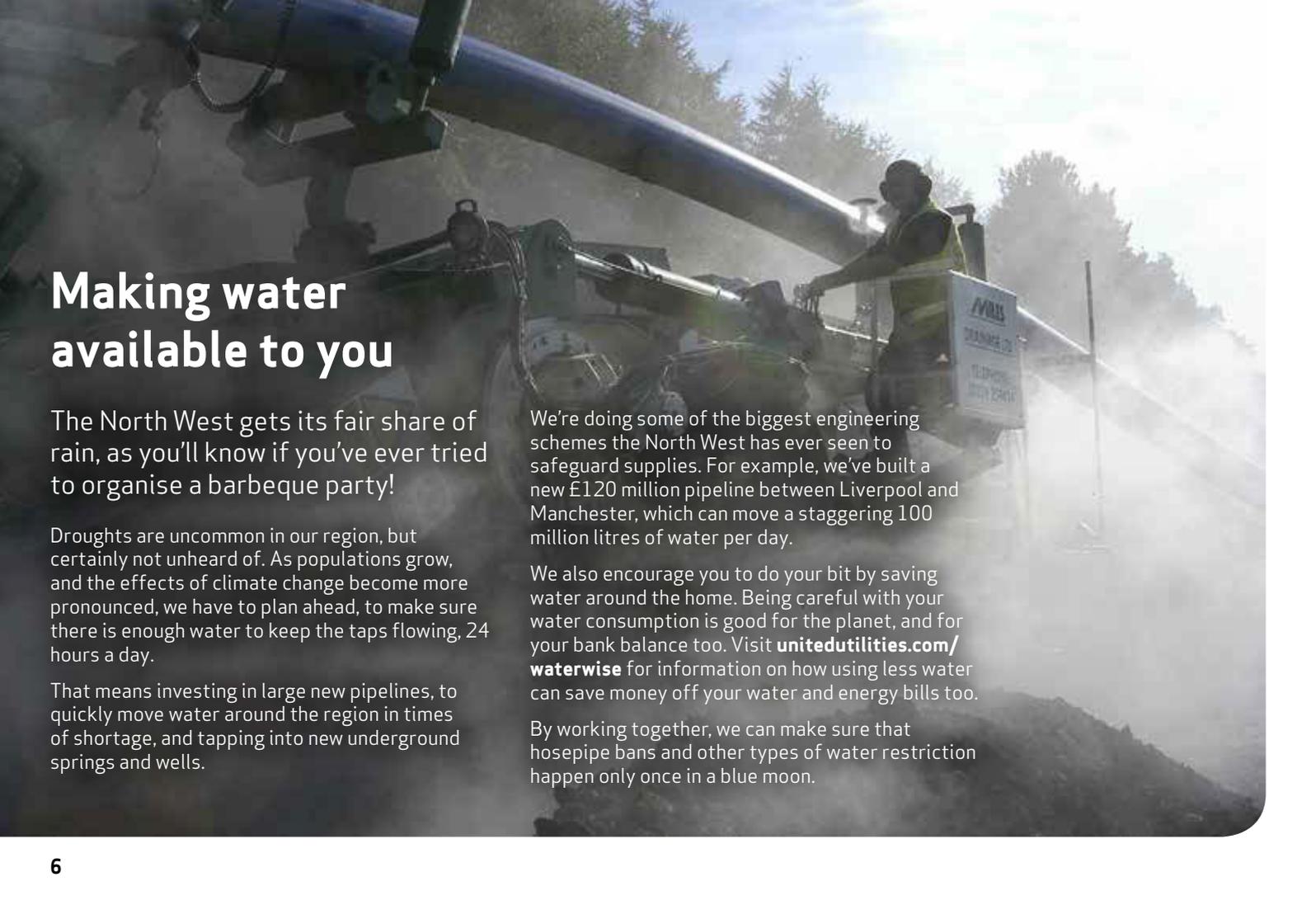
Wait a mo... did you know?



If you tell us about a problem with the quality of your water, we'll aim to carry out an inspection within three working days, and provide the results of any samples taken within ten working days.

If we spot a problem with your drinking water, we'll let you know in the most practical way - from a card through the letterbox to an announcement on local radio. If you're registered for our ExtraCare scheme we will tell you in the way you have asked us to.

For independent advice on water quality, you can contact the Drinking Water Inspectorate or your local authority.



Making water available to you

The North West gets its fair share of rain, as you'll know if you've ever tried to organise a barbeque party!

Droughts are uncommon in our region, but certainly not unheard of. As populations grow, and the effects of climate change become more pronounced, we have to plan ahead, to make sure there is enough water to keep the taps flowing, 24 hours a day.

That means investing in large new pipelines, to quickly move water around the region in times of shortage, and tapping into new underground springs and wells.

We're doing some of the biggest engineering schemes the North West has ever seen to safeguard supplies. For example, we've built a new £120 million pipeline between Liverpool and Manchester, which can move a staggering 100 million litres of water per day.

We also encourage you to do your bit by saving water around the home. Being careful with your water consumption is good for the planet, and for your bank balance too. Visit [unitedutilities.com/waterwise](https://www.unitedutilities.com/waterwise) for information on how using less water can save money off your water and energy bills too.

By working together, we can make sure that hosepipe bans and other types of water restriction happen only once in a blue moon.

Replacing lead water supply pipes

In a number of areas in the North West, older properties are connected to the water mains network by lead pipework. There are now safer and more reliable alternatives to lead pipes so we are progressively replacing the lead pipes we are responsible for. However customers are responsible for all the internal plumbing within their home and the external pipework up to the boundary of their property.

Customers with a lead water supply pipe may wish to consider replacing it under our 'lead pipe replacement scheme':

- If you tell us that you are replacing your section of a lead water supply pipe, then we will replace our section so that all the lead pipe is removed subject to approval.
- We aim to carry out any necessary inspections within five working days of your request.
- We aim to carry out our replacement within six weeks of the satisfactory inspection of your replaced pipework.

Replacing lead pipes may affect the electrical earthing in your property. You should consult a qualified electrician for advice on electrical earthing.

Full details about the scheme can be found on our website unitedutilities.com/lead-pipe-replacement-scheme-form.

New connections

If you are building a new property, or substantially altering an existing property, and contact us to enquire about a new connection to the water main, we will respond within 5 working days. We will advise you what you need to do and, where appropriate we will send you an application form. If requested, we will also arrange a site visit.

We will provide an estimate within 10 working days of receiving your completed application form and fee for a connection to one of our existing water mains.

If we fail to do either of the above, we will automatically pay you £25.

We will make the connection within 21 calendar days of receiving your written acceptance of our estimate, and once all inspections and clearances have been completed, in line with the requirements of the Water Industry Act. If we fail to do this, you can claim £25.

For more information on connecting to our water supply, please contact us on **0345 072 6067**.

Wait a mo...
did you
know? 

We believe a hosepipe ban should not occur more than once in 20 years. Other more serious water restrictions should not happen more than once in 35 years.

We don't believe there should ever be a need for standpipes in the street or rota cuts (where water supplies are turned off for a period of time every day).

If your water is cut off because of emergency drought restrictions, we'll automatically pay you £10 for each day (or part day) your supply is interrupted. You'll receive a maximum amount equal to the average household water bill for the previous year. This commitment does not refer to hosepipe bans.

We promise...

to improve water quality and the water mains network



Roadworks are a nuisance, but we never dig a hole without good reason.

Beneath the streets of the North West, there are 40,000 kilometres of water pipes – and they take a lot of looking after.

That is why we have to spend many millions of pounds every year to keep the region's water flowing.

When our work is likely to affect traffic or cause noise and other forms of disruption, we'll try to give you as much advanced notice as possible, through letters and the local press.

We always do everything we can to keep our work sites safe and tidy, and leave the road as good as new once we've finished.

Occasionally, we'll have to shut off your supplies, so that our engineers can carry out some essential work. If your home is to be affected by planned work, we'll give you as much written notice as possible, including the times we expect your water to go off.

Water supply and pressure problems

- If you tell us that you have no cold water and we need to visit you, we aim to do so within one day.
- If you tell us that your water pressure is poor and we need to visit you, we aim to do so within three days.
- If the water pressure in the communication pipe to your property falls below seven metres static head twice within a four week period (each time longer than an hour) you can claim £50 once per annum. In simple terms, this means the water pressure should be powerful enough to fill a 4.5 litre (1 gallon) container in 30 seconds. If we're aware of this problem we'll pay this automatically. This doesn't apply if the drop in pressure is because of restrictions due to drought or because of required work to resolve an emergency such as a burst main, planned works on our water mains or problems on your own pipework.

Planned water mains repair

- Where we carry out major schemes affecting large areas we will make you aware of our plans several weeks in advance.
- When carrying out work on the mains, we will give you written notice of the times which we expect your water supply to be cut off.

- If the water is to be off for more than four hours, we will give you written notice at least 48 hours in advance. If we fail to do this we will automatically pay you £25.
- If we identify that we have failed to restore your water supply, within the times we have told you in the written notice, we will automatically pay you £25 plus another £10 for every additional 12 hour period we leave you without water.
- If we restore your supply by the times we have told you in the written notice, but your water has been cut off for more than 12 hours, you can claim £25 plus another £10 for every additional 12 hours that we leave you without water.
- If we need to rearrange the work we will aim to let you know in advance unless we are unable to do so because of an emergency.
- If you are registered for our ExtraCare scheme and find it difficult to obtain alternative sources of water because you are blind, partially sighted or disabled we can supply you with a small amount of bottled water in emergency situations. To register for our ExtraCare scheme visit our website [unitedutilities.com/extracare](https://www.unitedutilities.com/extracare). Alternatively you can order an information pack by calling our 24-hour automated leaflet line on **0800 980 6050**.

Unexpected water mains repairs

If only life could always flow smoothly!

If you find yourself without water due to a burst on one of our pipes, we know how much this can affect your daily routine.

We always try to fix pipe bursts in the street quickly, so that you are not left without a hot shower or a brew for more than a few hours.

We have engineering teams on standby, 24 hours a day, ready to respond to bursts from Crewe to Carlisle, and we use the very latest remote technology to get an early warning of problems.

We've also got a special fleet of 'Water on Wheels' tankers, able to pump water directly into local pipes, to keep customers' taps running during major bursts and leaks.

If, despite our best efforts, you still find yourself on the receiving end of a burst, do call us on **0345 672 3723** or visit **[unitedutilities.com/emergencies](https://www.unitedutilities.com/emergencies)** for regular updates on live incidents.

- If there's a burst, we aim to restore your supply within 12 hours. If we identify that we have failed to get your supply back on within 12 hours, we will automatically pay you £25 plus another £10 for every additional 12 hour period that we leave you without water.
- Repairs to our very large pipes, called trunk mains, may take longer. If we identify that we have failed to get your supply back on within 48 hours, we will automatically pay you £25 plus another £10 for every additional 12 hour period we leave you without water.
- Where we are repairing our major trunk mains we will make other sources of water available to you (such as water tankers in the street) within 12 hours. If we fail to do so, you can claim compensation to the value of £25.
- If you are registered for our ExtraCare scheme and you find it difficult getting water from a tanker in the street because you are blind, partially sighted or disabled, we can give you a small amount of bottled water if you call to request it.

Spotted a leak on the road, footpath or in your garden?

Call LeakLine on

0800 33 00 33

or visit our website

**[unitedutilities.com/
report-a-leak](https://www.unitedutilities.com/report-a-leak)**



Repairs in the street

Because of the size of the mains network in the North West, it is currently unavoidable that we lose water through leakage. But we are taking action to reduce the level of leakage.

Our planned programme of works, to repair and replace pipes, is improving the overall condition of the network and cutting leakage. But we are also making a lot of progress by repairing any leaks found, as quickly as possible.

- We will inspect any defective road or pavement repairs, relating to our works, as soon as we can and repair any we find to be unsafe as soon as possible.
- When we have carried out work we will leave the site safe and tidy and, wherever possible, we will carry out a permanent repair to the road surface or pavement.
- If we cause any damage to your property we will arrange an inspection at a time which suits both parties and make any necessary repairs.

Leak repairs

We aim to repair leaks within seven working days of being told about them. This is subject to getting the necessary clearances from the Local Authority and other utilities.

- If you spot a leak please call our LeakLine on **0800 33 00 33**. If you use a textphone please dial 18001 in front of this number. Alternatively let us know via our website **[unitedutilities.com/reportaleak](https://www.unitedutilities.com/reportaleak)**

Repairs to leaks on your property

- We offer a non-emergency private leak repair scheme for water supply pipes located within the property boundary (subject to conditions). Full details about the scheme can be found on our website **[unitedutilities.com/bursthome](https://www.unitedutilities.com/bursthome)** or you can call us on **0345 672 3723** to find out more about the scheme.
- If you are worried about how we will restore your property after the repair, we will talk about this before starting work.
- You may wish to employ your own plumber if you decide the leak is an emergency or you need a guarantee for the timescale for repair.
- It is your responsibility to arrange for a qualified plumber to repair leaks that occur within or underneath your property.

We promise...

to clean and treat your
wastewater and return it
safely to rivers and the sea

Wastewater and sewage treatment is a part of our service that most people aren't aware of. But it's a major job and we are committed to taking care of it with the minimum impact on the environment and the community.

We own and operate a network of 70,000 kilometres of public sewers, which take away wastewater for treatment before it is returned safely to rivers and the sea.

Improving the sewer network

We're investing millions of pounds in sewage flooding hotspots across the North West, to make the sewers bigger and less likely to flood. These efforts have given peace of mind to those families who have suffered sewage flooding in recent years.

What happens if a sewer floods your home or near your home?

Unfortunately, on rare occasions where there is a blockage or collapse in one of our sewers, or where exceptionally heavy rainfall has overloaded the sewer, some properties may experience sewage flooding. If this happens, please call us straight away on **0345 672 3723**. If you use a text phone please dial 18001 in front of this number. We investigate the cause of sewage flooding following all reported incidents.

- If sewage enters your home from our sewer network we aim to inspect the problem within four hours of you letting us know.
- Where the sewage flooding enters your home we automatically refund your sewerage charge for the year (minimum payment £150 up to a maximum of £1,000 per incident).
- In addition to this sum, we will automatically pay you up to £100 for the disturbance the sewage flooding causes. We will determine the amount payable on a case-by-case basis.

- Where the sewage flooding has caused damage to your home or contents, we will consider making a contribution to your uninsured losses when you can prove that you have been refused insurance due to previous sewage flooding or you have a prohibitive excess on your policy.
- If you have critical health related circumstances, at the time of the sewage flooding, and need to move into temporary accommodation we will consider making a discretionary payment of up to £50 per day, up to a maximum of £500 towards your costs.
- If sewage enters your garden from our sewer network, we aim to inspect the problem the same day you let us know.
- Where the sewage flooding enters only your land or garden, you can claim back a refund of your sewerage charges for the year (minimum payment £75 up to a maximum of £500 per incident). Your claim will only be valid if you were materially affected by the sewage flooding incident to your land or garden. You will therefore need to show or explain the effect of the sewage flooding, on your land or garden, when you make a claim. Normally, we will make this assessment when we visit to view the sewage flooding and we will leave a claim form with you if we consider you have been materially affected. We only accept written claims for external sewage flooding and will assess your claim based upon the information you provide.

- If you are affected by both internal and external sewage flooding in the same incident, we will only pay you for the internal sewage flooding incident (see opposite for an explanation of our compensation payments for internal sewage flooding incidences). You will not receive an additional payment for the external sewage flooding.
- We will also assist with the clean-up of the public highway if this has been affected by the sewage flooding incident.

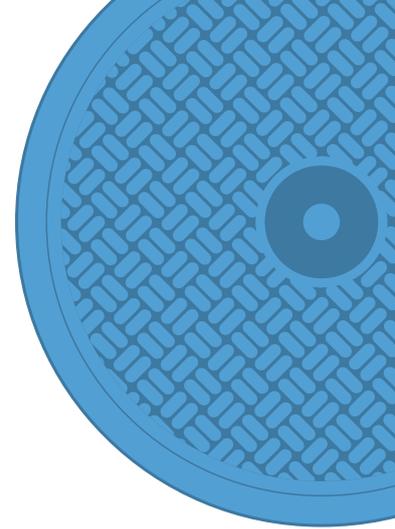
Repairs in the street

When we have carried out work, we will leave the site safe and tidy, and try to carry out a permanent repair to the road surface or pavement.

- In some cases, we have to carry out a temporary repair. We will make this permanent within six months.
- We will inspect any defective road or pavement repairs, as quickly as we can, and repair any we find unsafe as soon as possible.
- If we cause any damage to your property we will arrange an inspection at a time which suits both parties and make any necessary repairs.

We will inspect a manhole within 10 working days, or within two hours if dangerous.

If you have any queries or problems with your wastewater service, call us on **0345 672 3723**. If you use a textphone please dial 18001 in front of this number.



We promise... a simple, accurate, water meter service

This section tells you about our policy on checking, fitting, reading and relocating water meters.

Meter readings

We aim to read your meter as long as you give us reasonable access, or ask you to provide your own reading, at least once a year. If you are moving house we will read your meter on the day of your move as long as you give us reasonable notice.

Checking your water meter

If you have a meter it is important that you check your reading regularly. An unusually high reading might mean that there is a leak on your pipework.

- If you contact us to query your meter reading we will respond within five working days.
- We will make an allowance on your bill for the cost of excess water lost through a leak on a metered supply. Please note: we will only

make one adjustment for an internal leak and one adjustment for an external leak per customer per property. Full details can be found on our website unitedutilities.com/bursthome.

- If you contact us to tell us you have a problem with your meter, we will inspect it for you.
- We will test the meter if you ask us to. We will need to remove the meter to do this. If the meter test shows that there isn't a fault, we will charge you for removing and testing the meter. For more information about testing water meters please call us for a copy of our factsheet 'Testing household water meters' (see back cover for details).
- If the inspection shows that work is needed, we will aim to repair or replace your meter within 40 working days of an inspection.

All you need

Fitting meters in new homes

As part of our household connection and metering policy, all new homes are fitted with a water meter. These are usually fitted in wall-mounted boxes or inside the property.

Relocation of household meters

If you would like to have your meter relocated, we will carry out a survey, for a small fee, to see if it is possible to relocate your meter and tell you what needs to be done and how much it will cost. In some cases, we will relocate ExtraCare customers' meters without charge.

- We aim to carry out this survey within 10 working days of receiving your survey fee. If we fail to do this you can claim compensation to the value of £25.
- Providing we can relocate the meter, we will carry out the work within 28 working days of you asking us to. If we fail to do this you can claim compensation to the value of £25.
- As long as no extra excavation is needed, we will check for leaks on the incoming pipework, when relocating the meter in an existing property, and repair any leaks free of charge.

- If the leak is on the water supply pipe and we cannot fix this because extra work is required, we may repair the leak without charge under our private leak repair scheme. For further details visit our website [unitedutilities.com/bursthme](https://www.unitedutilities.com/bursthme) or order our 'Leakage code of practice' factsheet by calling our 24-hour automated leaflet line on **0800 980 6050**.

Fitting meters in existing homes

We fit water meters FREE of charge. To apply for a meter, visit [unitedutilities.com/meters](https://www.unitedutilities.com/meters) or request an application form by calling our 24-hour automated leaflet request line on **0800 980 6050**. Providing that we do not have to carry out extra excavation, we will check for leaks on the incoming pipework, when fitting a meter in an existing property, and repair any leaks free of charge.

- If the leak is on the water supply pipe and we cannot fix this because extra work is required, we will process this under our private leak repair scheme. For further details visit our website [unitedutilities.com/bursthme](https://www.unitedutilities.com/bursthme).



to know about water meters

We promise... to respond to your billing enquiries efficiently

Your bill pays for the water we supply to your home and the wastewater we take away and treat. If you have any queries or wish to change the way you pay, we aim to respond quickly and efficiently.

Queries and changes to your bill

- We'll respond to written contacts about the correctness of your account within 10 working days of receipt. If we fail to do this we'll automatically pay you £20.
- We'll deal with your written request for a change to your payment arrangement within five working days of receipt. If we fail to do this we'll automatically pay you £20.
- If you pay in full and on time and we make a mistake and we default you or the court issues a summons or a county court judgement you can claim £150.

We offer many ways to pay your bill



Need more information on paying your bill?

You can pay your bill and check your balance by registering for our My Account service where you can also give meter readings and opt for paperless bills.

Or you can call our automated services line **0800 9 80 60 50** to check your balance and pay your bill.

For more information ask for our booklet 'A simple guide to paying your bill' (see back cover for details).

If you have a question about your bill, or would like to change the way you pay, please call:

If you do not have a water meter: **0345 672 2888**

If you have a water meter: **0345 672 2999**

For other ways of getting in touch visit our website **unitedutilities.com**.

Or write to:

United Utilities, PO Box 459, Warrington, WA55 1WB.

We offer a range of free services for customers who need extra help because of:

- a disability
- a serious illness
- sight, hearing or learning difficulties or
- older customers

Full details about the scheme can be found on our website **unitedutilities.com/extracare**. Alternatively you can order a factsheet by calling our 24-hour automated leaflet line on 0800 980 6050. If you use a textphone please dial 18001 in front of this number.

We promise...

to be there when you need us

We take all of your queries, suggestions and complaints very seriously. Whenever you call us or write to us, we have clear standards on how we should respond. This also applies to how we deal with the information we keep about you, and when we make appointments to visit your home.

Contacting us by telephone

- Our customer advisors aim to answer all calls as quickly as possible and to answer your query at the first point of contact wherever possible. During an emergency, and out of normal office hours, this response time may be slower.
- We will only pass you on to a colleague or another department if you agree. If you do not, we will arrange for someone to call you back. If we promise to call you back, we will do so within the agreed time.
- Sometimes when you call us about a water supply query, we may use a message system to tell you what is happening in your area. We will only do this when we feel it is the best way of letting you know what is happening.

If you need to complain

To get the fastest solution to your complaint please phone us and we will try to resolve your problem there and then. If we are unable to resolve your complaint we will take the necessary action and keep you updated until it is resolved. Our contact telephone numbers and address are provided at the back of this book. For alternative ways of getting in touch visit our website [unitedutilities.com/contacts](https://www.unitedutilities.com/contacts).

Regardless of how you choose to complain, we will make sure that someone is responsible for replying to you. We will give you a name and contact details in case you need to contact us again. We will also make sure that our reply meets any special requirements that you may have, for example Braille.

Our complaints procedure

Full details about our complaints procedure can be found on our website [unitedutilities.com/watercomplaints](https://www.unitedutilities.com/watercomplaints). Alternatively you can order a factsheet by calling our 24-hour automated leaflet line on **0800 980 6050**.

Whichever way you choose to contact us we will keep a record of your complaint and use it to improve our services.

We aim to respond to written complaints within the ten working days which follow the day that we receive your complaint. In the unlikely event that we fail to meet this timescale, we will pay you £25 under our Guaranteed Standards Scheme automatically. We must make this payment within the ten working days from the date we were due to provide you a response by. If we fail to do this you can claim a further £10.

Keeping appointments

If you ask us to visit your home where you or a representative needs to be present, we will offer you a planned appointment. The appointment will usually be confirmed in writing or by telephone. We will agree with you whether it will be a morning or afternoon appointment. We will also confirm the earliest and latest times we will arrive. If you request a more specific appointment we will offer you one within a two-hour time band.

For extra piece of mind

Our employees carry identity cards which include their photograph, name and a phone number that you can call if you wish to check their identity. If you would like to arrange a password please let us know and we will use this in future whenever we need to visit you.

- If we fail to tell you that your appointment is for the morning, the afternoon or within a specific 2 hour time band, we will automatically pay you £25.
- We will give you 24 hours notice to cancel any agreed appointment. If we don't we will automatically pay you £25.
- If we turn up early, late or not at all for your agreed appointment we will automatically pay you £25.
- If you are registered with our ExtraCare scheme, we will take any special requirements into consideration when making your appointment.

Information

If you would like more information we have a wide range of publications about the services we provide. All our leaflets are available to download from our website unitedutilities.com/leaflets or by calling our 24-hour automated leaflet request line on **0800 980 6050**.

- We usually send out information booklets within ten working days.

Our contact details are on the back cover of this booklet. We can produce information in Braille and large print and our customer service publications are available on audio cassette/CD.

Data Protection

United Utilities Water Limited complies with the requirements of the Data Protection Act 1998. You can request a copy of information held about you by United Utilities Water Limited on its computer records or paper files at any time.

This request must be received in writing, with two forms of ID and the £10 fee, further information can be found on our website. You also have the right to withdraw consent for the receipt of marketing information from United Utilities at any time.

Any questions about use of data and data protection should be sent to: **The Data Protection Manager, United Utilities Water Limited, Legal Department, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington, WA5 3LP**

We promise... to deal with compensation quickly

If we've made a mistake and you are entitled to compensation you can expect to receive it promptly.

We have indicated throughout the leaflet when you can expect to receive compensation automatically together with those payments you will need to claim for.

- Normally where we compensate you automatically we will do so within ten working days of the failure occurring. If we fail to do so you can claim a further £10.
- Where we compensate you automatically for a supply interruption or for sewage flooding, we will do so within 20 working days. If we fail to do so we will automatically pay you a further £20.
- If we fail to make an automatic compensation payment, because we were not able to identify you as being affected, you can make a claim for payment within 3 months.

- When you make a claim, we treat it on its merits and we aim to settle it within 20 working days. If you wish to make a claim, you should do so either via the telephone or in writing within three months of the event giving rise to the claim.
- If you are more than six weeks behind with paying your water services charges we will automatically take the compensation payment off the amount you owe us.

There are times when our levels of service cannot be met or the compensation scheme does not apply. The reasons vary from standard to standard, but they include us not meeting the standards because of circumstances beyond our control. These might be things such as severe or exceptional weather conditions, the actions of a third party or industrial action. This is in line with the Guaranteed Standards Scheme statutory regulations. We may need to change our Standards of Service as a result of changes in legal or regulatory requirements.



We promise... to deliver the levels of service set by our regulators

We are appointed by the Secretary of State for the Environment, Food and Rural Affairs to provide water and wastewater services in the North West.

Our activities are regulated by the Water Services Regulation Authority (known as Ofwat), the Environment Agency and the Drinking Water Inspectorate. Consumer interests are also represented by an independent body, the Consumer Council for Water.

Ofwat

Ofwat is responsible for ensuring that we comply with our licence conditions.

This includes:

- promoting economy and efficiency of the water companies;
- regulating annual price changes;
- monitoring our performance against agreed levels of service; and
- protecting customers' interests in the quality of service and information we provide.

For more information about Ofwat, please call **0121 644 7500** or write to:

Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

www.ofwat.gov.uk

Environment Agency

- checks how much water we draw from the environment;
- makes sure that we do not pollute the environment; and
- monitors the treated wastewater we put back into rivers and the sea.

For more information about the Environment Agency please telephone **03708 506 506** or write to:

Environment Agency
PO Box 544
Rotherham
S60 1BY

www.environment-agency.gov.uk

Consumer Council for Water

The Consumer Council for Water (CCWater) represents water and sewerage consumers in England and Wales.

Its job is to make sure that the consumers' collective voice is heard in national water debates and that consumers remain at the heart of the water industry.

It also takes up consumers' complaints if they have tried and failed to resolve issues with their water companies.

The Consumer Council for Water
Second Floor
3 Piccadilly Place
Manchester
M1 3BN

Tel: 0161 236 6112
Fax: 0121 345 1010

www.ccwater.org.uk

Drinking Water Inspectorate

The Drinking Water Inspectorate (DWI) is the government's independent water quality regulator. It is its responsibility to check that the water we supply to your home is safe to drink. And it inspects each water company to check that:

- it is carrying out all the necessary sampling of drinking water quality;
- the quality results are entered onto the public record; and
- the water treatment process, and the water distribution system, are operated and maintained satisfactorily.

For more information about the DWI, please call **0300 068 6400** or write to:

Area 7E
9 Millbank
C/o Nobel House
17 Smith Square
London
SW1P 3JR

www.dwi.defra.gov.uk



This leaflet is one in a series of publications containing useful information for our customers. Others that may be of interest to you are:

- **A simple guide to pipes, drains and sewers**
- **A guide to paying your water bill**
- **Water meter application pack**
- **Testing your household water meter**
- **A simple guide to your water meter**
- **A guide to our ExtraCare services**
- **A guide to using water wisely**
- **WaterSure application pack**
- **Our complaints procedure**
- **Replacing lead and common supply pipes**

You can download any of our leaflets from our website:

unitedutilities.com/leaflets, or write to: United Utilities, PO Box 459, Warrington WA55 1WB. Alternatively, our most frequently requested leaflets are available through our 24-hour automated leaflet request line on **0800 980 6050**.

All our booklets are available in large print, Braille and on audio CD or cassette. Please call us on **0345 672 2888** to order a leaflet in any of these formats.

If English is not your first language, our key booklets are also available in Hindi, Urdu, Gujarati, Chinese, Bengali and Punjabi on our website **unitedutilities.com/translations**

The information in this leaflet is provided to customers to comply with the requirements of our operating licence and is subject to approval by the regulator, OFWAT.



United Utilities Water Limited,
Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Warrington WA5 3LP.
Registered in England and Wales. Registered Number 2366678.

In case you need to call us:



To talk to us about your bill:

0345 672 2888 if you don't have a water meter

0345 672 2999 if you have a water meter

Opening hours: 8am – 6pm Mon to Fri

To talk to us about your water and wastewater services:

0345 672 3723

Opening hours: 8am – 8pm Mon to Fri;

8am – 6pm Sat; 8am – 12 noon Sun.

If you have hearing or speech difficulties, and use a textphone, please dial **18001** followed by the number you require.



You can write to us at:

United Utilities, PO Box 459, Warrington WA55 1WB



Or go online:

unitedutilities.com

my account

If using the internet makes your life easier, why not log into My Account? Once registered you can check your balance, pay your bill, give meter readings and opt for paperless billing. Visit **unitedutilities.com/myaccount** to register.

