

Bournemouth
Water

Your water company 2017/18



Contents

- 2 Water charges for 2017/18
- 4 Water quality
- 5 Whose pipe? – and leaks
- 6 Meters – saving water and money
- 6 Priority services
- 7 Callers at your door
- 7 Service standards and our customer charter
- 7 Landlords and rented properties
- 8 Further information

Bournemouth Water supplies your drinking water, so if you have a question regarding drainage or sewerage you'll need to contact your sewerage provider.

- Wessex Water **0345 600 3600**
- Southern Water **0845 272 0845**

Delivering more for less

Dear customer

We've been keeping prices down – our average household bill for 2017/18 at £138 is now less than it was six years ago.

While keeping bills down we're improving our service and maintaining our investment in our plant and network. This means that we'll provide you with a safe, reliable water supply, at a fair price – always.

And our performance supports this statement. Bournemouth Water was the only water company to achieve 100% compliance with water quality standards this past year, and continues to be one of the best performers in the industry for providing an uninterrupted water supply, reducing leakage and in delivering great customer service.

This addresses our customers' key priorities of ensuring a safe and reliable water supply, and being available, knowledgeable and efficient when there's a problem. We've also made good progress in other areas our customers consider important, such as fixing visible leaks quickly, and helping to reduce the amount of water people use each day.

With Bournemouth Water now part of South West Water since April last year, we're sharing best practice and drawing on the efficiencies the combined businesses bring – which means our customers can look forward to further service improvements.

We value your feedback and would like to continue the dialogue we've enjoyed through the platforms we've put in place. This will ensure that we remain focused on what matters most to our customers and provide a service that you value.

We've prepared this booklet as a handy guide for you to keep. It contains information about our water charges, key aspects of our service, and the answers to frequently asked questions – I hope you find it useful.

Dr Stephen Bird

Managing Director, South West Water and Bournemouth Water

Water charges for 2017/18

The prices we charge for your water supply are set every five years and are agreed with Ofwat, the economic regulator of the water industry. Over the current period 2015 to 2020, our prices have decreased overall and our average household bill is now £138 – less than it was six years ago.

In setting our prices, we considered the current pressures on household income, and the investment we need to:

- Maintain our plant and pipe network,
- Improve our service in areas that customers have identified as priority, and
- Further reduce the risk of large-scale service disruption.

We're also improving our efficiency in specific areas where we can benefit from the scale and expertise being part of South West Water brings, which will further reduce our costs.

Our charges from 1 April 2017

We charge for water based on either the amount of water you use if your supply is metered, or the rateable value of your property if you don't have a meter. In addition, we apply a standing charge to cover the cost of billing and administration. Currently, over 68% of our household customers are metered.

	2016/17	2017/18
Metered		
Standing charge per year	£25.52	£25.90
Rate per cubic metre of water (1,000 litres)	£1.0412	£1.0348
Unmetered		
Standing charge per year	£25.52	£25.90
Charge per £ of the rateable value of the property	£0.6412	£0.6498

Example: metered supply using 110 cubic metres	2016/17	2017/18
Standing charge per year	£25.52	£25.90
Water usage charge (110 cubic metres x rate per cubic metre)	£114.53	£113.83
Total charge	£140.05	£139.73

Example: unmetered supply and rateable value of £185	2016/17	2017/18
Standing charge per year	£25.52	£25.90
Water usage charge (£185 x charge per £ of rateable value)	£118.62	£120.21
Total charge	£144.14	£146.11

What is a cubic metre of water?

This is 1,000 litres (or about 13 baths) of water and is the unit by which meters record. Metered water charges are based on the amount of water the meter records. Therefore metered bills can vary depending on how much water is used, just like gas and electricity.

Having difficulty paying?

If you're having difficulty paying your bills, please contact us as soon as possible – we may be able to help.

If you receive Income Support, Jobseekers' Allowance, Pension Credit or Employment Support Allowance, you may be able to have your water bills paid directly from your benefit. Please contact us or your local Jobcentre Plus to arrange for payments to be made directly to us.

If you receive certain income-related benefits or tax credits you may be able to get help with your water bill if you qualify for one of our WaterSure or WaterCare tariffs – please call us or see our website to find out more.

Your local Citizens Advice Bureau and other organisations such as Hope House and Christians Against Poverty can give you advice on paying your bills and can talk to us on your behalf. Alternatively, we can recommend an independent debt help organisation which offers a free and impartial debt counselling service at its local office or, if you prefer, in the comfort of your own home.

What happens if I don't pay?

If we have to take court action, you'll incur interest and extra costs to cover legal fees. If you don't pay after a claim has been issued, we may issue a County Court Judgment against you. You have a social responsibility to pay your bill. Please see our booklet 'Code of practice for recovering domestic water debt' available under 'Publications' on our website or from our Customer Service team.

What happens when a property is empty?

When a property is unoccupied, the water bill must be paid unless we've turned the supply off at the boundary stop tap. If we're unable to turn off the supply, we'll only cancel the charges from the date that the property has been confirmed as vacant and unfurnished by one of our technicians. We'll also carry out a site survey to see if we're able to meter the property at the boundary.

If the supply is already metered, you'll be billed for the water used, as recorded by the meter, plus the standing charge. If there's no meter, we may discount the rateable value part of the bill (but not the standing charge) in two specific cases:

- If the estate is in probate and minimal water is being used, such as for central heating, or
- If you're living alone and are either hospitalised or enter a nursing home and water is required for minimal use, such as for central heating.

Water quality

The water we supply is of the highest quality and water sampling and analysis are overseen by the Drinking Water Inspectorate (DWI). We publish an annual summary on our website of the results of samples taken under the regulations – by area or postcode. Results are also available on request.

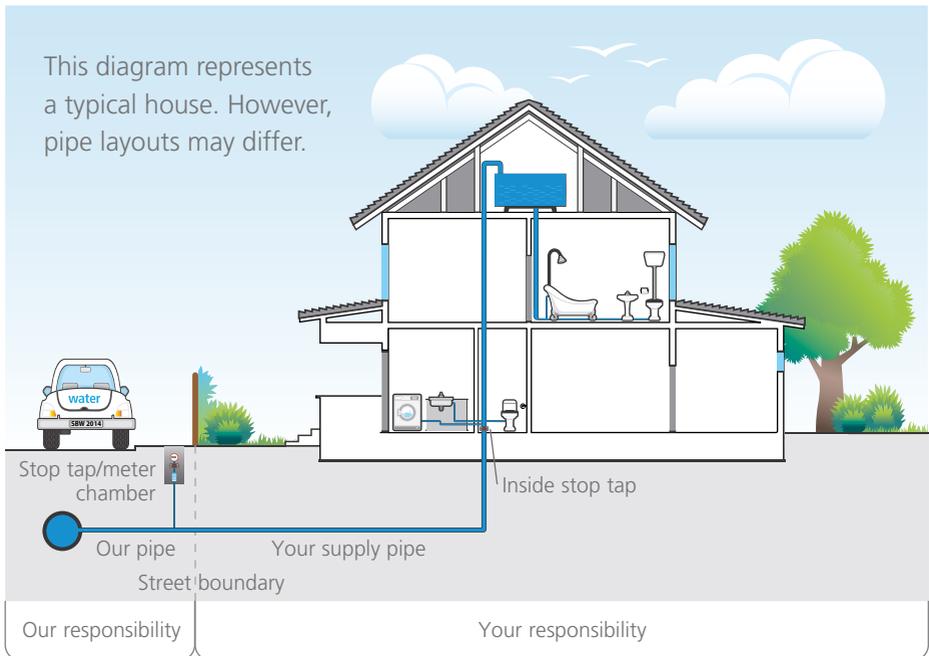
Our water is moderately 'hard', as it naturally contains minerals which can form scale in kettles and other home appliances. On our website you'll find information on the degree of hardness in your area, which you may need to know when setting up a dishwasher or washing machine. You'll also find information about what might cause the water in your home to have a taste or odour.

Fluoride -We don't add fluoride to drinking water. However, very low levels occur naturally.

Whose pipe?– and leaks

It's important to check for leaks at your property. Remember, the length of pipe from the street boundary to your house and outbuildings belongs to you and is known as your supply pipe (see diagram below). You're responsible for repairing leaks on this pipe, as well as on your internal plumbing, and for water lost as a result of such leaks. However, if you have a leak, don't worry as we may be able to help you.

For more information, please see our 'Code of practice on leakage for household customers', available under 'Publications' on our website or from our Customer Service team.



Leaks from our pipes

If you see a leak in the road, please call our Freephone leakline on **0800 587 8979**. We aim to repair most minor leaks on our mains within seven working days. Some repairs may take longer where they might cause disruption to the service or traffic.

Meters – saving water and money

If there are only a few people in your household and you're careful with water, you could save money on a meter. For most customers, it costs nothing to have a meter installed. Our booklet 'Your option to meter' could help you decide. See the 'Water meters' section of our website for more details and use the online calculator for estimating how much water you use.

Compulsory meters

We'll fit a meter in the following circumstances:

- At mixed-use properties – where the use is mainly commercial
- Where there's high discretionary use – for example, a power shower, water sprinkler, swimming pool or pond

We may also fit a meter when there's a change of occupier – either a new owner or a new tenant moves in. Full details can be found in our 'Household water charges' booklet available under 'Publications' on our website.

Saving water and money

Small changes in your home and everyday behaviour can reduce your water bills, energy bills and your impact on the environment. To understand how much water everyday activities use, and for further advice and water-saving tips, please see the 'How to save water' section of our website.

Priority services

Extra services are available to certain customers on request. These include:

- Help for the visually impaired and for those with hearing or speech difficulties
- Personal attention in a water supply emergency
- More frequent meter readings, special billing arrangements and help and advice when it comes to paying your bill

For more details, please see our 'Priority services' booklet available under 'Publications' on our website. To benefit from any of these extra services, or if you'd like to discuss your requirements with a member of our team, you (or someone else on your behalf) can call us on **01202 590059**.

Callers at your door

All our staff carry identity cards with their photograph and our company logo and are always happy to wait while you check. So please don't let anyone enter your home without checking their identity first. Call us on **01202 590059** and remember – if in doubt, keep them out.

You can report suspicious behaviour on the police non-emergency number, **101**.

Be aware of bogus callers claiming to be from the 'water board'.

Service standards and our customer charter

There are service standards which we must meet under the Guaranteed Standards Scheme (GSS) Regulations. If we fail to meet them, we compensate customers.

Our charter goes beyond the levels set by the Regulations and in most cases we pay compensation which is significantly higher than required by the GSS. Full details of the service commitments we make (including many we've set ourselves) can be found in our 'Customer charter – code of practice for household customers'.

And if you have a complaint, please call our Customer Service team first on **01202 590059**. Our process for dealing with complaints is set out in our booklet 'How we handle customer complaints – code of practice'.

You can obtain copies of these booklets by calling us or downloading them from our website under 'Publications'.

Landlords and rented properties

If you're a landlord or agent, you need to inform us within 14 calendar days of a tenancy change. If you don't and we're unable to recover the debt owed by the tenant, we may pursue you for payment.

Why not use Landlord Tap? – a website that allows landlords and managing



agents of properties in England and Wales to provide water companies with details of those responsible for the payment of water and/or sewerage charges for their tenanted properties. Once you're registered at www.landlordtap.co.uk you can use the website to let us know of any changes related to the property you manage.

Further information

Water Regulations

Regulations apply to the standards of pipework and water fittings used in your home. This is to protect your water supply from contamination, to avoid waste, and to ensure proper standards of plumbing.

You must tell us before you install certain fittings, such as power showers and water softeners. Incorrectly installed water fittings could contaminate the public water supply and leave you open to prosecution. Always use a qualified plumber approved by WaterSafe – see www.watersafe.org.uk to find an approved plumber in your area.

Protecting your data

We share the information we hold about you with our service providers and agents for the purpose of providing water and billing services. We may also share it with:

- An independent company for customer survey purposes
- A third party insurance provider, who may contact you about products and services that you may find useful

If you don't want to be contacted in relation to a customer survey, or by a third party insurance provider, please call our Customer Service team.

Ofwat

Ofwat is the economic regulator for the water and sewerage industry in England and Wales. You can find more information about them at www.ofwat.gov.uk

DiscoverWater

You can find out how our performance compares to other water companies at www.discoverwater.co.uk



	Supply area
	Rivers/waterways
	Sewerage boundary line
	Local Authority boundary line

Area of supply	1,041km ²	Population	455,410
Length of mains	2,831 km	Average daily output.....	106.5MI
Peak day demand	124MI	Number of properties served	205,700

MI = megalitre (a million litres or 220,000 gallons)



0001050134

Bournemouth Water

George Jessel House, Francis Avenue,
Bournemouth, BH11 8NX

[Customer Service 01202 590059](tel:01202590059)

Fax 01202 597022

Automated card payment service 0800 389 5110

Freephone Leakline 0800 587 8979

www.bournemouthwater.co.uk