

Customer charter – code of practice for household customers



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Guaranteed Standards Scheme (GSS)

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

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

Security

All our employees carry identification cards which display their name, photograph and our company logo. They'll usually be wearing a uniform. Always check a caller's identity card before letting them into your home, and if you've agreed a password, make sure that they give it to you.

Purpose of this charter

This charter informs you of the services Bournemouth Water provides, our commitment to customers and tells you where you can get more help and advice. All our codes of practice are reviewed and approved by Ofwat, the economic regulator of the water industry.

A list of our codes of practice and useful contacts can be found throughout this booklet.

Please let us know if you'd like a copy of any of our codes or leaflets in large print, by contacting Customer Services on 01202 590059.

About Bournemouth Water

We provide clean drinking water to about half a million people in an area that stretches from Poole to Beaulieu and from Bournemouth to Salisbury – 1,041 square kilometres. **Sewerage Services are provided by Wessex Water or Southern Water** according to where you live and one of these two companies will issue you with a separate bill for their services.

We supply, on average, about 140 million litres of drinking water every day, through nearly 3,000 kilometres of water mains.

Charges and bills

Water tariffs

Details of our current charges are contained in our 'Household water charges' leaflet which is updated each year. You can request a copy from us on 01202 590059 or download it from our website www.bournemouthwater.co.uk. We have standard tariffs for:

- Water supply
- Connecting new properties to the mains
- Disconnecting and re-connecting existing properties to the mains

New connections

We'll connect all new premises to the mains supply if you ask us but you'll have to pay the costs. For more details, please see our '[New connections information pack](#)' and our '[Self lay mains and services policy](#)' which can be obtained from our website or calling 01202 590059.

Ways to pay

You can pay your water bill:

- By Direct Debit (over 10 months for customers without a meter, or over 12 months for customers with a meter)
- By telephone and internet banking – you can set up payment with your own bank's telephone or internet banking service
- By credit or debit card using our automated payment line 0800 389 5110 – we don't charge for this
- At your bank or building society or at any branch of Lloyds Bank. Please note some banks now charge for this service.

- By post – cheque or postal order only to the address at the back of this leaflet
- By cash at a Post Office
- By direct payment from Jobcentre Plus (under certain circumstances - contact us or see our website for details)
- By logging into MyAccount online at myaccount.bournemouthwater.co.uk - you'll need your 10-digit customer reference number from your bill to register

Normally, you can make payments each month, week or fortnight by any of these methods (except for direct payment from Jobcentre Plus and Direct Debits, which are monthly only). You can also make the standard yearly or six monthly payments.

You can find all this information on the back of your water bill.

WaterSure

You may be eligible to receive a capped water bill. We can arrange this if you receive certain income-related benefits or tax credits and either:

- Have three or more children under the age of 19, for whom Child Benefit is received and who live at the property, or
- Have someone in the household using a lot of water due to a listed medical condition.

If you think that you, a relative or a friend may qualify for [WaterSure](#), please visit our website or contact us on 01202 590059 for more information.

WaterCare

You may be eligible to receive a discounted water bill – a reduction between 15% and 85% if:

- You're on a very low income (based on weekly household 'equivalised' income after housing costs have been deducted),
- You have a water meter, and
- You're in receipt of certain means-tested benefits.

If you believe that you, a relative or a friend may qualify for [WaterCare](#), please contact us on 01202 590059 for more information.

Service standards and compensation

Service standards and compensation payments are legal requirements under the Guaranteed Standards Scheme (GSS) regulations, which are enforced by Ofwat the industry regulator.

We've set extra service standards for ourselves and have enhanced our compensation levels for household customers.

We'll compensate you if we fail to meet any of the service standards set by Ofwat, or the extra standards we've set ourselves. Service standards apply to all areas of our business, for example:

- Answering your enquiries
- Keeping appointments
- Maintaining the water pressure
- Meeting the requirements for water quality

Compensation and how we pay it

Compensation payments vary for different service standard failures. Our payments are equal to or higher than those required by law.

Most compensation payments are paid automatically, however, there are some you have to claim by calling Customer Service. If you owe us money and the debt has been outstanding for more than six weeks at the time a payment is due to you, we'll normally credit the payment to your account. We'll let you know in writing that we've done this.

For a full guide to service standards, compensation payments and penalties, please see the table at the back of this booklet.

Customer service standards

We'll respond to your queries (by phone, email or letter) within 10 working days. If we fail to do so, we'll automatically pay you £35.

If for some reason we can't put in place a new payment arrangement that you've asked for, we'll explain this to you within five working days. If we fail to do this, we'll automatically pay you £35.

If we take an incorrect Direct Debit payment and you contact your bank, you'll receive an immediate refund via your bank. If you prefer to deal with us and we don't send you the refund within 10 working days, we'll automatically pay you £35.

If we have a record of correspondence from you (which we fail to act on) and then issue an incorrect court claim and/or enter a County Court Judgment incorrectly against you, we'll automatically pay you £100.

We'll also ensure that details of the claim or Judgment entered in error are removed from the court record.

Complaints

If you complain to us in writing and we fail to reply to you within 10 working days of receiving the complaint, we'll automatically pay you £35.

Penalty payments

If we fail to meet any of the preceding standards and don't pay you or credit your account within 10 working days from the final reply date, we'll pay/credit you with a further £35 if we notice our oversight or you point it out to us.

Meters

Reading your meter

We'll read your meter at least once a year, as long as we can gain access to it reasonably easily. The readings will be taken as evidence of the volume of water supplied to your property and used to calculate your bill for the period since the last reading. If we fail to do this, we'll automatically pay you £35.

Is your meter reading correctly?

If you genuinely suspect that the meter is recording incorrectly we'll remove it and arrange for it to be independently tested. If your meter is inaccurate beyond the manufacturer's tolerances, we'll install a new one free of charge. If we remove the meter, test it and find it to be working in line with the manufacturer's standards, we'll charge a testing fee of £70 maximum.

Except where it's proved to have started registering incorrectly on a later date, a meter which is found to be registering inaccurately (beyond the manufacturer's standards) will be deemed to have been faulty since the penultimate time it was read by us. In such cases we'll adjust the bill accordingly.

Installing a meter

We aim to install a meter within 60 days of receiving your signed application form. If we fail to fit the meter within the specified time, we will not apply the ratable value charge from the 61st day until the meter is fitted. Additionally we will credit your account with £10.

If the reason for failure isn't our fault, we won't pay any compensation.

Tampering with meters

The meter installed at your premises remains our property, and its maintenance is our responsibility. It's a criminal offence to interfere with the operation of a meter which has been installed for charging purposes.

Vacating a metered property

If you're leaving a property where a water meter is installed, we prefer you to give us four working days' notice. If you fail to give us at least two days' notice, you will remain liable for charges and may have to pay for the water supplied to the property until the first of these dates:

- 28 days after we're informed
- The next normal reading date
- The day we read the meter following notification by the new occupier

Interruptions to your supply

Notice of planned interruptions

It's sometimes necessary to temporarily interrupt the water supply in your street to carry out essential maintenance work or connect a new main. In these situations where the work is pre-planned and affects more than one property, we'll give you 72 hours' notice of the interruption in writing. For interruptions of less than four hours to single properties, warning is given on the day. If we fail to do this we'll pay you £35.

If the interruption is longer than we stated, you'll automatically receive £35 and a further £35 for every 12 hours the supply remains unrestored.

Updates to any supply interruptions are usually available on our website www.bournemouthwater.co.uk.

Emergency interruptions

If we have to cut off your supply in an emergency and don't restore it within 12 hours, we'll automatically pay you £35. You'll receive another payment of £35 for each extra 12-hour period your supply remains unrestored.

Alternative supplies

In the case of an interruption to your water exceeding 24 hours, we'll supply you with at least 10 litres of water each day. If the interruption lasts more than five days, we'll increase this to 20 litres. If necessary, we'll make more water available to you, either as bottled water or in bowsers. If you're affected, we'll notify you of the location and availability of alternative supplies.

If you're registered with our [Priority services](#) and find it difficult to get water from a bowser in the street, we will give you a suitable amount of bottled water. See our Code of Practice on Priority Services for more details.

Repeated interruptions

We'll give you £35 compensation if, within a 12 month period, you have three or more unplanned interruptions that last more than a total of 15 hours. You'll need to claim these payments from us. Please contact us by phone, email or letter.

Failure to pay compensation

If we don't pay you or credit your account within 20 working days from the date of the interruption, we'll automatically pay/credit you with a further £35.

Drought

We'll pay you compensation when the essential household water supply is interrupted as a result of emergency restrictions enforced by a Drought Order. This means water used for cooking, washing, drinking or flushing the toilet. It doesn't include water used for the garden, car washing or filling a pool. You can claim £10 for each day (or part thereof) that the water supply is cut off, up to a maximum amount equal to the value of your average bill for the previous year.

Quantity of water

We must provide you with sufficient water for normal household purposes, such as drinking, cooking, washing and watering the garden with a watering can. However, at times of exceptionally high demand, we may have to restrict

the use of hosepipes so that everyone receives enough supplies for essential purposes. In well over 150 years of providing water, we've never had to apply for a drought order or impose a hosepipe ban.

Water pressure

We aim to maintain the pressure above 10 metres head of water (1 bar) in our communication pipe supplying your property. This is the pipe that goes from our main usually to the boundary of your property (see diagram on page 13). If, in any period of 28 days, the pressure falls below the legal minimum of seven metres head on two or more occasions (each lasting at least an hour), we'll automatically pay you £35 if we're aware of the problem.

It may be it wasn't possible to identify that you were affected in which case you'd have to claim, either by phone or in writing, within three months of the second event.

If you complain to us about poor water pressure, we'll visit you within three working days of receiving your complaint. If we don't, we'll pay you £35. You may prefer us to visit when it's more convenient for you and not within three days of your initial complaint.

Water quality

Water quality standards

Your drinking water is supplied to a very high quality standard. This is maintained through rigorous sampling and analysis which is overseen by the Drinking Water Inspectorate (DWI), the government body that monitors and enforces the quality of drinking water. Samples are taken on a daily basis to ensure compliance with the standards set out in the Water Supply (Water Quality) Regulations 2000. Samples are taken from treatment works, service reservoirs and customers' taps.

An annual summary of the results of all samples taken under the Regulations is available on our website. You can find the results for your area by map or postcode or, if you prefer, we can send you the results.

'Do not drink', 'Do not use' or 'Boil water' notices

In the unlikely event of a water quality incident, we'll issue specific advice on what measures you should take. This could be a boil water notice, a do not drink notice or a do not use notice.

If we have to issue any of these notices because of the quality of the water, we'll automatically pay £10 plus an extra payment of £5 per additional day if the event lasts longer than five days.

Discoloured water

The water should be clear and free from substances which cause discolouration. If this isn't the case we'll make a payment of £10 provided the discolouration:

- Comes from our system and not from your supply pipe or plumbing
- Is visibly unacceptable and not just on a temporary basis
- Is not caused by air in the supply

If, after work carried out near or on your supply, your water is discoloured, we'll ask you to run your cold tap to clear it. We'll credit your account with the cost of two thousand litres of water.

Sampling your water

If you have any concerns about the quality of your water, please contact us. We'll do the following:

- For complaints about discolouration, chlorine taste or water hardness, if we can't deal with the matter at the time of your call we'll get back to you within one working day, provided we have your contact details.
- For all other water quality queries during working hours, if we can't deal with the matter at the time of your call we'll call you back within two hours, provided we have your contact details.
- If required, we'll arrange for a sample to be taken of the water supply from your tap at a time we agree on.
- We'll call you with any abnormal results within 24 hours of receiving them from our laboratory as long as we have your contact details. We'll confirm all results in writing within a further five working days of receiving them. We may not receive some test results for up to 14 days after the sample is taken.

If we fail to meet these standards, we'll automatically pay you £35.

If you're concerned about lead pipes in your house please contact us for advice. We'll sample your water and test for lead, free of charge.

Water quality records

By law we have to keep records of the quality of the drinking water we supply, together with certain other details of the supply. You may request a copy of these records free of charge for the water supply zone where you live. If you request information for a wider area, there may be a charge. We must provide you with this information within seven days of receiving your request.

For more information regarding water quality where you live, please look at the '[Your water](#)' section on our website: www.bournemouthwater.co.uk.

Water regulations

Your water fittings

National regulations govern the standards of pipework and water fittings used in properties. They are intended to protect your water supply from being contaminated as a result of substandard or incorrect installation, to avoid waste and to ensure that proper standards of plumbing are achieved. These are known as the Water Supply (Water Fittings) Regulations 1999 and a plumber must install fittings that comply with these Regulations.

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 lead to prosecution. Always employ a WaterSafe-approved plumber – see page 21.**

Lead pipes

The use of lead pipes is very uncommon in our area. However, if we become aware that you have a lead supply pipe, we can offer a subsidy towards its replacement if we're replacing the lead communication pipe adjoining it.

Electrical earthing

Safe earthing of electrical appliances in your house is your responsibility. Your water supply pipe shouldn't be used for earthing your household electrical installation.

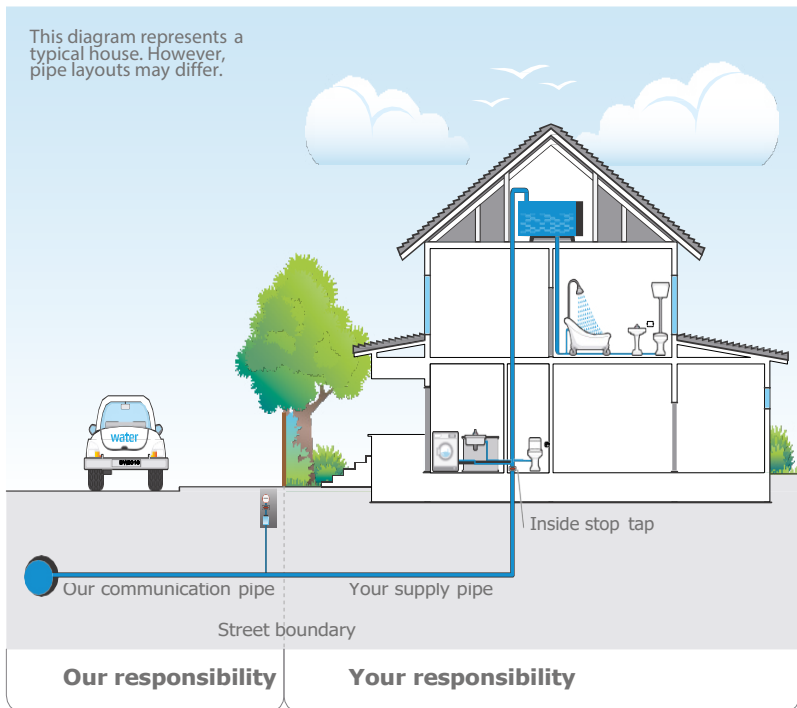
You should consult your electricity supply company or an approved electrician for advice on electrical earthing.

Pipework and leaks

Leaks

If you see a leak, either in the street or in your garden, please call our freephone leakline, on 0800 587 8979.

The supply pipe on your property



Most properties have a small diameter pipe connecting our water main in the street to the plumbing within the home. The section of this underground pipe that runs from the boundary of the property to the inside of the building is your supply pipe.

In a small number of properties the supply pipe may be shared with neighbouring properties and as such you may be jointly responsible for its maintenance. A shared supply can result in low pressure if all the properties are using large quantities of water simultaneously. There are certain situations where we can insist on shared supplies being separated, the cost of which would need to be met equally between the shared properties. Any dispute over a situation such as this can be referred to Ofwat.

Repairs to your leaking supply pipe

When your supply pipe leaks, we'll offer a free repair provided we can find exactly where it's leaking, or make a contribution towards the cost of replacement. This free repair doesn't usually apply if we've already repaired it before. See our leaflet, '[Code of practice on leakage for household customers](#)', for more details.

Leak allowances for a metered supply

We'll give you only one leak allowance at the same property in any five-year period. This will always be at our discretion.

We'll give a full rebate up to the date of repair if:

- You contact us within 10 days of receiving our letter saying there may be a leak at your property; and
- You have the leak repaired within 28 days of the site visit when we actually confirm it.

Under other circumstances, for example, when you contact us because you suspect a leak, you must repair the leak within 28 days of the site visit when we confirm there's a leak at your property.

For full details, see our '[Code of practice on leakage for household customers](#)'.

Property flooding

If your home is damaged inside due to flooding caused by a leak from our water mains, we'll pay the costs of cleaning up and an extra £100 for any inconvenience.

We'll also pay the costs of cleaning up and making good any garden damage.

When we work in your street – access to your home

If we plan to carry out work outside your home, we'll discuss with you beforehand any access problems that may arise. If we fail to do this, and you can't access your property by car, you can claim a one-off payment of £20.

Pipe laying on private land

In certain circumstances we may have to lay pipes on private land. This is covered by Section 182 of the Water Industry Act 1991 which sets out good practice with regard to our powers and duties in laying pipes on private land. Further information can be found in our leaflet, '[Code of practice for the exercise of pipe laying powers on private land](#)'.

Water mains maps

Customers may inspect water mains maps free of charge at our offices. You'll need to contact Customer Service to arrange a suitable time for this within normal working hours. This service is for viewing purposes only. Printed material won't be made available for removal from our offices.

Contact with us

Appointments

If you ask us to visit you, we'll offer you a morning (8am-1pm) or an afternoon (12pm-5pm) appointment on the agreed day. If you want us to be more specific, we'll offer you a two-hour time slot. We can also offer a password scheme so you can check that the caller is genuine. We'll automatically pay you £35 if we:

- Fail to specify a morning or an afternoon appointment or a two-hour time slot
- Fail to visit at the time agreed
- Cancel the appointment without giving you 24 hours' notice unless the cancellation is due to severe weather, strike action or something we couldn't have reasonably foreseen

We follow a nationally agreed procedure when calling at your home and all our staff carry identification cards. They won't come into your home until you're entirely happy and will wait if you'd like a neighbour to be with you. They'll always return if the time isn't convenient.

If we don't pay you or credit your account within 10 working days from the date of the missed appointment or one cancelled with less than 24 hours' notice, we'll automatically pay/credit you with a further £35.

Priority Services

If you, or a member of your family living in your house, have a particular need or disability, you can register with our Priority services. We can then give you special consideration in an emergency or when calling at your home.

We can produce information in other formats and handle requests for passwords.

Further information can be found in our leaflet, '[Priority services](#)', a copy of which can be obtained by calling Customer Service on 01202 590059 or on our website www.bournemouthwater.co.uk

Entering your premises

In accordance with the Water Industry Act 1991, some of our employees may enter premises supplied or to be supplied with water by us. They have the right to:

- Examine fittings and check whether there's waste, misuse or contamination
- Monitor the quality of the water
- Obtain meter readings

When we visit your home

All our employees carry identification cards which display their name, photograph and our company logo. They'll usually be wearing a uniform. Always check a caller's identity card before letting them into your home, and if you've agreed a password, make sure that they give it to you.

Sadly there are people who pretend to work for us in order to get access to your home. We're dedicated to raising awareness of these people and the crimes they commit to help keep you safe within your home.

If your caller says they work for us but you're not sure, tell them to wait outside and call our Customer Service team on 01202 590059. Don't use any other

number which the caller may give you. Our staff won't mind waiting while you call us.

It's important that you only open the door to people that you know or to someone who's made an appointment to see you by telephone or letter.

If there's a stranger at your door:

- Keep your door shut and locked and use a spy-hole or window to check who's outside
- Don't open the door if you don't recognise or aren't expecting a visitor.

IF IN DOUBT, KEEP THEM OUT!

If you think a bogus caller may have called at your door, you should report it to the police giving them as much detail about the person as you can remember. Call the Police on 999 if you're suspicious, feel unsafe or they won't leave or are still in the vicinity; otherwise call 101 (the non-emergency number) if you're not in immediate danger but want to report an incident.

Regulation of the water industry

Our operations as a water supply company are regulated as follows:

Economic regulation

In England and Wales, the Water Services Regulatory Authority (Ofwat) has the duty to protect customers' interests while ensuring that the water companies finance and carry out their functions properly.

Environmental regulation

The water industry depends upon the natural environment in order to provide water. In England and Wales environmental impact is regulated by the Environment Agency and Natural England. The Environment Agency regulates our abstraction of water from rivers and underground sources and Natural England provides guidance on our operations on or near sites of special scientific interest.

Water quality regulation

The Secretary of State for the Environment sets specific standards for drinking water quality which we have to observe and standards that we must meet when carrying out our water supply duties. It's a criminal offence to supply water unfit for human consumption. These standards are continually monitored by the Drinking Water Inspectorate (DWI) in England and Wales.

Local authorities

Local environmental health professionals play a key role in protecting local water quality, by random sampling of the public water supply. Where problems with public water supplies are discovered, environmental health professionals work with us to ensure that the water quality is improved.

Consumer Council for Water (CCW)

The interests of consumers are represented by an independent body, the Consumer Council for Water (CCW). This organisation investigates complaints and provides advice to all water and sewerage consumers. Their contact details can be found on page 20.

Department for the Environment, Food and Rural Affairs

Ofwat, the Environment Agency, the DWI and CCW are overseen by the Department for the Environment, Food and Rural Affairs (Defra).

Further information

Protecting your data

All the information we hold about you is treated in strict confidence and in accordance with the Data Protection Act 2018. Access to information by employees will be on a 'need to know' basis. We will share information we hold on you with third parties and service providers in accordance with the requirements of the Data Protection Act 2018. The Privacy Policy on the Bournemouth Water website (www.bournemouthwater.co.uk/privacy-and-cookies) explains what information we hold and process, who we share your information with and our lawful basis for doing so.

Complaints and disputes

Sometimes we may fail to meet your expectations. If you have a complaint, please call our Customer Service team on 01202 590059 in the first instance. We have a code of practice for dealing with complaints which is set out in our booklet 'How we handle customer complaints – code of practice'. If you'd like a copy, please look under 'Publications' on our website or call us.

Useful documents

The following documents may be helpful and can be requested by phone or downloaded from our website www.bournemouthwater.co.uk/publications

- Code of practice on leakage for household customers
- Code of practice for recovering domestic water debt
- Household water charges
- New connections – information pack
- Your option to meter

Other relevant organisations

Sewerage and waste-water providers

Wessex Water

Customer Billing Centre

Tel 0345 600 3 600

www.wessexwater.co.uk

customer.services@wessexwater.co.uk

1 Clevedon Walk, Nailsea, Bristol, BS48 1WA

Southern Water

Customer Services Centre

Tel 0330 303 0368 www.southernwater.co.uk

swcustomerservices@southernwater.co.uk

PO Box 41, Worthing, BN13 3NZ

Consumer watchdog and regulator

Consumer Council for Water (CCW)

Tel 0300 034 2222

enquiries@ccwater.org.uk

www.ccwater.org.uk

1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

Water Services Regulatory Authority (Ofwat)

Tel 0121 644 7500

Tel 0121 644 7559

mailbox@ofwat.gsi.gov.uk

Centre City Tower, 7 Hill Street, Birmingham, B5 4UA

WaterSafe

WaterSafe is an umbrella organisation bringing together thousands of qualified contractors employed by plumbing businesses from the seven existing Approved Contractors' Schemes across the UK.

WaterSafe aims to raise plumbing standards by helping customers find the nearest qualified plumbing and heating professionals, through their dedicated online search facility at www.watersafe.org.uk

Table of compensation payable under the Guaranteed Standards Scheme (GSS)

	Payment £	GSS Based
Account or complaint related		
If we fail to respond to your written queries about the correctness of your account within 10 working days.	£35	✓
If we fail to explain within five working days why we are unable to put in place a new payment arrangement that you ask for.	£35	✓
If you complain to us in writing and we fail to give you a full reply within 10 working days.	£35	✓
If we fail to meet any of the above standards and don't pay you or credit your account within 10 working days of the payment being due, we'll pay/credit a further penalty payment.	£35	✓
Interruptions to your supply		
If we don't give you a minimum of 72 hours' notice for a planned interruption to your supply that's likely to last more than four hours.	£35	✓
If a planned interruption is longer than we've stated in our notice.	£35	✓
A further payment for each additional 12-hour period that the supply is unrestored.	£35	✓
If your supply is interrupted due to an emergency and we don't restore it within 12 hours.	£35	✓
A further payment for each additional 12-hour period that the supply is unrestored.	£35	✓
If you have three or more unplanned interruptions within a year and they total 15 hours or more*.	£35	✓
If we don't pay you or credit your account within 20 working days from the date of the interruption, you're entitled to an additional payment.	£35	✓

	Payment £	GSS Based
Drought restrictions		
Where essential household water supply is interrupted as a result of emergency restrictions enforced by a drought order.	£10 a day or part of day	✓
Water pressure		
If, in any period of 28 days, the pressure on two occasions falls below the legal minimum of seven metres head (each lasting at least an hour), we'll pay or credit your account.	£35	✓
Appointments		
If you ask us to call, and we fail to specify an AM (8am-1pm) or PM (12-5pm) appointment on the agreed day or don't agree to a two-hour window if requested.	£35	✓
If we fail to keep the appointment arranged.	£35	✓
If we fail to give 24 hours' notice of cancellation of an appointment.	£35	✓
If we don't pay you or credit your account within 10 working days from the date of the missed appointment or one cancelled with less than 24 hours' notice*.	£35	✓

To claim a payment, please contact our Customer Service team.

† If the planned interruption is due to work on a strategic main affecting more than 200 homes and is longer than we state, the payment amount is £20, with a further £10 for every 24 hours the supply remains interrupted.

* Payments that have to be claimed.

In some cases we aren't required to make a payment under the GSS regulations. These include severe weather and other circumstances beyond our control. Please see our website or call us for more information.

Exceptions

There are times when we won't necessarily make a payment if we fail to meet a standard because of circumstances outside our reasonable control, for example, severe weather conditions, strikes or actions of third parties. If you'd like further information on these exceptions please call our Customer Service.

If you owe us money and the debt has been outstanding for more than six weeks at the time a payment is due to you under our Customer charter, any payment will normally be credited to your account. We'll notify you in writing that we've done this.

Your legal rights to take action for any loss or damage suffered are not affected by payments under our Customer charter.

Payments do not constitute an admission of liability on our part. Any dispute regarding your right to a payment may be referred to the Water Services Regulatory Authority (Ofwat) for a binding decision.



Area of supply 1,041 km² Population 0.5 million
 Length of mains 2,845 km Number of properties served 208,450



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Bournemouth Water
PO Box 4762
Worthing BN11 9NT
[Customer Service 01202 590059](tel:01202590059)
Fax 01202 597022
customerservice@bournemouthwater.co.uk
Automated card payment service 0800 389 5110
Freephone Leakline 0800 587 8979
You can contact us via Relay UK
www.bournemouthwater.co.uk

We work hard to support customers in vulnerable circumstances and are proud to have received certification against the British Standard for Inclusive Service Provision.

