



How to contact us:



By letter:
Write to us at:
Essex & Suffolk Water
PO Box 292
Durham DH1 9TX
Email: contact.us@eswater.co.uk
www.eswater.co.uk

By telephone:
Service enquiries: 0845 782 0999 (24 hours)
Billing enquiries: 0845 782 0111
Monday to Friday 8am to 6pm
Saturday 8am to 1pm
Minicom: 01245 212 239
We also accept calls from RNID Typetalk
Language Line: 0845 310 9900
(If English is not your first language, we offer a free translation service)
Leakline: 0800 526 337 (freephone - 24 hours)



By letter:
Write to us at:
Northumbrian Water
PO Box 200
Durham DH1 9WG
Email: contact.us@nwl.co.uk
www.nwl.co.uk

By telephone:
Service enquiries: 0845 717 1100 (24 hours)
Billing enquiries: 0845 733 5566
Monday to Friday 8am to 8pm
Saturday 8am to 1pm
Minicom: 0845 723 1254
We also accept calls from RNID Typetalk
Language Line: 0845 717 1100
(If English is not your first language, we offer a free translation service)
Leakline: 0800 393 084
Floodline: 0800 328 7648 (freephone - 24 hours)

By personal visit:
Abbey Road, Pity Me
Durham
Monday to Friday
9am to 5pm

This leaflet and those listed here are available on request and together form our codes of practice for domestic customers.

All our codes are approved by Ofwat:

- Our promise to you (our guaranteed standards of service)
- Getting answers (our code of practice on complaints)
- Can we help you? (a range of services for customers who need extra help)
- Getting water to your home
- Dealing with leaks (our code of practice on leakage)
- Your water meter
- Paying your water bill
- Managing debt (our code of practice on debt)

To order any code of practice leaflet in Braille, large print, CD or on audio tape, please call:
Northumbrian Water
0845 717 1100
Essex & Suffolk Water
0845 604 8071



Northumbrian Water
Abbey Road
Pity Me
Durham
DH1 5FJ

Essex & Suffolk Water
PO Box 292
Durham
DH1 9TX

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Water and sewerage Watchdogs

The watchdogs and regulators who are there to help you





Consumer Council for Water

The Consumer Council for Water is the statutory consumer body - local watchdogs. There are ten committees representing each region of England and Wales. They consult with, and make representations to, the water and sewerage companies. They also investigate complaints from customers and advise Ofwat on particular issues affecting water customers. Members of the Consumer Council for Water are drawn from the local community.

Consumer Council for Water Eastern area deals with water related customer issues in the Essex & Suffolk Water region.

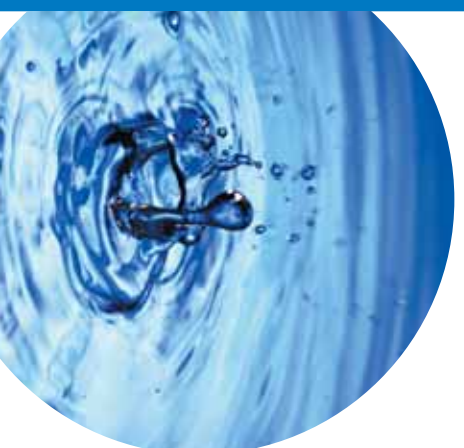
Consumer Council for Water Eastern
 Carlyle House
 Carlyle Road
 Cambridge
 CB4 3DN

Tel: 0845 795 9369
 Fax: 01223 323 930
 Email: eastern@ccwater.org.uk

Consumer Council for Water Northumbria area deals with water and sewerage related issues in the Northumbrian Water region.

Consumer Council for Water Northumbria
 8th Floor, Northgate House
 St Augustines Way
 Darlington
 DL1 1XA

Tel: 0845 708 9367
 Fax: 01325 369 269
 Email: northumbria@ccwater.org.uk



Water and sewerage Watchdogs

Water is a regulated industry. This means that there are a number of independent organisations that oversee the activities of water and sewerage companies. They have a direct influence on every area of our business, from the quality of water we supply, to the amount we charge our customers.

Acting as watchdogs, they ensure that we do our job well, that we care for our customers, and that we meet rigorous standards, both for the quality of our supply and for the service we provide. In short, they work in your interests.

At Northumbrian Water and at Essex & Suffolk Water we aim to meet, and where possible, exceed the standards set by the watchdogs.

Quality of service

Ofwat is the economic regulator of the water industry. They set the price limits for each company, but also protect and monitor the standards of service you receive. They also expect companies to improve their services by becoming more efficient.

Their address and telephone number is:

Ofwat
 18th Floor, Centre City Tower
 7 Hill Street
 Birmingham
 B5 4UA

Tel: 0121 625 1300
 Fax: 0121 625 1400
 Email: enquiries@ofwat.gsi.gov.uk
 Minicom: 0121 625 1422

Drinking Water Inspectorate (DWI)

The task of the Drinking Water Inspectorate is to ensure that water companies supply water that is safe to drink and meets the standards which have been established for drinking water quality. Each year, inspectors carry out technical audits of each water company and issue reports on the performance of the water industry, and each company, against these standards. The reports are available on request from our Customer Centre, by calling 0845 782 0999.

The government has set legal standards for drinking water in the Water Quality Regulations. Most of these standards come directly from European law and are based on World Health Organisation guidelines. The UK has additional standards to safeguard the already high quality of water in England and Wales. These standards include wide safety margins covering bacteria, chemicals, such as nitrates and pesticides, metals and even the look and taste of the water.

Further information can be obtained from:

Drinking Water Inspectorate
 Room M03
 55 Whitehall
 London
 SW1A 2EY

Tel: 0207 082 8024
 Fax: 0207 082 8028
 Email: dwi.enquiries@defra.gsi.gov.uk

Environment Agency (EA)

The Environment Agency is responsible for control of pollution in rivers, underground waters and in coastal waters, flood defence, fisheries and navigation. The EA also monitors air pollution and waste management.

The EA is a public body that controls the amount of water we can take from rivers, underground sources and other inland waters; it also oversees the strategy for maintaining and developing future water resources to ensure a fair balance between the environment and needs of water customers.

The main contact details for the EA are:
 General enquiry line: 0870 850 6506
 Emergency hotline: 0800 807 060 (freephone)
 Floodline: 0845 988 1188
 Email: enquiries@environment-agency.gov.uk

They will put you in touch with your local office. For Essex & Suffolk, this is based in Peterborough and for Northumbrian, the offices are in Newcastle and Leeds.

