



MAKING YOUR WATER CHARGES AS CLEAR AS OUR TAP WATER

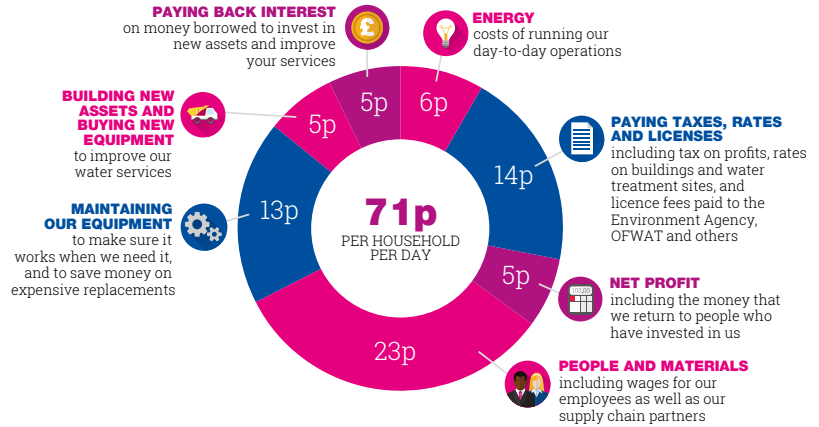
Our charges change on 1 April each year. This guide explains how we charge you. For a personalised breakdown of how your own bill is made up, create an online account at eswater.co.uk or download our easy to use on-the-go app.

Why have utility bills gone up?

Water bill prices usually rise partly in line with inflation, which is currently at its highest for some time. We know the increased costs of living today can be difficult to manage, so we have done everything we can to make sure our changes to bills remain below the rate of inflation.

While prices have gone up this year, our customers on average pay 71p per day for water services.

If you're struggling to pay your bill, please talk to us and we'll work with you to take away the worry. Find out more at eswater.co.uk/bill-help.



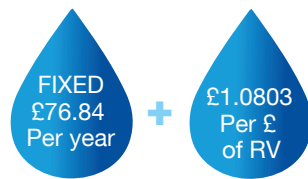
Water charges

Cover the cost of supplying you with clean, clear, great tasting water.

I don't have a water meter

You pay a fixed charge which covers maintaining the water pipes. You also pay a charge based on the rateable value (RV) of your property. See our website for a full explanation

eswater.co.uk/help/rateable-value

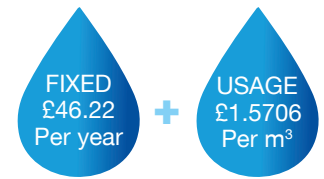


VAT

Household customers aren't charged VAT on their water services.

I have a water meter

You pay a fixed charge which covers maintaining and reading your meter. You also pay a usage charge for the water you've used.



Sewerage charges

Cover the cost of removing, treating and disposing of waste and rainwater from your home safely. It also includes a highway drainage charge. Essex & Suffolk Water only provides clean water services in your region. Your sewerage services are provided by Anglian Water or Thames Water, depending on your postcode area.

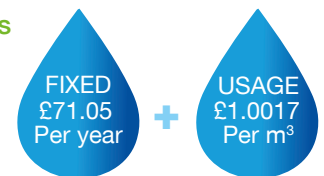
Anglian Water

If your sewerage services are provided by Anglian Water, they'll send a bill covering your sewerage charges and we'll send a separate bill (this one) for your water charges. For help and advice about your sewerage bill, talk to Anglian Water on **0345 791 9155**.

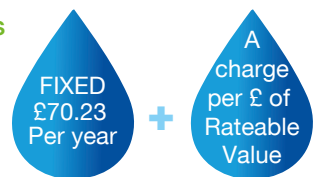
Thames Water

If Thames Water provides your sewerage services, these charges are included on our bill. If you've got a query or need help to pay your bill, please contact us. For help with your sewerage services, talk to Thames Water on **0800 316 9800**.

Thames Water customers with a water meter



Thames Water customers without a water meter



Surface water drainage

If you pay full sewerage charges and no surface water from your property drains into Anglian Water or Thames Water sewers, find out how to claim for an allowance at eswater.co.uk/tariffsandcharges.

Area	Charge per £ of Rateable Value
Brentwood	£0.6595
Havering, Barking, Dagenham and Redbridge	£0.6163

OUR GUARANTEED STANDARDS OF SERVICE

Our customers are at the heart of everything we do

If we fall below the high standards we set ourselves, we'll pay for the inconvenience.



What we'll pay you automatically

We'll pay £20

- If we don't respond to a **question about your bill** within 10 working days.
- If you write to ask us to **change how you pay** and we're unable to do this and don't let you know within 5 working days.
- If we have access to your meter and don't provide you with a **bill based on an actual reading** (or a bill based on a reading you've provided) between 1 April and 31 March.
- If your water supply is **interrupted by our planned work** and we haven't let you know in advance.

We'll pay £25

- If your **water pressure drops** below the required standard for over an hour, twice within a 28 day period, as long as we know you've been affected and it was not caused by necessary work (i.e. emergency work to repair a burst main).

We'll pay £30

- If we need to **make an appointment** to visit you and we don't let you know if your appointment is in the morning (7am to 1pm), afternoon (12 noon to 6pm) or in a 2 hour time slot if you ask for this.
- If we need to **change your appointment** to visit you and can't give you 24 hours notice.
- If you let us know that you are concerned that your water may be **causing illness** in your household and we don't visit you in 4 hours.
- If your **water supply is off due to an emergency** and we don't turn it back on in 12 hours. We'll also pay you an extra £30 for each 12 hour period your water is off.
- If your **water supply is off for more than an hour due to planned work** and we don't restore your supply within the notice period. We'll pay an additional £30 for each 12 hour period your water is off.

We'll pay £50

- If we don't **reply to your complaint** within 10 working days.

We'll pay £100

- If the main living area of your home is **flooded due to a burst water main**. If your water bill for this year is more than £100, we will pay this amount instead.

We'll pay £150

- If we **incorrectly issue a County Court Judgment** against you or **incorrectly register a default** with a credit reference agency.

What you can claim

We'll pay £20

- If we've **blocked the access to your home** during our planned non-emergency work and haven't told you in advance.
- If we ask you to boil your water for more than 72 hours.

We'll pay £50

- If we **incorrectly issue a County Court claim** against you when the Department for Work and Pensions (DWP), social services or a debt advice agency have asked us not to.

We'll pay £100

- If we issue a **County Court claim and you've already paid** your bill. We'll also withdraw the claim.

You can find full details of our Guaranteed Standards Scheme, in our leaflet "Our Promise to You" online at eswater.co.uk/code along with our codes of practice for debt, leaks, complaints and metering.