



### MAKING YOUR WATER CHARGES AS CLEAR AS OUR TAP WATER

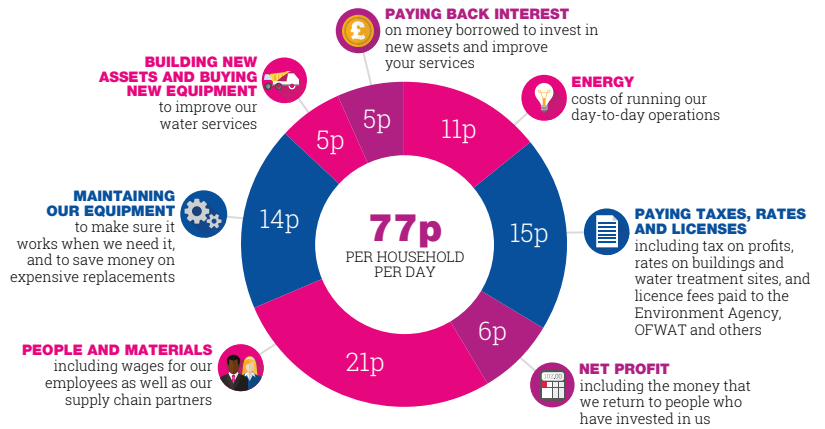
Our charges change on 1 April each year. This guide explains how we charge you. For a personalised breakdown of how your own bill is made up, create an online account at [eswater.co.uk](http://eswater.co.uk) or download our easy to use on-the-go app.

### Why has my bill gone up?

To protect our environment and make sure that our customers receive clean, clear, great tasting tap water for years to come, it's important that we continue to fund improvements to our ageing water systems. This means our prices have increased by more than inflation this year.

While prices have gone up this year, our customers pay around 77p a day for the services we provide.

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](http://eswater.co.uk/bill-help).



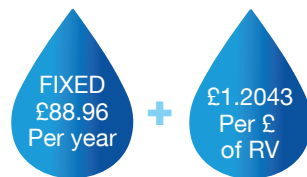
### Water charges

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

#### I don't have a water meter

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

[eswater.co.uk/help/rateable-value](http://eswater.co.uk/help/rateable-value).

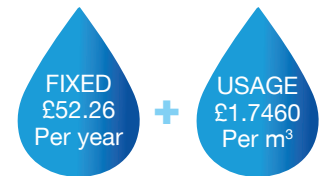


### VAT

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.



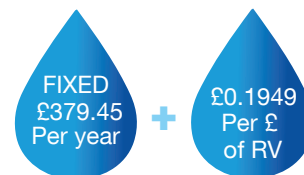
### Sewerage charges

Cover the cost of removing, treating and disposing of waste and rainwater from your home safely. Essex & Suffolk Water only provides clean water services in your region. Your sewerage services are provided by Anglian Water.

If you've got a query or need help to pay your bill, please contact us. For help with your sewerage services please call Anglian Water on **03457 145 145**.

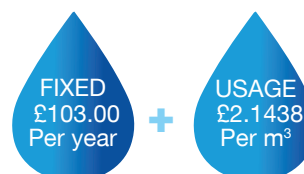
#### Anglian Water customers without a water meter

For customers without a water meter Anglian Water sewerage charges are now included on our bill, so you won't receive a bill from them for next year's charges.



#### Anglian Water customers with a water meter

For customers with a water meter Anglian Water sewerage charges will start to be included on your bill later this year. We'll contact you to let you know when the change is taking place.



### Surface water drainage

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

For more information, including details on financial support visit [eswater.co.uk/bill-help](http://eswater.co.uk/bill-help).

# 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](http://eswater.co.uk/code) along with our codes of practice for debt, leaks, complaints and metering.