

WELCOME TO YOUR NEW HOME



Settling into your new home -
information for unmetered customers


IMPORTANT MESSAGE

Water supply in your new home

When you first move into your new home, the cold water may not have been used for a while, and you might notice a slight musty taste or smell to it.

Don't worry this is quite normal and often happens when the water has been standing in the internal pipe work of your new home for some time.

All you need to do is run your kitchen tap for up to five minutes before drinking the water or using it for cooking. If you continue to have this problem, please call us on **03457 145 145**, or visit our website for more information on water quality.



Instead of letting the water run to waste, collect it and use it to water your plants.

THINGS TO DO WHEN YOU MOVE INTO YOUR NEW HOME

 **Run your cold water tap thoroughly** but be waterwise,

 **Fit a check valve on your washing machine and dishwasher connection hoses.** If you're not sure what to do, you can find a useful factsheet on the Keeping Water Healthy pages on our website anglianwater.co.uk/keepwaterhealthy

GETTING IN TOUCH

You can find more information and answers to Frequently Asked Questions on our website anglianwater.co.uk. You can also use our Live Chat service on the site, or you can contact us using one of the following methods:

Billing service

03457 919 155

- Billing and payment queries.
- Card payments.
- Moving to a new address.
- Setting up a direct debit.

Available 8am-8pm Mon-Fri, 9am-1pm Sat with payments available 24/7. Please have your Anglian Water account number and postcode handy when you call.

Surface Water Drainage charges

0800 163 3271

- To find out if you can reduce your sewerage standing charge

Available 8am-8pm Mon-Fri, 9am-1pm Sat.

For Supply Queries

03457 145 145

- Water and sewerage queries
- Interruption to services
- In an emergency

Available 24/7.

Problems paying

0800 169 3630

Available 8am-8pm Mon-Fri, 9am-1pm Sat.

Minicom line

0800 917 5901

- For customers with speech or hearing difficulties
- Available 24/7.

Identity check

0800 145 145

- Be aware of bogus callers, check an employee's identity

Available 24/7.

Or you can write to us

It's quicker to call, but if you want to write to us, the address is:
Anglian Water, Customer Services,
PO Box 4994, Lancing, BN11 9AL

Please quote your account number on all correspondence.



ABOUT YOUR BILL

Here's how we put your bill together, plus some ideas on how we can help you to save money on your next bill.

Rateable value

A charge based on the rateable value of your property as assessed by the district valuer and frozen on 31 March 1990. It has no relation to your council tax banding or the amount of water you actually use.

Fixed charge

Is an annual charge for water and/or sewerage services.

Surface water drainage

If rainwater that falls on your property doesn't drain to the public sewer, you may be able to reduce your fixed charge. For more information visit anglianwater.co.uk/swdrainage or call **0800 169 3271**.

WANT TO KNOW MORE?

anglianwater.co.uk/charges

Or Call **03457 919 155**

Have you thought about paying for your water based on the amount of water you use rather than a fixed rate?

For more information please look at page 10

WAYS TO PAY

Direct Debit

Easiest of the options. Fill out the online form at anglianwater.co.uk/directdebit or call **03457 919 155**.

Home or telephone banking

You'll need: our bank account number **90011916**, sort code **20-43-71**, and your Anglian Water account number.

Card payment

We accept payment using any debit or credit card, apart from American Express.

Call **03450 265 926** or pay online at anglianwater.co.uk/paybycard. Have your Anglian Water account number handy.

Payzone

Take cash payments and your bill to any outlet. Visit payzone.co.uk for your nearest retailer.

Barclays Bank

Cash or cheques (made payable to Anglian Water) can be made in branch free of charge.

Post Office

Cash or cheques (made payable to Post Office Limited) can be made in branch. The Post Office will charge a small fee for this service.

Post

Cheques should be made payable to 'Anglian Water'. Write your account number on the back and send it together with the completed payment slip to:
Payment Centre Box 4995
LANCING
BN11 9AQ

Instalment booklet

You can choose to pay weekly, fortnightly or monthly using a payment booklet.

To set up an instalment arrangement: call us on **03457 919 155** or you can complete a request form online at anglianwater.co.uk/instalments

WATER IN OUR REGION

All of the water in the Anglian Water region is classed as being hard to very hard (see map).

The ground in this area contains rocks which have high chalk (calcium carbonate) content. As water moves through these rocks it dissolves some of the chalk and this makes the water hard. Hard water is perfectly safe and there is lots of evidence that it can even be good for our health.

- Soft to moderately soft
- Slightly hard to moderately hard
- Hard to very hard



Calcium is vital for healthy growth. It is found in many types of foods but did you know that in a hard water area, drinking water can contribute towards your daily calcium intake?

KEEP WATER HEALTHY

Before it gets to your tap, your drinking water is cleaned, disinfected and tested to make sure it passes all the standards. But, sometimes water can get contaminated at the last hurdle, in your home. Here are some practical tips and advice to keep your drinking water at its very best – clean and healthy.

TOP TIPS TO KEEP YOUR WATER HEALTHY

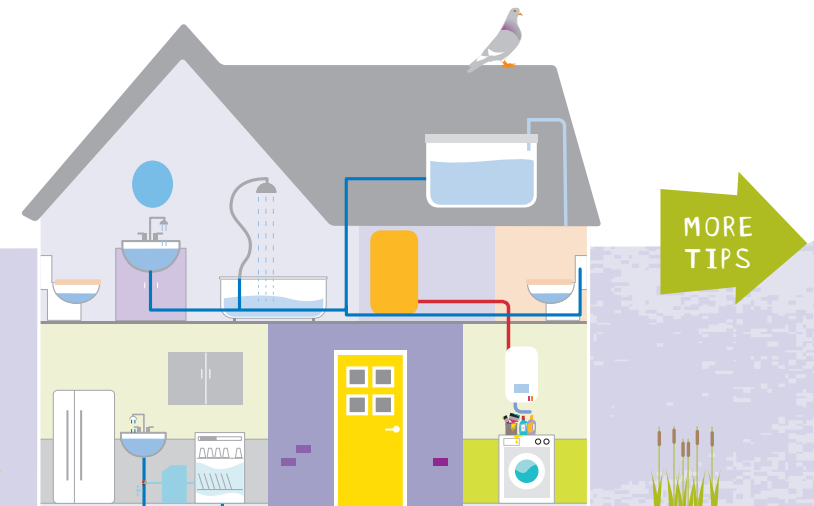
KEEP IT CLEAN

- Things like washing raw meat, vegetables, or even washing hands, can cause harmful bacteria to contaminate your tap and drinking water.
- Taps should be disinfected regularly using a mild bleach solution – it only takes a few minutes.

There's a handy guide on our website anglianwater.co.uk/keepwaterhealthy

A MATTER OF TASTE

- Chlorine taste or smell?
- Chlorine is added to tap water to protect against bacterial growth.
- Chlorine may taste or smell stronger at different times of the day. But don't worry, this is perfectly normal.
- Putting an uncovered jug of water in the fridge for a few hours will reduce the taste and odour.



TCP TASTE OR SMELL?

- Chlorine can react with plastic or rubber in your plumbing, causing disinfectant, TCP and metallic tastes and smells.
- These materials can be found in kettles, appliance hoses and tap washers.

If you notice this in hot drinks only - you can try boiling water in a saucepan to see if your kettle is the cause.

In hot and cold and drinks - try disconnecting your washing machine and dishwasher hoses overnight, and changing tap washers to an approved type. You may need to install a check valve on your appliance hose.

If this doesn't help we have more information about TCP tastes and smells on our website anglianwater.co.uk/keepwaterhealthy

CLEAR AND SIMPLE

You may notice that your drinking water is sometimes cloudy when you first run the tap.

- This is most often caused by lots of tiny air bubbles which are completely harmless.
- It happens when your cold and hot water pipes are too close together. Try lagging the pipes.



BE BOLD WITH MOULD

Mould grows in damp, warm environments. It comes from airborne spores and your bathroom provides the perfect growing conditions for it.

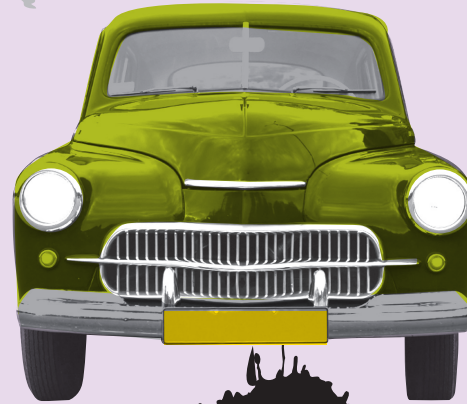
- Mould may appear on bathroom surfaces, in washing machines and on the insides of taps.
- It is responsible for lots of common household concerns like bits, stains and slime.
- To reduce the risk of mould, improving ventilation and minimising the use of air fresheners and aerosols will help.

SOFT AND SAFE

We always advise having a separate non softened tap for drinking and cooking as most water softeners add salt to the water to remove hardness.

- Faulty water softeners can release orange resin beads into your water.
- If you do have a softener, keep it maintained and serviced regularly.

Don't use rainwater to fill your children's paddling pool or swimming pool as you can't guarantee the rainwater won't have harmful bacteria in it.



WATCH FOR SPILLS

Spillages of fuels, oils and solvents, can seep through plastic water pipes and contaminate your drinking water, which can be extremely harmful to your health.

There are a few simple steps you can take to protect your drinking water. We recommend that you...

- **Check your oil tank for signs of leakage.**
- **Take care when using fuels and chemicals around your home and clean up any spillages quickly.**

If you think your water supply may have been affected by a fuel or chemical spill contact us on **03457 145 145**.

PLUMBING PROBLEMS

Water quality issues are often caused by incorrect plumbing and poorly fitted appliances, which run the risk of contaminating your drinking water.

- Only use approved materials and plumbers when you alter or replace pipework in your home. You can find a list of industry approved plumbers working in your area on the WaterSafe website watersafe.org.uk.
- Take extra care if you have other water systems in your house, like rainwater harvesting, grey water re-use and solar water heating systems. These systems should never be directly connected to your drinking water supply. Make sure tanks have a suitable lid to stop anything getting in.

WATER RE-USE SYSTEMS

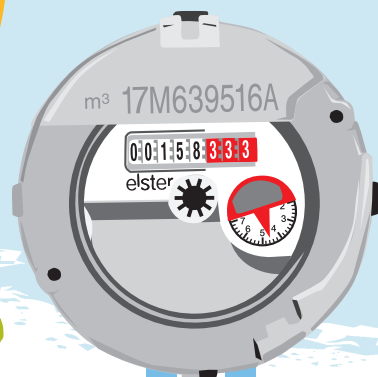
Water re-use systems either harvest rainwater or collect grey water from the house and recycle it. It is important for your health and to protect water supplies, that...

- You NEVER cross connect the drinking water supply pipe with re-claimed water system pipes, even with closed valves inbetween. All re-claimed water system pipes should be black and green in colour or marked as non drinking water.
- Any outlet, like taps from a re-use water system are clearly marked **NOT DRINKING WATER**.
- You always follow the manufacturers guidelines on the operation of the re-use system.
- Re-claimed water is only used for toilets, outside taps, and in some cases washing machines.

If you'd like further advice please contact our water regulations team on **01603 247 663**.

SWITCHING TO A METER CAN HELP PUT YOU IN CONTROL OF YOUR WATER BILL

Households who
choose to pay with a
meter use around
15% less
water simply by being
more aware of their water
use which is great for
the environment and
local water sources.



Currently, there isn't a water meter at your new home. The way you'll be paying for your water won't be based on the water you actually use, it'll be based around an old figure set before 31st March 1990 by the District Valuer.

By having a water meter fitted, you can have more control over your bill, so why not join over 80% of our customers who already pay for their water based on metered charges? It's free to have a water meter fitted and easy to switch to metered charges.

Take a look at our website anglianwater.co.uk/youdecide to work out how much you and your family could save.

It's easy to switch to a water meter...

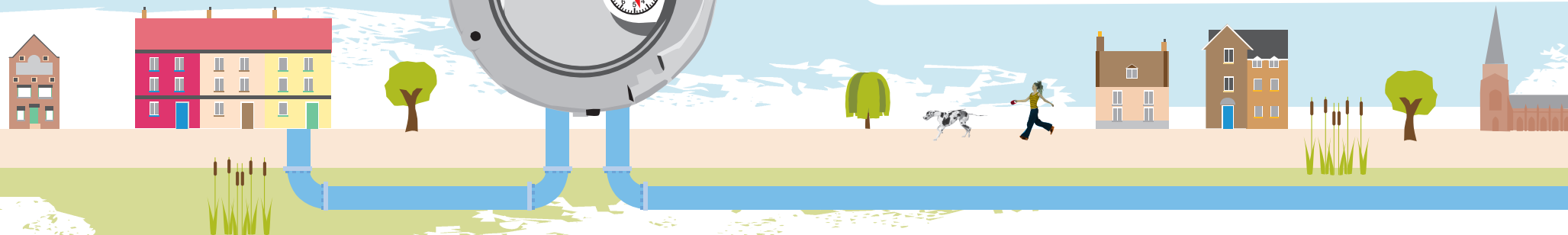
- 1 Apply online at anglianwater.co.uk/meter-apply or call us on **03457 919 155**
- 2 We will complete a survey to find the best location, then arrange a convenient date and time to return and fit the meter.


OUR SWITCH BACK GUARANTEE



If you switch but don't see the savings you expected, you can go back to unmetered bills at any time within two years - and again we'll arrange the switch for free.

That's our guarantee.





SEWERS AND DRAINS

HELP KEEP THEM CLEAR

Putting things like fats, oil and grease (FOG) down your sink or sanitary waste and wipes (unflushables) down the loo can block drains. Anglian Water crews deal with over 30,000 blockages in our region each year – and more than half of these are avoidable.



KEEP IT CLEAR

Our Keep It Clear campaign is a reminder to dispose of FOG and unflushables in the right place – helping us all to avoid

- bad smells
- possible sewer flooding in our homes and streets
- pollution incidents and costly repairs.



BIN YOUR WIPES TO AVOID BLOCKED PIPES

Avoid the inconvenience of blocked toilets and the risk of expensive blockage clearance call outs. Here's a quick reminder of what you can do to help look after your sink and loo.

Keep a bin in the bathroom so no one is tempted to flush wipes, sanitary and bathroom waste.

Remember, always bin the following

- tampons and applicators
- sanitary and incontinence products
- disposable nappies
- all wipes (baby wipes, facial wipes, moist toilet tissue wipes and household cleaning wipes)
- cotton buds
- condoms and femidoms
- razor blades
- bandages and plasters

And recycle or bin the following waste:

- food scraps
- fats, oils and grease

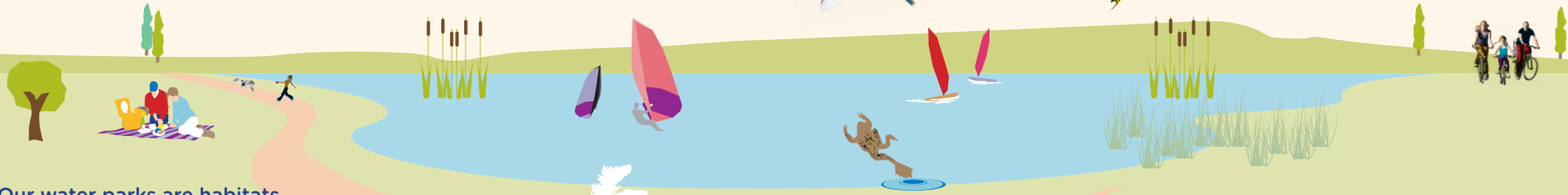


RECYCLE OIL AND FAT TODAY HELP PIPE BLOCKAGES GO AWAY

You can find out more about how you can help stop blockages and bad smells where you live at anglianwater.co.uk/keepitclear

ANOTHER SIDE TO ANGLIAN WATER

ENJOY OUR WATER PARKS



Our water parks are habitats for wildlife and great outdoor spaces for everyone to play and relax.

We welcome over two million visitors every year and they provide a range of activities on and around the water.

So why not visit one on your next day out!

For more information about our water parks, take a look at anglianwater.co.uk/leisure



	Public access	Disabled access	Picnic areas	Visitor centre	Catering	Cycling and hire	Holiday accommodation	Nature reserve	Coarse angling	Trout angling	Fishing tackle shop	Sailing and windsurfing	Canoeing	Horse riding	Waterskiing	Sub-aqua
1 Alton Water	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2 Costessey Lakes Taverham Mills	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
3 Covenham Reservoir	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4 Crookfoot (Hartlepool)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5 Foxcote Reservoir	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
6 Grafham Water	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
7 Hollowell Reservoir	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
8 Hurworth Burn (Hartlepool)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
9 Hyde Lane Lake	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
10 11 Milton Keynes Lakes (Caldecotte & Willen)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
12 Newbourne Springs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
13 Newport Pagnell Lagoons	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
14 Pitsford Water	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
15 Ravensthorpe Reservoir	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
16 Rutland Water	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
17 Upper and Lower Hart (Hartlepool)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Important information about the way we use your personal information and how certain information will be used by Credit Reference and Fraud Prevention Agencies.

All personal information you provide to us or we get from other sources is processed by us in accordance with the Data Protection Act 1998 and other relevant legislation. We share your personal data with Credit Reference Agencies, third parties who work on our behalf, other companies in the Anglian Water Group and selected third parties, including HomeServe. We use your personal data to manage your account, to provide services you have requested and to carry out direct marketing and for other lawful purposes.

Your personal information will be accessible to appointed third parties working on our behalf who operate outside the European Economic Area. We take steps to ensure that all personal information transferred in this way is given adequate protection, as required by the Data Protection Act.

If you do not wish to receive information by post or email from Anglian Water or other carefully selected third parties about products or services we think you may be interested in, you can contact Customer Services at any time to let us know.

We will check your details (and anyone else who is jointly responsible for our charges) with those held by credit reference (CRA's) and fraud prevention agencies.

The agencies supply to us both public and shared credit and fraud prevention information, which we may use to confirm your identity and help us manage your account.

If you tell us that you have a spouse or partner who is jointly liable for our charges, we will link your records together, so you must be sure that you have their agreement to disclose information about them.

When a CRA receives a search from us, they will place a search footprint on your credit file containing information that may be seen and used by other organisations who share data with the same agency. It's your responsibility to keep us updated on any changes to circumstances that affect payment for the services we provide. For example, changes to joint liability or informing us when you leave the property. If you move without paying your final bill and letting us know where you are, we will use the information held by CRA's to trace your whereabouts and recover the debt.

In managing your account, we may also share information with credit reference agencies in a number of other ways:

1. We may ask a CRA to publish missed or late payments on your credit file. We can ask a CRA to record an outstanding debt as a default which will remain on file for 6 years where you don't pay or discuss a repayment plan with us.
2. This information will be seen by other organisations which share data with the same agency and may be used by them to make decisions about applications from you for credit or for other financial services and products.
3. Once a default is registered, we will ask the CRA to update the account.
4. For paying customers, the information we share with CRA's will help to build a positive credit history. If we suspect any fraudulent activity, we will pass the information to fraud protection agencies.

How to find out more

This is a condensed version of our current privacy notice. We review and update this notice regularly so please take a look at the document on our website anglianwater.co.uk/privacy or call us on **03457 919 155** if you are interested in learning more.

You can also contact Callcredit or Experian, the CRA's with whom we share your data, to ask to see the information they hold about you.

Their contact details:

Callcredit Group, One Park Lane, Leeds, LS3 1EP
T: **03300 247 574**
E: consumer@callcreditgroup.com
www.callcredit.co.uk

or

Experian Ltd, PO Box 9000, Nottingham, NG80 7WP
T: **03444 810 800**
E: consumer.helpservice@uk.experian.com
www.experian.co.uk

Codes of Practice

You can find our Codes of Practice and Charging Scheme on our website or by calling Customer services. In these you will find lots of information you may need including details about meters, including accuracy and our metered charging policies.