



Our Code of Practice for Domestic Customers

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South Staffs Water

South Staffordshire Water PLC
Code of Practice For Domestic Customers
Ofwat Amendments June 2008

South Staffordshire Water PLC
Code of Practice for Domestic Customers
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CODE OF PRACTICE FOR DOMESTIC CUSTOMERS

1. The Code

This Code of Practice is for domestic customers. It provides information on the main services we provide, the terms and conditions on which they are offered and where and how to get advice and help. It does not establish a contractual relationship between South Staffs Water Plc and any of its customers.

The Code has been prepared in consultation with The Water Services Regulation Authority (WSRA), Ofwat. From time to time we may revise it, with the approval of Ofwat, to take account of comments from customers and other interested bodies.

2. South Staffordshire Water PLC

South Staffs Water provides clean drinking water to a population of 1.2million customers through a network of 6000km of main. Almost half of our water is sourced from boreholes in the ground and the remainder from two major treatment works one of which takes water from the River Severn. We currently have excellent service standards, have very efficient operations and our bills to customers are amongst the lowest in the country. Our area of supply incorporates the Black Country conurbation and stretches upto Burton and Uttoxeter. We do not supply sewerage services; our customers receive these from Severn Trent Water Ltd.



If you wish to contact us our contact details are provided under section 13.

3. The Regulatory Framework

The Company ('We') operate under a Licence which was granted by the Secretary of State under the Water Industry Act 1991 for the provision of Water Services. The Act also establishes a strengthened framework of customer protection. Your individual statutory rights are maintained and strengthened under this Act; for example you can take civil action against us for any loss or damage sustained if we fail in our duty under the Act to supply water for domestic purposes.

We operate under the following Regulatory Framework

i) We operate under an Appointment Licence, which places a ceiling on the average annual price increase that we can charge through a formula related to movements in the Retail Prices Index. Ofwat ensures that we comply with this and other conditions of our Licence. This code of practice is complying with Licence condition G, approved and regularly reviewed by Ofwat.

ii) Consumer Council for Water is the industry watchdog, set up to represent customers of water and sewerage companies in England and Wales and provide a strong national voice for customers.

iii) The Secretary of State has laid down specific standards of drinking water quality with which we have to comply with. He is assisted by the Drinking Water Inspectorate who monitor the quality of the water we supply and ensures that the legal standards are met. It is a criminal offence for a water company to supply water that is found to be unfit for human consumption and, as a consequence, the Secretary of State can authorise criminal proceedings to be instigated. The Secretary of State can also lay down other standards that we must meet when carrying out our basic water supply duties.

iv) The Environment Agency regulates us in our taking water from, and discharging effluent to, rivers and other inland waters.

v) Defra (Department for Environment, Food and Rural Affairs) is the Government department responsible for environmental matters. Government Ministers bring forward statutes and regulations for the water sector through this department. Non-departmental public bodies (NDPBs) work closely with Defra to help deliver their strategies. Key NDPBs for the water industry are the Environment Agency, the Drinking Water Inspectorate and Ofwat. These bodies are responsible to Government Ministers for all aspects of their organisation and performance and are accountable to Parliament through Ministers.

If you require any further advice or information a list of useful telephone numbers and addresses can be found in section 13.

4. The Water Services We Provide

4.1 Water Quality

The Water Industry Act 1991 places duties on us to supply wholesome water for domestic purposes which conforms to standards laid down in The Water Supply (Water Quality) Regulations 2000, and all subsequent amendments. These Regulations are tougher than the EU's Water Quality Directive on which they are based.

These duties are enforceable by the Secretary of State, and any contravention may render us liable to prosecution by him or the Chief Inspector of Drinking Water. Providing there is no threat to the public the Secretary of State may allow us a period of time to carry out improvement work to rectify any contravention. This is described as having an 'Authorised Departure' for the given period. If you would like further information please contact our Water Quality Department, Green Lane, Walsall, WS2 7PD. Telephone: 0800 389 10 11 or Fax: 01922 631779.

Our top priority is to provide good quality drinking water to our customers. We carry out extensive sampling and test the water at regular intervals. We are required to maintain records of these tests for each water quality supply zone. A water quality supply zone is an area in which no more than 100,000 people live. Generally the Company's supply is described as 'moderately hard'. We appreciate that the water hardness can produce limited scale on water appliances. However, it is generally accepted that harder water does have beneficial health effects, and also help to improve the taste. For further information on water quality, or to inspect our records, please contact our Water Quality Department, Green Lane, Walsall, WS2 7PD or visit www.south-staffs-water.co.uk for more information.

Only in exceptional or emergency situations, and with the approval of the Secretary of State, will water quality standards be relaxed.

If you believe that your water has become unfit to drink, contact us on 0800 389 10 11 **immediately**. We aim to be at the premises no later than four hours after receiving any complaint that indicates a threat to public health. If necessary we will arrange an alternative supply.

If at any time we believe that your water supply is unfit to drink we will tell you not to use the water or to boil it before you use it for drinking or cooking. We will do this as quickly as possible, using loud speaker vans, via the media, by writing to you, or by whichever method allows us to broadcast the information as quickly as possible. If you are asked to boil your water there will be an automatic Customer Charter payment of £10 per household (excluding mains rehabilitation work).

We will also provide appropriate advice and, where necessary, provide an alternative supply. If we take a sample of water for analysis we will confirm the results in writing to you within 10 working days. In the event that you remain dissatisfied with the quality of your drinking water, independent advice may be

obtained from your local Environmental Health Department. It is a general duty of Environmental Health Officers to keep themselves informed as to the wholesomeness and sufficiency of water supplied in the area for which they are responsible.

4.2 Quantity

We must provide you with enough water for normal domestic purposes such as drinking, washing, cooking, central heating and sanitation. The continuity of supply becomes more difficult to maintain when resources are scarce, such as during a drought, and when exceptional peak demands occur due to excessive garden watering. We are investing to improve our water sources and our distribution system so that we can keep restrictions to a minimum. However, peak hourly demands caused by garden watering are growing at a rate in excess of the general demand for water. This cannot be economically sustained. Therefore customers who wish to use a sprinkler or other unattended watering device must have a meter fitted so that they are charged for the volume of water they use. Even so, restrictions, including hosepipe bans, on non-essential uses of water may be occasionally necessary. Our aim is that they should be imposed on average no more than once in forty years. If a supply for domestic purposes is interrupted or cut off as a result of emergency restrictions a payment per day or part day can be claimed. The maximum entitlement is equal to our average household bill for the preceding year. There would be no entitlement if the circumstances were so exceptional that it would have been unreasonable for us to have avoided the interruption or cut off. In the unfortunate circumstances of this happening we will provide alternative sources, such as standpipes or bowsers. In addition we will advise you when normal service has resumed.

Every five years all water companies are required to prepare long-term plans for managing the demand for water and supply of resources as part of the business planning cycle. This is a statutory requirement enshrined in the Water Act 2003. These plans are a very detailed assessment of how social, economic and political pressures may change the way water is used over the next 25 years and how factors, such as climate change and environmental pressures may change the amount of water that is available to meet that demand. The most cost beneficial (including social and environmental costs and benefits) options are identified for meeting any shortfall between supply and demand including leakage reduction, metering, water efficiency and resource development. Leakage management, metering and water efficiency are all aspects of our normal operations and service – further details can be found under sections 5.6, 8 and 4.5 respectively.

4.3 Pressure and Constancy

We must supply water for domestic purposes at a pressure which will ensure water reaches the top-most storey of every building within our supply area, unless the building is at such a height that water will not flow to it by gravitation from our service reservoir or tank.

In practice, this means a pressure level of 10m at a flow of 9 litres per minute at the boundary stop tap - this equates to filling a gallon container in just over half a minute. However, we will in most cases ensure higher pressure than this.

If you are affected by low pressure of less than 7 metres static head on two occasions each lasting one hour or more in a period of 28 consecutive days you may claim a payment once in any year. See section 11.4 for more details.

Pressure and flow rates in your home can be affected by a number of factors:

- (i) peak demand conditions;
- (ii) the height of the property above the water main and its height relevant to the supply reservoir or local booster pump etc;
- (iii) the condition of the service pipe connecting your house to the boundary of your property;
- (iv) whether the property shares a service pipe with other properties.
- (v) internal plumbing

Please note that (iii), (iv) and (v) are your responsibility. The cost of correcting such problems rests with you. However, in the case of (iv) responsibility will be shared with the owners of other properties.

If you think you have a problem with your mains water pressure please contact us on 0800 389 10 11. If we cannot resolve the issue on the phone we will arrange to visit you, free of charge, to investigate the problem.

4.4 Interruptions to Supply

It is our aim to deliver a constant supply of water to your home. If your local supply system fails we must restore your supply as soon as possible. Our target is to do so in less than 12 hours; but the larger mains are more difficult to repair and can take longer. If the interruption lasts longer than 24 hours we aim to provide you with an emergency supply - normally from standpipes or water bowsers. If we fail to restore the supply we will automatically pay you £20.

If we plan to interrupt your supply for more than 4 hours to do essential / maintenance work, we must give you reasonable written notice. We will always give at least 48 hours written notice if the works are non-emergency. If we fail to give you this notice we will automatically pay you £20. If either your supply fails or the pressure is not satisfactory then contact us on 0800 389 10 11. As part of our programme for checking leaks, we sometimes turn off sections of mains pipe at night in a programmed way to identify the sections leaking. We usually do this between midnight and 6 o'clock in the morning. These interruptions last less than one hour. Because the disruption is slight, we don't normally tell you in advance. If this is likely to cause you a specific problem – for the operation of kidney dialysis machinery for example, please contact us on 0800 389 10 11. We will ensure that we advise you of any planned work and assist you with any necessary special arrangements.

In an extreme or emergency situation or as a result of third party activities supplies

may be disrupted without notice. In such cases we will resume normal services as soon as possible and we will keep customers as fully informed as possible. In circumstances where we do not have a duty to supply water at a required constancy and pressure we normally require the installation of storage facilities adequate for supplies over a period of 24 hours.

In exceptional weather circumstances it may be necessary to impose restrictions on supply under a drought order. These restrictions would be a ban on hosepipe use as detailed in section 4.2.

4.5 Water Efficiency

We have a free booklet, 'Water Use in the Home' that provides information and advice on using water wisely in the home. It's easy to reduce water use in the home or in the garden; did you know:

- An ordinary shower on average uses 35 litres (8 gallons) and a bath takes 90 litres (20 gallons).
- Some power showers can use about the same water as a bath.
- Each time you flush the toilet it uses 8 litres (2 gallons).
- By fitting a cistern device – available free of charge from us – you could reduce water use.
- A running tap uses 9 litres a minute.
- A small drip from a faulty washer or cistern can waste 90 litres (20 gallons) a day.
- A hosepipe or sprinkler uses 1,100 litres (240 gallons) an hour which is as much as a family of four uses in two days. If you do use an unattended hosepipe or sprinkler, or a swimming pool in excess of 10,000 litres is to be filled, then you must have a water meter fitted.
- Water your plants after sunset.

Please contact us to request a copy of our water efficiency leaflets, to request a free meter installation or to receive a cistern device. Literature is also available on our website www.south-staffs-water.co.uk

4.6 Prevention of Waste and Contamination

To prevent misuse, waste, undue consumption or erroneous measurement of water and, most importantly, to prevent contamination of drinking water, we are required to enforce the Water Supply (Water Fittings) Regulations 1999. They are national requirements that replaced our former Water Supply Byelaws, which we enforced for many years. The regulations require that advanced notification is provided to us for certain types of plumbing work. This applies to water system installations in connection with any of the following;

- The erection of a building or other structure but not a pond or swimming pool.
- The extension or alteration of a water system on any premises other than a house.
- A material change of use of any premises.
- A bath having a capacity of more than 230 litres.

- A bidet with an ascending spray or flexible hose.
- A shower unit of a type specified by the Regulations. A pump or booster drawing more than 12 litres per minute.
- A unit incorporating reverse osmosis.
- A water treatment unit which produces a waste water discharge (eg water softener).
- A garden watering system unless designed to be operated by hand.
- Any pipes laid outside a building either less than 750mm or more than 1350mm deep.
- The construction of a pond or swimming pool with a capacity greater than 10,000 litres which is designed to be replenished automatically with water supplied by a public water supplier.

Our Water Regulations team enforce the Regulations in line with a nationally agreed set of principles which are detailed in the Water Supply Industry Best Practice Manual for enforcement of the Water Supply (Water Fittings) Regulations 1999. Copies of the Regulations and a range of informative leaflets providing advice and guidance can be provided upon request. You can also visit our website, www.south-staffs-water.co.uk or contact us on 01922 638282 and ask for the Water Regulations Unit.

Where breaches of the Regulations are found we will require them to be remedied as soon as practicable. Where breaches pose a risk to health we may determine it necessary to disconnect the water supply to the premises immediately to protect the health of occupants or others fed from the same supply. It is a criminal offence to breach the Regulations and offenders may face prosecution and a fine of upto £1,000 per offence.

4.7 New Connections Connection Arrangements

For new housing we participate in the development control process. We advise local planning authorities when requested to do so, and developers are encouraged to discuss proposals before formally applying for planning permission. As an owner or occupier of any building or premises situated within our area of supply you may ask us to connect your property to our mains. Our present policy is to meter all new properties. The cost of new connections are borne by you and these costs include:

- (i) The cost of making the connection which must be carried out by us;
- (ii) The cost of laying our part of the service pipe, including the installation of the stop tap and any meter
- (ii) The connection to the nearest adequate water main;
- (iv) A fixed contribution to our overall costs of making water supplies available (the Infrastructure Charge).

The Infrastructure Charge helps towards new, enlarged or extended mains and extensions to treatment works, pumping stations and reservoirs so that they can meet the additional demands placed on the system by new customers.

These costs will vary from time to time but will operate uniformly throughout our area.

Information on these charges is contained in our statement of Charges and Charges Scheme which is available by visiting us on-line at www.south-staffs-water.co.uk or by telephoning 0845 60 70 456.

Costs of New Connections

In accordance with Section 45 of the Water Industry Act 1991 we are entitled to recover costs reasonably incurred in carrying out the connection work. However, where a developer disputes such costs, we have an internal process in place to make all endeavours to resolve the issue. If the matter cannot be resolved either party has the opportunity to refer the dispute to Ofwat for determination. Guidance can be obtained from our website www.south-staffs-water.co.uk. The dispute process should only be implemented upon completion of work and full cost of compilation.

Arrangements for New Connections

You must submit a written application form, available from ourselves. We will then arrange for an appropriate site inspection to be carried out. We will then send you a quotation, request for payment and a copy of our terms and conditions. This document lists our conditions for connections. In normal circumstances we will make the connection within 14 days. However, if we have to lay our part of the service pipe this time will be extended to 21 days. In certain circumstances (such as streets with engineering difficulty) the work may be subject to special controls and may, therefore, take longer than 21 days. If we don't meet these deadlines, and you suffer loss or damage as a result, you may have a legal claim against us.

For further information or to obtain an application form, please contact Developer Services on 01922 618062.

Requisitioning New Mains

If the site where water supply is required does not have access to a public water supply, or if the capacity of the existing distribution system is inadequate, then you can requisition for a new water main to be laid within 3 months of all necessary agreements having been completed. The financial conditions governing the provision of water mains for domestic purposes are set out in Section 42 of Part II of the Water Industry Act 1991 (as modified by the Water Act 2003) .

We are responsible for all water mains that are laid in the highway, including service strips, which have been or will be adopted by the Local Authority. Where new roads are created and they remain in the ownership of the developer or subsequent owners, easements will have to be requested at the developer's expense.

Where a developer chooses to lay their own water mains and service pipes or engage a contractor, rather than request that the appointed water company carries out the work, this is known as Self-Lay. Self-Lay schemes have to adhere to a framework agreed and regulated by Ofwat.

Paying for New Water Mains

In brief, the conditions call for a financial commitment from you for up to 12 years from the provision of the mains and are based on one of the following 3 payment options available when requisitioning new mains.

Option 1 - Relevant Deficit Payments

Option 2 - Commuted Sum Payment

Option 3 - Self-Lay Payment

If the developer decides to choose the Self-Lay option, the appointed Self Lay Organisation will need to contact us in order for the Undertaker's costs to be agreed. The Company will work closely with developers who are considering laying water mains as part of a multi-utility programme.

A Water Industry Code of Practice has been produced as a guidance document that covers the provision of water infrastructure for housing and industry development in England and Wales. You can find out how to get a copy of the Code by using the following link <http://www.wrcplc.co.uk/selflay/> We have also produced our own Company specific addendum to the Code detailing any relevant requirements or procedures. You can access our Self-Lay Addendum and other useful guidance information from our website or by contacting the Developer Services Unit on 01922 618062.

You may take legal action for any loss or damage resulting from our failure to meet the 3 month timescale. Any dispute that may arise can be referred to arbitration, see Section 16 for further details.

Self-Lay

We have embraced the introduction of the self lay process which now allows developers the choice to either lay water mains and services themselves on their developments, or select Registered Organisations known as Self-Lay Organisations (SLOs) to undertake the work on their behalf.

We will adopt water mains laid by SLOs upon completion and meeting criteria requirements. We have worked in conjunction with Lloyds of London to ensure and agree that any SLOs who work on our area are registered on the Water Industry Registration Scheme (WIRS) which is a national scheme overseen by Lloyds of London. This provides both consistency in standards and equal opportunities for all Companies who are registered on the scheme.

Companies are allowed to lay new water mains, but the final connection from the newly laid main to the existing infrastructure has to be completed by us.

When the main has been connected and adopted by us, the option of connecting the service pipes to the new properties is available under the Self-lay scheme.

Any work undertaken by us has to be paid in full by the developer and any work that is completed by the SLO incurs payment from us to them, known as the Asset Value payment. Payments are worked out on an individual basis for all sites, but from a standard set of costs. We also aim to employ the same Standards of service for Self-Lay Customers that we employ for mains requisitioned in the normal manner.

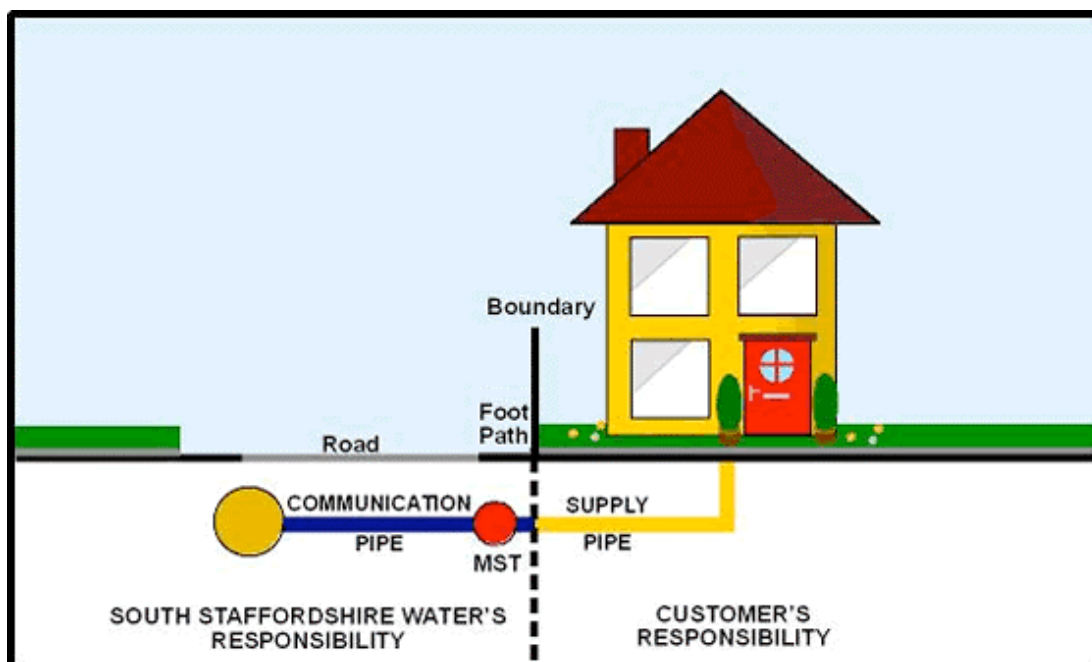
Full details of our self-lay policy and procedures can be found on the South Staffs Water website or by a personal call to the Developer Services Department.

5. Responsibility for Pipes

5.1 Our pipes / Your pipes

The Service Pipe is the water pipe that connects our water main to your property. This Service Pipe has two parts.

The Communication Pipe, which runs from our water main to the boundary of your property (usually the back of the public footpath). We are responsible for its repair and maintenance. The Supply Pipe, which runs from your boundary up to where the pipework enters your property. The owner of the property is responsible for its repair and maintenance.



You may share a service pipe with one or more properties. If this is the case please see 5.3.

The ‘**main stop tap**’ (MST) is generally located in the footpath and is the property of South Staffs Water. The main stop tap should not be relied on for isolating a supply in the event of an emergency. You should ensure that there is an operable branch stop tap on your property

5.2 Meter Location

The meter is usually located either in a box fitted into the pavement outside your property boundary or inside the building on the water pipe at a point where the meter is accessible. There are a few installations where, because of practical reasons, the meter is fitted elsewhere, please see section 8.2.1 for more details.

5.3 Shared Service Pipe

You may share a service pipe with one or more of your neighbours and the flow of water at your tap may be unacceptably low when your neighbours are using water. This diagram illustrates a typical shared supply arrangement and explains how responsibility is split between each of the properties.



Key	Maintenance Responsibility
— Street Boundary	-
- - - Premises Boundary	-
— Water Main	South Staffordshire Water
● Stop Tap	South Staffordshire Water
— Common Supply Pipe	Customers 1,2 & 3 jointly
— Common Supply Pipe	Customers 2 & 3 jointly
— Supply Pipe	Customers 1,2 & 3 individually

If the pipe is in poor condition, we can require you and your neighbours to share the cost of replacing it with separate pipes. This would improve both the flow and the quality of water at your tap. We can also require separation of a shared pipe in certain other circumstances:

- (i) if the houses are converted into a number of flats or homes;
- (ii) if the shared pipe has been interfered with.

See section 4.7 regarding obtaining a new connection. Any dispute arising about the requirement for separate service pipes may be referred to Ofwat for determination. See Section 9.3 for further information.

5.4 Lead

If you have a lead pipe, some lead could be transferred from the pipe into the water you drink. You may decide to replace your lead Supply Pipe to avoid this. If so, we need to inspect this pipework and arrange a time and date to replace our part of the Service Pipe at the same time, free of charge, if this is also made of lead. If you have a lead Service Pipe that is shared and you and your neighbours agree to have it replaced, two possibilities exist:

- (i) Following replacement of all the lead Supply Pipe we will replace the single shared Communication Pipe. This work will be carried out free of charge.
- (ii) As an alternative, private homeowners who replace all their own lead piping and are currently on a shared supply can, at their own cost, apply for a separate supply.

A local authority grant may be available for the cost of replacing lead pipes. See your local telephone directory for contact details of your relevant local authority.

5.5 Electrical Earthing

Safe earthing of electrical appliances in your house is your responsibility. It is not one of our services. Your water service pipe should not be used for earthing your household electrical installation. Unfortunately, many houses (particularly those built before 1966) still rely on their water pipe as an earth. If your house is one of these, please remember that the increasing use of non-metal water pipes and mains reduces the effectiveness of your water pipe as an earth. You should consult your local electricity company for advice on electrical earthing.

5.6 Leakage

We take the management of water leakage from our underground pipe network and from that of our customers' own supply pipes very seriously. Water is a precious resource and we should all use it wisely.

Our regulator, Ofwat, sets us annual targets, based on achieving leakage levels where overall costs are minimised, known as the economic level of leakage below which it would cost more to fix the leak than the value of the water lost. Since Ofwat has set these targets we have successfully achieved all of them. Over 2007/08, we reported a leakage level of 71.55 MI/d, beating our target of 75 MI/d.

The management of leakage is one of the Company's top objectives. As part of this during 2007/8 we are currently investing significant sums of money, more than £12m each year, equivalent to £21 per property per year.

This covers a number of areas, including:

- Repairing the visible leaks reported to us

- Monitoring of the pipe network to detect any increase in leakage
- Locating and repairing the hidden, sub-surface leaks which don't show at ground level
- Replacing parts of our pipe network to minimise bursts and leakage
- Installing automated equipment to control network pressures

You too can help in this process. If you see a leak in our area of supply please report it to us using the Leak Report form on our web-site (www.south-staffs-water.co.uk) or by calling us free on our Leakline number (0800 389 10 11). We can then arrange for the repair to be undertaken.

We can't eliminate leakage completely. Like most other things our underground pipe network wears out and suffers damage from the external environment. For example, from ground movement associated with freezing or very dry weather and the impact of traffic on the roads. This means that leaks will always occur, not all of which will appear at ground level. It is our responsibility to find and repair these leaks and replace those parts of the network that are worn out. This takes time so there will always be a certain amount of leakage.

To help us achieve our objective, if you see a leak please report it. However, if the area around the leak has been sprayed with blue paint then it is likely that we have already visited this and identified the leak. If so, we will be making the necessary arrangements to have this leak repaired. Unfortunately this can take longer than expected due to special working requirements, particularly from the local highway authority. However if you have any doubt please report the leak – it's better it's reported twice than ignored altogether.

Leakage from Underground Pipework

Where a meter is installed externally it will record any leakage from the private underground supply pipe between the meter and the property. You pay for the water you use, so if water is running to waste, you will be paying for this and you may receive a large bill. We may give you an allowance to compensate for the lost water if the leak is repaired within our specified timescales. This scheme is explained in the section 'Leakage Allowances'.

Leaks internal to the property are your responsibility to repair. To stop water running to waste we have a legal right that requires you to repair any leaks/faults on the supply pipe or defective fittings. We will issue you with a Defective Fittings Notice that gives you **14 days** in which to ensure the leak is repaired or faulty fittings are rectified. We may be able to offer assistance for the leakage on your supply pipe. In the unlikely event of a customer disregarding such a request and allowing water to run to waste (or to contaminate the public water supply), we will carry out the repair work on a compulsory basis. We will undertake any necessary work and charge the owner of the property or, in extreme situations, turn off the water supply until repair work is undertaken to avoid wastage.

Assistance for Domestic Only Dwellings

The Company is committed to reducing water wastage and, as such, we operate a 'Once Only' Free Repair Service for domestic only properties. You could qualify for a 'Once Only' repair or alternatively a contribution towards replacement of this pipework under certain conditions. The scheme applies **per property** not customer. In order to qualify the **property** must not have benefited from the previous free repair service or contribution based scheme offered by the Company since 1997. We will issue a Defective Fittings Notice advising you of the leak and, should you qualify, we will provide details of the scheme and an agreement form for completion. There are conditions that apply, please request a copy of our leakage Code of Practice for full details or visit our website: www.south-staffs-water.co.uk.

As an alternative to opting for our Free Repair Service, the Company will provide a 'Once Only' contribution towards the costs of a full replacement of the private supply pipe. If you are eligible for our 'Once Only' Free Repair Service/Contribution, the Company will issue information to the customer together with details of our recognised contractors that would be able to undertake such work and provide quotations.

It is important to note that if the supply pipe to your property has never been replaced, it may be prudent for you to insure your supply pipe against possible leakage in the future or alternatively you may wish to consider relaying the pipework.

We recommend that you use a recognised contractor or plumber to carry out work on your behalf. Should you choose to employ one of these contractors, you are entering into an agreement directly with them and South Staffs Water are not responsible for their service or any other associated problems. We hold details of contractors and plumbers within our area. Please contact our Supply Line on **0800 389 10 11**.

Leakage Allowance Guidance & Rules

If water leaking from your supply pipe is recorded through your meter, you will be billed for it. It is our policy to refund the charge of this extra water by comparing how much water you use once the leak has been repaired. The adjustment will be based upon the customer's past consumption. Where there is no record of past consumption, the adjustment shall be based upon typical usage for the property of a similar type and the customer's measured charges shall be further adjusted if the customer's subsequent actual usage is significantly different. The allowance will be applied even if the leak is located underneath a building/structure.

The allowance will only be granted provided that the leak/fault is repaired within the 14 days following the issue of the Defective Fittings Notice. We will allow a maximum of 30 days for works to be undertaken in order to qualify for an allowance. Once the Company has received your completed Leakage Questionnaire including meter readings, your account will be adjusted. The allowance is usually applied to one billing period only, i.e one quarterly period. You will be advised of the adjustment within 10 working days.

When applying for a burst allowance, this should be submitted within 12 months of repairing or relaying the supply.

However, if we have information that you have in some way, hindered or delayed the repair to the leaking supply pipe we will reduce the allowance to a maximum of 50%. We will not make an adjustment where a leak has been caused through the negligence of the customer / property owner.

If the excess water did not drain into the public sewer under Severn Trent Water's policy for whom we collect these charges, we will grant a 100% allowance on your excess sewerage charges.

If you purposely ignore the repair of any leak we will refuse to grant any allowance for either water or sewerage. It is not our policy to grant an allowance for either water or sewerage for second or subsequent leaks.

Please contact our Customer Helpline on **0845 60 70 456** for a Leakage questionnaire should you think you may qualify.

5.7 Power of Entry

Powers of Entry for Breach of Regulations inspection are covered under Section 159, 162 and 170 of the Water Industry Act 1991. Except in an emergency where we have a right to enter if we:

1. Give you 24 hours notice of an inspection to ascertain whether waste or misuse of water is or has been taking place or of a visit to take away a water quality sample
2. Give you 7 days notice in all other cases.

If we have not given you this notice you have the right to refuse entry unless it is an emergency and our representative does not produce an authenticated document showing his authority.

6. Water Charges and Bills

Since April 1990 prices, which have risen in percentage terms above the rate of inflation, have been regulated by Ofwat. These price increases have been necessary to finance improvements to the water supply system so that we can achieve the quality standards set by the Government. A major investment programme with an annual cost of approximately £37m is currently underway. This involves the refurbishment and renewal of water treatment plants, pumping stations and distribution mains. Our annual price increase levels are periodically reviewed by Ofwat. The next such review will take place in 2009. We produce an annual statement of Water Charges and Charges Scheme, which is available from our website – www.south-staffs-water.co.uk alternatively you can call 0845 60 70 456 and request a copy . This details our policy on charging together with the scale of charges payable within the year. Also included are the charges that we collect on behalf of Severn Trent Water for sewerage services.

Normally the occupier of the property is responsible for paying water charges. However, if you pay your water charges to a landlord you must ensure he writes to us confirming the arrangement. Once we have received this written communication we will send your future water bills direct to your landlord.

If you have a query about your water charges please contact us on 0845 60 70 456. If you think you do not owe the amount you are being asked to pay, you must let us know why. We will then investigate matters and make sure your bill is corrected if necessary.

6.1 Unmetered Water Charges

The charge for an unmetered property is calculated by multiplying the rate poundage for the year by the rateable value of the property as fixed at 31st March 1990. A bill for the total annual amount payable will usually be sent to customers in March of each year. The annual charge is due and payable 12 months in advance on the 1st April. Customers can pay in any one of the following ways:

- (i) the annual amount in one payment on or before 1st April, or
- (ii) in two equal instalments, payable on the 1st April and 1st October, or
- (iii) by any one of a number of payment options see Section 7.1

6.2 Metered Water Charges

The charge for a metered water supply to a property comprises two elements:

- (i) a fixed charge, including costs for reading, maintenance and repair of the meter
- (ii) a consumption charge calculated by multiplying the volume of water used by the rate per cubic metre for the year

Charges are billed at least four times a year and are based on either a reading of the meter or, in the absence of this, on an estimated volume of consumption. We aim to read domestic meters at least once a year. If you receive a bill and believe it to be too high or too low you can obtain a revised bill by:

- completing a self-read card and sending it to us;
- telephoning our fully automated meter reading line on 0845 60 70 456; or
- visiting the company on-line at www.south-staffs-water.co.uk

Payment is due on receipt of the bill. Payment options are available and described in Section 7.1.

6.3 Surface Water Rebate

Your water service bill may also include a charge for surface water drainage. This is for the removal of surface water from your property that drains to the public sewer. The charge is based upon the property type. Alternatively you may receive a separate bill for surface water drainage based upon the rateable value of your property. The charge is calculated by applying a "rate per pound " to your property's rateable value. The "rate per pound " is set by Severn Trent Water Ltd, and is beyond our control. It may benefit you to change your surface drainage water charge

to a flat rate, based on the type of property. If you choose to change, the charge will be included in your water bill.

If you can show that none of your property's surface water drains to the public sewer, you may be able to have this charge reduced. Simply complete an application form and send an accurate plan of your property on a scale big enough to show - amongst other details - roads, the property's boundary and the way surface water drains from the property. For an application form please visit our website or contact us on 0845 60 70 456.

6.4 Water Sure

Water Sure was previously known as the Vulnerable Group tariff. You qualify to be billed at a capped rate if you are paying for your water service based on meter reading and you are receiving any of the following benefits:

- Council Tax Benefit
- Housing Benefit
- Income Based Job Seekers Allowance
- Income Support
- The new working tax credit
- The Child Tax Credit (except families in receipt of the family element only)
- Pension credit

And have:

- 3 or more children under the age of 19 who are entitled to receive child benefit who are in full time education and live at the premises,
- or a person living at the property is diagnosed as suffering from a medical condition which causes them to use greater than normal quantities of water. Examples of such medical conditions are:
 - desquamation
 - weeping skin disease
 - incontinence
 - abdominal stoma
 - Crohn's disease
 - Ulcerative colitis
 - Renal failure requiring dialysis at home

Full details of Water Sure are available upon request, from our website or by contacting us on 0845 60 70 456.

6.5 Moving House?

It is a legal requirement that customers should provide two days notice of the vacation of a property. If you are going to move house and you pay by meter, please ring us on the day you move with the following information:

- i. your meter reading
- ii. your forwarding address

iii. the name of the new occupier

Customers who do not have a water meter and are moving house should notify us of the date on which they are intending to move before they do so. If there has been a complete change of occupation at a household and no unmetered charges have been demanded from the new occupier we may install a meter and charge that property on a metered consumption basis. In all cases please contact our Customer Services Department, Green Lane, Walsall, WS2 7PD. Telephone: 0845 60 70 456 or visit our website: www.south-staffs-water.co.uk. If you require the Company to take a reading on your vacation of the property please contact us on 0845 60 70 456.

When you notify us that you are moving house and your water service charges account is in credit we will issue you a refund within 10 working days of the request.

7 Payment Options

7.1 Ways to Pay

We offer a choice of ways in which you can pay your bill for water services, so you can select the method most suitable to yourself. These methods are described on the reverse of your bill. We offer several payment options including:

- Direct Debit,
- by cheque directly by post to our offices at Green Lane, Walsall, WS2 7PD
- By cash or cheque at your own bank or any branch of HSBC or the Post Office. The Post Office charge a fee for this service as may a bank other than that where your account is held.
- Internet or Phone banking – please quote your sort code 40-11-18, our bank account number 40770132 and your customer reference number which can be found on your bill.
- Debit and credit cards
- Beechdale Community Housing Association
- Moneyway (previously Secure Homes) – contact Moneyway on 0800 27 99 500
- All customers can also pay by cash or cheque at Local Authority offices free of charge.
- For added choice and convenience you can also choose to pay your bill at a PayPoint retailer.
- We also offer the facility to be able to receive and pay your bill online. Visit our website, www.south-staffs-water.co.uk for more information

A charge may be applicable to the above methods of payment so please check the reverse of your bill for details.

In addition we may offer a personal payment plan, involving for example, weekly or fortnightly payments. For further information please telephone 0845 60 70 456 or see the reverse of your bill. If you are finding it hard to pay your water bill, you are in arrears and are in receipt of Income Support or Job Seekers Allowance or Pension

Credit, you can apply to have payments made directly to us from your benefit by the Department for Work and Pensions / JobCentre Plus. If you would like this to be arranged contact your local office.

7.2 Unable to pay?

If you are experiencing financial difficulty and find you cannot pay your bill or instalment in full, your first step is to get in touch with us. We will take a look at your circumstances and work out a way for you to pay your bill in amounts that you can afford. Please do not delay, contact us now. If you do not make payments by the due date then the instalment facility may be withdrawn and the sum outstanding for the period in question may become due and payable immediately. We operate an additional Code of Practice for Debt and a copy can be obtained by contacting our Customer Services Department, Green Lane, Walsall, WS2 7PD. Telephone: 0845 60 70 456 or by visiting our website: www.south-staffs-water.co.uk You may be eligible for financial assistance from the South Staffordshire Water Charitable Trust fund. Your local Citizens Advice Bureau will be able to help you complete the application form or contact us and we may be able to help you. Switching to a water meter may also help you reduce your water service charges. Please see 8.2 for more details.

8 Metering

8.1 Compulsory Metering Policy

All new properties have a meter fitted and thereby pay for water services charges based on the consumption recorded through the water meter.

The Water Industry (Prescribed Conditions) Regulation 1999 allows for the compulsory installation of a water meter where the conditions described in the Regulations exist. Specifically this requires a meter to be fitted if water is used for a:

- Swimming pool with a capacity greater than 10,000 litres
- Sprinkler or unattended watering devices
- Bath with a capacity greater than 230 litres
- Certain types of shower
- Reverse Osmosis (water softening) unit

If any of the above apply and a water meter is not fitted, you must contact our contractor on 0845 456 7063 to make arrangements to fit a meter. However if we are made aware that a sprinkler is in use or a hose left running unattended, then details of the property will be recorded and investigated further. You will not be able to revert to an unmetered charge where a meter has been compulsorily fitted.

8.2 Opting for a Meter

You may wish to be charged for water supplied to your home by a meter rather than based on the rateable value of your property. The installation of meters for domestic

properties is free of charge, unless you choose to have the meter fitted at an alternative location or need two meters installing. Where you live in a property which is not metered, water service charges will continue to be based on the property's rateable value. You must complete a meter option application form if you wish to have a meter fitted.

To help you decide if a water meter is likely to save you money, our 'Guide to Household Water Meters' leaflet which includes an application form is available by calling 0845 456 7063. Included within the leaflet are steps you can follow to establish whether a meter would be beneficial.

Factors to consider are:

- How many people live in your property?
- How often is the washing machine or dishwasher used?
- Are more baths than showers taken?
- How often are any motor vehicles washed?
- How often is the garden watered?

Alternatively you can assess your consumption online at www.south-staffs-water.co.uk

8.2.1 Reasonable Expense/Choice of Location

Our preferred meter location is external at the boundary of the property. This is normally where our existing main stop tap (MST) is located either on the footpath or just within the boundary of the property.

If this is not possible, usually due to shared supplies, then it may be necessary to install an internal meter at the point where the supply enters the property, provided this is before any pipework branches or external taps. Internal meters will be connected to an external touch pad to ensure that we are able to take a reading without the need to enter the property. The touch pad will be fitted so that it is accessible from outside and is a necessary part of the internal meter installation. If you do not allow us to fit the touch pad on an externally accessible point we will refuse to fit the meter.

Where it is not possible to install a single meter as above, then we may offer to install more than one meter (subject to the exception of flats described in 8.2.2 of this section).

We will install meters as above, free of charge, provided that it is not impracticable or unreasonably expensive. The criteria for unreasonable cost are where it involves the:-

(a) separation of supplies

(b) installation of the meter in an alternative location at your request

Where you choose an alternative location, as in (b) above, we reserve the right to charge you for any additional costs incurred. You will have seven days to decide if you wish to proceed with the installation where additional costs are involved. For customers requiring special assistance we may waive the charges depending upon individual circumstances.

If a second meter is to be fitted at the property, the customer will be liable to a charge. Customers will be offered the alternative of the relevant assessed charge.

If it is necessary to replace your internal stop tap to allow an internal meter installation, there will be a charge to you. You will be made aware of this charge before our contractors begin work. You have the option to arrange for the work to be done independently. However, you must ensure that the stop tap is working in time for the date of the meter installation.

8.2.2 Meters for flats/multi-occupied properties

Where you request a meter for a flat /multi occupied property, a survey will be undertaken in the usual manner. However, in these circumstances a number of options are applicable:

(a) Flats with shared heating systems

A meter option will be offered only if:

- (i) an internal fit on the cold water supply is possible, when it will be free of charge; or
- (ii) an internal fit is not possible, but you are willing to pay the additional costs for the internal pipework alterations, when a meter will be installed on the cold water supply.

In these circumstances, you will be charged on the basis of a single metered supply

(b) Flats with shared hot water systems

A meter option will only be offered if:

- (i) internal fits are possible, in which case two meters will be installed—one on the cold water supply and one on the hot water supply – the second meter will be paid for by you; and
- (ii) the meters will be connected to two external touch pads, which will be installed to ensure that meter readings can take place without the need for gaining access to the property; or
- (iii) where internal fits are not possible, but you are willing to pay the additional costs

for the internal pipework alterations, then two meters and two touch pads will be installed – the second meter will be paid for by you.

Where two meters are installed you will be required to pay one standing charge for water service and one standing charge for used water services. Where there is a dispute concerning our refusal to install a water meter free of charge, you may approach Ofwat for a determination.

8.2.3 Installation programmes and times

Where a household customer has requested a water meter, we aim to install the meter within three months of the application form being received. If we take longer than three months to fit the meter, we will commence metered water charges from the date of the meter installation and will cease charges based upon rateable value from the end of the three months. Where additional charges have been paid by you, in connection with a meter installation then we will aim to fit the meter within 15 working days of receipt of payment. We reserve the right to install a smart meter. A smart meter is a meter which is capable of being programmed to record the volume of water that you use during particular months or at particular times of day.

8.2.4 Payment Conditions

Household customers applying for free installation of a water meter must continue to pay their unmetered water charges until the meter is fitted. Normal debt recovery will continue if unmetered charges remain unpaid. Once the meter has been fitted, any credit or debit will be refunded or billed separately from your metered water charges.

8.2.5 Assessed Charges

Assessed charges will be offered where it is not practicable to fit a meter and when it has been established that there is no possibility of a single meter for a shared property. Where a meter can be fitted at reasonable cost, and where you refuse to pay any additional costs for an installation in an alternative location, or refuse to have a touch pad fitted the assessed charge will not be offered and you will remain on an unmetered charge. The assessed charge for water and sewerage will be based on the property type, e.g. detached, semi-detached, flat/terrace, and will apply from the date of the meter installation survey. Where the Rateable Value charge is less than the assessed charge, the Rateable Value charge will continue to be applied. Where a customer moves into a property and the previous occupier was charged the assessed charge, the new occupier's water charges will continue to be based on the assessed charge. The new occupier cannot choose to have their charges based upon Rateable Value.

8.2.6 Reversion to Unmetered Supply Charges

Household customers who opted for a meter are able to revert to paying their water charges on an unmetered basis provided that:

- a) they have not previously reverted to an unmetered basis for that property;
- b) they do not intend to use water for non-essential purposes, as described in the Water Industry (Prescribed Conditions) Regulations 1999;
- c) they or a member of the household who were living in the property when the original "Metered Charge Notice" was issued, still live at the property. Therefore, a new occupier of the property cannot revert to an unmetered charge basis.

You may revert to paying water charges by an unmetered basis within the first twelve months following the meter installation. We will issue you with a statement detailing the consumption over the twelve month period since the meter was fitted. If you wish to revert to an unmetered basis of charging, you should give written notification to us within one month of receiving your statement of water use in the first twelve month period.

Where you decide, and are able to revert to paying your water charges on an unmetered basis, this change will start up to twelve months after you were first charged on a metered basis, or as soon as possible thereafter. An existing customer can revert to metered charges by serving a second application form. However, in these circumstances they may not revert again to unmetered charges.

The water meter must remain in place. Therefore future occupiers will be charged on a metered basis.

The supply will remain metered with the customer being unable to revert where a meter is fitted;

- On a new supply
- As a meter option before 1 April 2000
- On a new property
- Compulsorily in line with the Regulations

8.3 Domestic Meter Testing

Meters are tested in accordance with the Measuring Equipment (Cold Water Meters) Regulations 1988. Where a meter is tested at your request and it proves to be correctly registering, we will charge a meter test fee, dependant on the size of the meter. Please refer to our 'Water Charges and Charges Scheme' booklet for the fee currently being charged.

Where the test proves that the meter was faulty, we will make an adjustment to your water and sewerage charges to reflect past consumption. In these circumstances

there will be no meter test fee. In the event of a dispute the matter can be referred to the local Trading Standards Office.

8.4 Tampering with Meters

It is a criminal offence to interfere with the operation of a meter that has been installed for charging purposes.

9 Complaints to South Staffs Water

If you have cause to complain about our service it is of the utmost importance to us that we deal with your complaint quickly and courteously. We follow an approved complaints procedure. We have produced a leaflet entitled: 'How we Handle your Complaints and copies are available upon request. A summary of the complaints procedure contained in this leaflet is as follows:

When you telephone to complain, please contact us on 0845 60 70 456. An advisor will endeavour to deal with your complaint there and then. If this is not possible full details will be taken and you will be advised as to when you can expect a response. This will usually be within five working days. Alternatively, if the person you need to speak to is not available we will take all the details and make sure the right person will call you back.

If you write to complain, please address your letter to:

Customer Relations
South Staffordshire Water PLC
Green Lane
Walsall
WS2 7PD

We will provide a full written response within ten working days of receiving your letter.

Our procedure for dealing with written complaints forms part of our Customer Charter.

In cases where the customer sustains loss or suffering following a justified complaint, consideration will be given to compensation.

If you are not satisfied with the initial response to a written complaint please write to the Head of Customer Services who will undertake an independent review.

9.2 Independent Review

Consumer Council for Water Central and Eastern (CCWater)

CCWater is an independent body set up to look after the interests of water

customers. One of its key roles is to investigate complaints against water companies. If you are dissatisfied with our handling of your complaint you can contact Consumer Council for Water Central and Eastern. They are located at Victoria Square House, Victoria Square, Birmingham B2 4AJ. Alternatively, you can telephone them on 0845 7023953 or email them : central@ccwater.org.uk . CCWater can take up complaints on your behalf with us and may refer them Ofwat. CCWater can also more generally make representations to us on behalf of customers and can report to Ofwat on any customer matter which it considers relevant.

9.3 Arbitration

Under the Water Industry Act 1991 some disagreements will need to be agreed between all parties or, if not, by the Water Services Regulation Authority (Ofwat), depending upon the disagreement. Disputes which it may resolve include:

- Guaranteed Standards Scheme – Any dispute about a failure to meet one of our guaranteed standards, which are included in our Customer Charter.
- Connections to water mains – Any dispute about the amount we require you to pay for connection to our water main, or securities we require you to give before we will carry out the work
- Reconnecting a supply that has been disconnected.
- Water meter installation – Any dispute about our conditions for the installation of the water meter on new connections and disputes about the company's refusal to install a water meter free of charge inside a customer's property.
- Separate supply pipes – Disputes about our requirement for separate water supply pipes to separately occupied premises.
- Requirements to maintain pressure and supply – Any dispute about our requirements, as a condition of connection, that premises have 24 hours water storage and are to be provided with a tank which has a float-operated valve in good repair.

In addition to this, Ofwat has arbitration powers for:

- Compensation payments arising out of street works.

10 Services for Customers with Special Needs

10.1 Special Services

We are well aware that there are times when customers require extra help. That is why we provide a range of additional services that customers can register for. Bills can be provided in large print, Braille or recorded onto audio cassette. We can arrange for a copy of your bill to be sent to a relative or friend who helps you look after your affairs and we will advise you and help you with any necessary special arrangements if our turning off your supply in an emergency will affect your medical

condition – eg kidney dialysis patients. These, and other services are explained in more detail on our website or in the leaflet, 'Our Commitment to You' which can be obtained by calling 0845 60 70 456

10.2 Bogus Callers

All employees of South Staffordshire Water Plc carry identity cards with their photograph. They will always produce this when calling at customer's homes. You can call 0800 389 10 11 to check the validity of a caller.

Always be aware of any callers to your door –

STOP – are you expecting anybody? Do they have an appointment?

CHAIN – Secure your door bar or chain before opening your door.

CHECK – Ask for and double-check the caller's ID.

If you are still suspicious, you should call the Police or contact Crimestoppers anonymously on 0800 555111.

For added reassurance that a caller to your home is genuine, you can register a password of your choice. Only the relevant members of our staff will know the password, and they will use it when they call on you or your representative. If you suspect that the caller is not from the Company, advise them that you are going to call us, then close your door.

11 Our Customer Charter

We are committed to look for ways in which we can improve our standards of customer service. We operate a Customer Charter, which covers the terms of the statutory Guaranteed Standards Scheme and sets out our additional customer service promises. A copy of our Customer Charter is available by calling us on 0845 60 70 456 or by visiting our website, www.south-staffs-water.co.uk
In line with our Customer Charter there are a number of specific circumstances where we will credit your account or make payment if we fail to meet our Guaranteed Standards. A summary of our Charter is detailed below.

11.1 Keeping Appointments

When we make an appointment to visit you, we will make it for the morning or the afternoon. If you want, the appointment can be made within a one hour timeband. If we have to change the appointment, we will give you at least 24 hours notice. If we fail to meet this standard we will pay you £20. If we fail to keep the appointment we will pay you £20.

11.2 Responding to Letters

We will reply to your written enquiry about your bill within 10 working days. If you ask for a change to your payment arrangements, (for example, to pay by instalments) and we cannot accept the change we will write and tell you the reason

why within 5 working days of your request. We will reply within 10 working days to any letter of complaint. If we fail to meet any of these standards, we will pay you £30.

If we fail to make an automatic payment to you for any of the above standards within 20 working days following a payment becoming due and you submit a written claim within three months we will pay you a further £20.

11.3 Keeping the Water Flowing

Occasionally we need to turn off the water supply to carry out essential planned work. We will always let you know in advance and tell you when the supply will be restored. If the interruption is to be for more than 4 hours we will give you at least 48 hours notice. If we fail to meet this standard we will pay you £20. If we have not restored your water supply by the time specified we will pay you £20.

After an emergency or unplanned interruption we will restore supplies within 12 hours for most bursts or within 48 hours if it is a burst on a strategic main. If necessary, we will provide an alternative supply. If we fail to meet these standards, we will pay you £20.

We shall pay you a further £10 for every additional 24 hours you are without supply. Sometimes it is difficult to know who has been affected by supply interruptions.

If you have been affected and we have not made an automatic payment to you within 10 working days of the interruption then please write to us. We will then make an additional payment to you of £20.

11.4 Maintaining Pressure

We aim to provide you with water at sufficient pressure to enable you to meet your normal domestic needs. If, however, you experience very poor pressure levels, on two or more occasions in any 28 day period and it is practicable for us to identify the customer/s affected we will automatically pay you £25. This payment will only be made once in any year in accordance with current GSS exclusions.

11.5 Exceptional Circumstances

The making of any payment shall not constitute an omission of liability for any other purpose. Similarly, acceptance of a payment by you will not affect any other liability we may owe to you. Our guarantees do not apply if we are prevented from meeting our standards by third party actions or exceptional circumstances or severe weather conditions or industrial action.

11.6 Additional Promises

We will:

- reduce your water charges if your supply is continuously interrupted on three or more occasions during any 12 month period. A written claim must be received within 3 months of the third interruption
- pay you £10 if we do not despatch a refund cheque to you within 10 working days and you submit a written claim within 3 months.
- pay you automatically £10 if we issue a notice of boil water in an unplanned emergency (excluding mains rehabilitation works).
- pay you £10 if we do not despatch two metered bills within 12 calendar months and you submit a written claim within three months.
- provide compensation if you suffer loss of supply as a result of our mis-management during a drought.

Any disputes arising under our Guaranteed Standards Scheme may be referred to Ofwat for determination. The decision is binding.

Office of Water Services
Centre City Tower
7 Hill Street
Birmingham
B5 4UA
Telephone: 0121 625 1300
E-mail - enquiries@ofwat.gsi.gov.uk
Website: www.ofwat.gov.uk

12. Sewerage Services

Most sewers in our area are maintained by Severn Trent Water. If you have a problem or need more information please contact Severn Trent Water at 2297 Coventry Road, Birmingham, B26 3PU or visit their website – www.stwater.co.uk
Telephone: 0121 722 4000 or Fax: 0121 722 4391.

13. Key Telephone Numbers and Addresses

South Staffordshire Water PLC
Green lane
Walsall
WS2 7PD
Tel: 01922 638282
Fax: 01922 616239

CUSTOMER ENQUIRY NUMBERS

Water Charges and Billing

Billing Enquiries 0845 60 70 456
To set up a Direct Debit 0845 60 70 456
Provide a meter reading 0845 60 70 456
Household Meter Option: 0845 456 70 63

Water Quality and Supply

Supply problems & emergencies 0800 389 10 11
Report a leak 0800 389 10 11
Minicom Textphone: 01922 618025
Text only facility for deaf and hard of hearing customers
Web Site address www.south-staffs-water.co.uk

Sewerage and Drainage Services

Severn Trent Water
2297 Coventry Road
Birmingham
B26 3PU
Telephone: 0121 722 4000
Severn Trent Water 0800 783 4444
Web Site address www.stwater.co.uk

Regulators

Consumer Council for Water
Victoria Square House
Victoria Square
Birmingham
B2 4AJ
Telephone: 0845 7023953
Fax: 0121 345 1010
Minicom: 0121 345 1044
E. Mail: central@ccwater.org.uk

Office of Water Services
Centre City Tower
7 Hill Street
Birmingham
B5 4UA
Telephone: 0121 625 1300
E. Mail: enquiries@ofwat.gsi.gov.uk.
Website: www.ofwat.gov.uk

Drinking Water Inspectorate
Ashdown House
123 Victoria Street
London
SW1E 6DE
Telephone: 0207 944 5956
Fax: 0207 944 5969
Website: www.dwi.gov.uk

If preferred we can arrange for this booklet to be translated into another language, please contact us on **0845 60 70 456**, or write to:

**South Staffs Water,
Green Lane,
Walsall,
WS2 7PD.**