

Refreshing lives every day

We're committed to providing you with high quality water, exceptional levels of service and great value for money.

Your chance to win **£10,000** and an **iPad Mini!**
See inside for more details.



Visit our new website today
www.south-staffs-water.co.uk



South Staffs Water

1

Save time, do it online!

Visit our new website and register for My Account. It only takes a couple of minutes and you'll get 24/7 access to your water account so you can make transactions at a time and place to suit you.



www.south-staffs-water.co.uk

To register for My Account you'll need your **account number** on the front of your bill, then you'll be able to:

- Get exclusive access to your account
- View and pay your bills with e-billing
- Update your personal details
- Tell us you're moving
- Find information and advice at the click of a button

Register before May 2016 and you could win an iPad Mini[†]

Our target is to achieve **98% customer satisfaction** by 2019

5

Keeping bills affo

On average bills won't rise above inflation paying? If you are struggling to pay your find help and advice on our website and

6

24/7 water

We're investing millions in our pipes and reservoirs to make sure we deliver water when you want it.

ways we're delivering great s

Moving home

Have you just moved or are you planning to?

Don't miss the opportunity to receive your welcome pack giving handy tips on how to save water and look after your water supply. Let us know by visiting www.south-staffs-water.co.uk/household/moving-home



3

High quality water

We're committed to supplying drinking water that's of a very high standard.

For further information on the quality of your water visit www.south-staffs-water.co.uk/household/my-water-supply/water-quality

4

Affordable

on for the next four years.
o pay your water bill you'll
on the back of your bill.



Wise up on water: Find out more about your water pipes, stop taps and meters on our website. There's also advice on what to do if you spot a leak, who's responsible for which pipes and how to find an approved plumber.



*Homeowners
up to the prop



YOUR I

ervice...

Saving water

On average we each use 132 litres of water a day.

To help protect the environment we're committed to reducing this to 128 litres a day by 2020.

Help us by spending a minute less in the shower, this can also help lower your metered water and electricity bills too.

For further information visit our website.



For water saving tips and to request **free water saving devices** visit our website

Get smart with a **water meter**

Many customers find they can **reduce their water bill** by having a meter fitted. These can usually be **fitted FREE** for household customers.

If you do change your mind, you have 12 months to change back to unmetered charges.



YOUR PIPE*

OUR PIPE

are usually responsible for the water supply pipe
property boundary.

INSIDE STOP TAP

Property
boundary



FREEDOM GUARANTEED WHEN YOU SWITCH TO PAYING BY DIRECT DEBIT

WIN

Switch to paying by Direct Debit
for the chance to win £10,000



MORE FREE TIME

To switch to paying by Direct Debit go to
www.south-staffs-water.co.uk

Once you have switched, just go to www.directdebit.co.uk/freedom
to be entered into the Prize Draw to win £10,000.

TO ENTER VISIT DIRECTDEBIT.CO.UK/FREEDOM

WIN
£10,000



South Staffs Water



Closing date 30 November 2016. Promotion open to Great Britain (England, Scotland and Wales), the Channel Islands and Isle of Man residents (17+) only, exclusions apply. For terms and conditions see www.directdebit.co.uk/freedom.

We're here when you need us

Guaranteed Service Standards

You should expect a high level of service from us. We promise that if we fail to meet agreed standards we'll pay compensation equal to or above the minimum required by our regulator, Ofwat.

Examples of payments include:

- £30 if we do not respond to a written complaint or bill enquiry within 10 working days of receipt
- £20 if we fail to keep an appointment with you, or give less than 24 hours' notice of cancellation
- £20 (£50 for business customers) if we fail to restore your water supply following a planned interruption within the time specified on the warning notice

If things go wrong

If you're unhappy about any aspect of our service we want to know so we can put it right as quickly as possible. Please call us in the first instance on **0845 70 60 456**[^].

The Consumer Council for Water

If you've followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit their website **www.ccwater.org.uk**, call **0300 034 2222**, or write to Consumer Council for Water, 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ. If you remain dissatisfied you may be able to refer your complaint to the Water Redress Scheme, known as WATRS. For more details please see our Code of Practice and our Customer Complaints Procedure which can be downloaded from **www.south-staffs-water.co.uk**

Bogus callers

Please take extra care when strangers call at your home. All our employees and contractors carry identity cards – you can call us on **0800 389 10 11** to confirm they work for us. You can also register a password.

Extra services for you

We offer a range of services to help customers with additional needs. These include a nominee service, dialysis register, and bills supplied in Braille or large print, on CD or read out over the phone. You can easily register on our website or call **0845 60 70456**[^].



[^]0845 numbers are charged at a local rate from landlines. If calling from a mobile please check with your network provider.

It's good to know

Drinking water quality

Each year we take thousands of samples from our treatment works, reservoirs and customers' taps to make sure our water meets the standards set by our regulators.

Occasionally you may notice a slight change in how your water looks or tastes. Don't worry, this is perfectly normal and more often than not, this works its way through the system within 48 hours. For further information and advice visit our website.

Problem with your water supply?

It's good to remember South Staffs Water is responsible for the pipework up to the boundary of your property in most cases. For helpful advice regarding your water supply please visit our website www.south-staffs-water.co.uk

Work in your area

We regularly carry out work to improve the water supply and fix bursts and leaks. We'll always try and notify you in advance, but if you do suddenly find you've no water, low pressure or discolored water, it may be because we're working nearby. We'd like to apologise in advance for any inconvenience caused. You can keep track of where we're working on our website www.south-staffs-water.co.uk

Your wastewater

Severn Trent Water is responsible for taking away the wastewater at your property. That includes sewerage, used water, surface or rain water. So that you only receive one bill covering all of your water services, we bill and collect charges for these services on their behalf. If you have any queries about how your charges have been calculated please visit www.south-staffs-water.co.uk for more information.

If you have questions about your sewerage service or would like to report a problem with the drains, sewers or sewerage, including drain covers and lids, please contact Severn Trent Water on **0800 783 4444**.

Help prevent sewer flooding...75% of sewer blockages are caused by the wrong things being poured down the sink or flushed down the toilet. Avoid putting fats, oils and grease down the sink and flushing sanitary products, nappies or wipes down the toilet.

Surface water drainage

The surface water drainage charge on your bill covers the cost of removing rain and other natural water from your property through the sewer. There are some properties where surface water doesn't drain into the sewer. If so, you may be able to ask for a surface water drainage discount. Visit our website for details.



Save time, do it online!

Visit our new website



www.south-staffs-water.co.uk

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*Terms and conditions apply.

Staying in touch

Billing and general account
enquiries:

0845 60 70 456[^]

Difficulty paying:

0800 09 30 610

Emergencies, leaks or water
supply problems:

0800 389 10 11

Sewerage and drainage issues

Severn Trent Water:

0800 78 34 444

[^]0845 numbers are charged at a local rate from landlines. If calling from a mobile please check with your network provider.