

# Mr Save-It says



Save water,  
save energy,  
save money

- Fit aerators to taps and cut the water they use by half
- Boil only the amount of water you need for a hot drink
- Use full loads in your washing machine and dishwasher
- Install a water butt to collect rainwater for your garden
- Take a five-minute shower instead of a bath and save 50 litres of water
- Fit a Save-a-flush bag to save a litre of water with every flush
- Save 10 litres of water by turning off the tap when brushing your teeth
- Use a bowl of water when preparing food to save ten litres of water a minute
- Fix dripping taps and save up to a bathful of water each week

## Offers on water saving products

The 12 months up to November 2011 were the driest in the water-stressed South East since 1976. To help you save water, energy and money, we are offering water saving products such as water butts, water efficient showerheads and tap aerators at a discounted price. Find out how the products can help you save with our 'How To' films. For more information, visit [www.southernwater.co.uk/metering](http://www.southernwater.co.uk/metering)

## Metering

We are fitting meters across the region to help ensure we make the most of available resources. Water meters measure the amount of water used so you are charged only for what you use, making them the fairest way to charge. Domestic water customers have a meter fitted free. To avoid disturbing you, the meters are read remotely and they also detect leaks in your supply pipe. If we are unable to fit one, because of unsuitable pipework or constraints of space, you will be moved to an 'assessed charge'. This is calculated according to the number of bedrooms in your home rather than the historic rateable value of your home. For more information about metering, the tariffs available, getting your meter tested and the consequences of interfering with a meter, visit

[www.southernwater.co.uk/meters](http://www.southernwater.co.uk/meters)

## Water quality

We carry out over 400,000 tests a year on the water we supply, ensuring we provide some of the best drinking water in Europe. To find out what the quality of water is like in your area, visit 'where I live' on our website and enter your postcode.

## Private sewers

Southern Water has taken over responsibility for maintaining certain sewer pipes that connect properties to public sewers. We would also like to hear from the owners of private pumping stations that serve two or more properties because these will legally transfer to our ownership by 2016. For more information, visit [www.southernwater.co.uk/privatesewers](http://www.southernwater.co.uk/privatesewers)

For more information on all of these subjects, visit [www.southernwater.co.uk](http://www.southernwater.co.uk) and click on the icon:



## Water leaks

We work round the clock to find and repair leaks and have one of the lowest levels of leakage in the industry. To help us maintain this:

If you spot a **water leak**, please call our **freephone Leakline**

**0800 820999**

Although we are not responsible for the supply pipe which takes water from our main to your home, we will provide one hour of free work to locate a leak in it. We will mend three underground leaks in the supply pipe up to the wall of your property free of charge during your occupancy and where practical to do so. Full details are in our Code of Practice on leaks at [www.southernwater.co.uk/leaks](http://www.southernwater.co.uk/leaks) including who is responsible for what pipes, what happens if a free repair is not available, what to do if you suspect a leak and what help and allowances are available.

## Be AWARE of bogus callers

Sometimes we may need to visit you at your home and, when we do, we want you to feel safe.

**A**ttach your door chain before opening the door to strangers

**W**ater company staff and our suppliers always carry identification

**A** company uniform and vehicle logo are things to reassure you

**R**emember, if you are unsure, keep callers out and either telephone us on 0845 278 0845 or the local police

**E**mployees of Southern Water will always be happy to wait

 Southern Water

Contact us: Customer Service Centre,  
Southern Water, PO Box 41, Worthing BN13 3NZ  
Telephone: 0845 272 0845  
Email: [customerservices@southernwater.co.uk](mailto:customerservices@southernwater.co.uk)

# Our domestic charges

April 1, 2012 to March 31, 2013

## For standard metered properties:

	Annual standing charge for normal domestic meters	£ per cubic metre
Water supply	£26.37	£1.134
Wastewater	£50.17*	£2.080

## For standard unmetered properties:

	Annual standing charge	Charge per £ rateable value
Water supply	£34.42	£0.644
Wastewater	£66.46*	£1.219

\* In certain circumstances a partial rebate is available

Unmetered charges are calculated according to the rateable value of your property or by a fixed charge. If your home has a water meter, you will pay for the actual amount you use. The way in which we have calculated all your charges is detailed on your bill. For information about our different tariffs, visit our website [www.southernwater.co.uk/charges](http://www.southernwater.co.uk/charges) or contact us for a leaflet.

Separate charges apply to our large-use customers.

## Guaranteed Standards Scheme (GSS) and Customer Charter

The minimum standards of service which we provide to our customers are laid down by Government. They require us to pay a fixed financial penalty to you should we underperform across a range of activities, including answering account letters within ten working days, internal sewer flooding, keeping appointments, low water pressure, interruptions in supply and payment arrangements. For full details visit [www.southernwater.co.uk/gss](http://www.southernwater.co.uk/gss). In addition, our Customer Charter details the minimum standards of service you can expect from us across many areas of our business. To obtain a copy, visit [www.southernwater.co.uk/charter](http://www.southernwater.co.uk/charter) or contact us.

## Customer Code of Practice

We operate a Code of Practice for domestic customers which reports the services we provide, the terms and conditions under which they are available, where and how to get advice and details of our commitments to you. To obtain a copy, visit [www.southernwater.co.uk/COP](http://www.southernwater.co.uk/COP) or contact us.

## WaterSure

We offer a special tariff which may give financial help to those on income-related benefits who either have a medical condition requiring extra water or who have three or more children under 19 living at home. The household must be on a metered supply. Visit [www.southernwater.co.uk/watersure](http://www.southernwater.co.uk/watersure) or telephone **0800 027 0363**.

## Southern Water Charitable Trust Fund

Our Charitable Trust Fund makes grants to meet water and/or sewerage charges for people in hardship or unable to pay. Further details are available at [www.southernwater.co.uk/trustfund](http://www.southernwater.co.uk/trustfund) or telephone us on **0800 027 0363**.

## Debt

Our specialist Debt Advice Centre staff will speak sympathetically to you about the help available if you are having difficulty paying your bill. The team can be contacted on **0800 027 0363** or, to view our Code of Practice on the Payment of Water Services Charges, visit [www.southernwater.co.uk/code](http://www.southernwater.co.uk/code)

## Special help

Customers, such as the elderly and disabled, can receive help, including alternative billing arrangements, large print, talking or Braille bills and a password scheme for peace of mind – all free of charge. Visit [www.southernwater.co.uk/specialhelp](http://www.southernwater.co.uk/specialhelp)

## Our regulator

Ofwat protects customers' interests. It sets price limits and minimum standards of performance for water and wastewater companies. It then monitors performance, encouraging companies to become more efficient. See [www.ofwat.gov.uk](http://www.ofwat.gov.uk)

## Where your money goes

### Average water bill 2012-2013:

Operating costs	£63	
Asset renewal – water mains	£25	
Asset renewal – treatment works	£36	
Financing costs	£23	
Tax	£2	Total £149

### Average sewerage bill 2012-2013:

Operating costs	£73	
Asset renewal – sewers	£11	
Asset renewal – treatment works	£97	
Financing costs	£82	
Tax	£4	Total £267

## Consumer Council for Water

CCWater protects the interests of existing and future water and sewerage service consumers. It can also help if you have a complaint. Contact CCWater, London & South East Region, First Floor, Victoria Square House, Victoria Square, Birmingham B2 4AJ  
**Lo-call: 08457 581658 Web: [www.ccwater.org.uk](http://www.ccwater.org.uk)**  
**Email: [londonandsoutheast@ccwater.org.uk](mailto:londonandsoutheast@ccwater.org.uk)**

## Complaints

We will respond fully to all written complaints about our services within ten working days. Details are available at [www.southernwater.co.uk/complaints](http://www.southernwater.co.uk/complaints)

## Data processing

Our staff and suppliers may use your information, within the UK or abroad, to help manage our services. This may include providing you with information about water-related products and exchanging data with relevant credit reference and fraud prevention agencies. Some processes may be automated. We may record incoming telephone calls and restrict delivery of emails. We may exchange relevant information with local water companies to keep records updated. Our Privacy Policy and further guidance are available at [www.southernwater.co.uk/privacy](http://www.southernwater.co.uk/privacy) or by request. We are registered with the UK Information Commissioner – Z5449252.