

Mr Save-It says...

**Save Water
Save Energy
Save Money**



- ✓ Take a five-minute shower instead of a bath and save 50 litres of water
- ✓ For every minute you reduce your showering time you cut your energy bill by £10 a year
- ✓ Save 10 litres of water by turning off the tap when brushing your teeth or shaving – a family of four could save a bathful of water a day
- ✓ About 30% of water is flushed down the toilet. Fit a Save-a-Flush bag and save a litre per flush
- ✓ A dripping tap wastes a bathful of water a week, pouring up to £18 a year down the drain
- ✓ Run an energy-efficient washing machine with a full load and at a lower temperature. Miss one wash a week to save 5,000 litres of water a year
- ✓ When making a hot drink, boil only the amount of water you need to save water and energy
- ✓ Use a bowl of water when preparing food and save 10 litres of running water a minute
- ✓ Use water from a bucket to wash your car
- ✓ Collect rainwater for the garden in a water butt. A sprinkler uses as much water in an hour as a family of four uses in a day

A guide to our charges 2010-2011

Our charges are based either on the rateable value of your property or the amount of water you use. The way in which we have calculated all your charges is detailed on your bill.

If you would like information about our different tariffs, you can view them on our website www.southernwater.co.uk/charges or contact us for our charges leaflet.



Metering

Water meters measure the amount of water used so you are charged only for what you use. All domestic water customers supplied by us can have a meter fitted free and can save money by managing their own water use. If, because of unsuitable pipework or constraints of space, we are unable to fit one, you will be entitled to an 'assessed charge'. This is calculated according to the number of bedrooms in your home and nearly always results in a reduced bill. Visit our website or call us for more information about metering, getting your meter tested and the consequences of interfering with a meter.

Water quality

Each year we carry out 600,000 tests on the water we supply, ensuring you enjoy some of the best drinking water in Europe. You can see a water quality report for the area in which you live by visiting 'where I live' on our website.

Leaks

Although we are not responsible for your supply pipe, 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. Full details are published in our Code of Practice on 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. To report a leak, call **0800 820999**.

**For more information, visit
www.southernwater.co.uk
and click on the icon:**



Where your money goes

Average water bill 2010-2011:

Operating costs	£57
Asset renewal – water mains	£22
Asset renewal – treatment works	£32
Financing costs	£19
Tax	£1
Total	£131

Average sewerage bill 2010-2011:

Operating costs	£70
Asset renewal – sewers	£11
Asset renewal – treatment works	£85
Financing costs	£74
Tax	£2
Total	£242

Guaranteed Standards Scheme (GSS)

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 10 working days, internal sewer flooding, keeping appointments, low water pressure, interruptions in supply and payment arrangements. See our Customer Charter for full details.

Customer Charter

In addition to detailing the payments we will make to you if we don't keep our promises under the GSS scheme (see previous paragraph), the Customer Charter fully explains the minimum standards of service you can expect from us across many areas of our business. You can see the Charter online or obtain a copy by contacting us.

You can request more information on all of these subjects from our Customer Service Centre

Southern Water, PO Box 41, Worthing BN13 3NZ Tel: **0845 272 0845**

Email: customerservices@southernwater.co.uk

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 living at home. The household must be on a metered supply. For more information, telephone **0800 027 0800**.

Trust Fund

Our Trust Fund considers making grants to meet water and/or sewerage charges for people in hardship or unable to pay. An application form and further details are available at www.swtf.org.uk or telephone us on **0845 270 0897**

Debt

We can help if you are having difficulty paying your bill by, for example, agreeing a payment arrangement with you. Our Code of Practice on the Payment of Water Services Charges tells you how to pay your bill, detailing the various payment and frequency options. You can obtain a copy by contacting us.

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 extra peace of mind – all free of charge.

Complaints

We will respond fully to all written complaints about our services within 10 working days. Please contact us if you wish to complain. A leaflet is available which details the procedure.

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

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 Email: londonandsoutheast@ccwater.org.uk

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 from our website or by request. We are registered with the UK Information Commissioner – Z5449252.

Knock, knock, who's there? Be caller aware

Sometimes we may need to call on you at your home and, when we do, we want you to feel safe. Our advice is always be **AWARE** of potential bogus callers.

Attach your door chain before opening the door to strangers
Water company staff and our suppliers always carry identification
A company uniform and vehicle logo are things to reassure you
Remember, if you are unsure, keep callers out and either telephone us on 0845 278 0845 or the local police
Employees of Southern Water will always be happy to wait