



MAKING YOUR WATER CHARGES AS CLEAR AS OUR TAP WATER

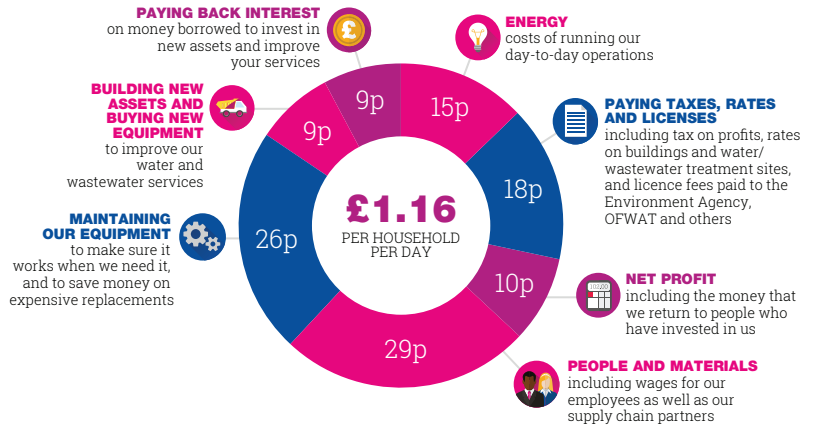
Our charges change on 1 April each year. This guide explains how we charge you. For a personalised breakdown of how your own bill is made up, create an online account at nwl.co.uk or download our easy to use on-the-go app.

Why has my bill gone up?

To protect our environment and make sure that our customers receive clean, clear, great tasting tap water for years to come, it's important that we continue to fund improvements to our ageing water and sewerage systems. This means our prices have increased by more than inflation this year.

While prices have gone up this year, our charges remain one of the lowest. Our customers pay around £1.16 a day for the services we provide.

If you're struggling to pay your bill, please talk to us and we'll work with you to take away the worry. Find out more at nwl.co.uk/bill-help.



Water charges

Cover the cost of supplying you with clean, clear, great tasting tap water.

Sewerage charges

Cover the cost of removing, treating and disposing of waste and rainwater from your home safely. It also includes a highway drainage charge.

VAT

Household customers aren't charged VAT on their water services.

Surface water drainage

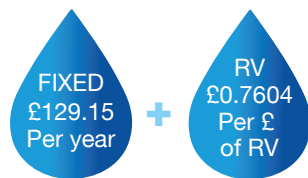
If rainwater from your home doesn't drain into one of our sewers, you can claim an allowance on the sewerage charges you pay. You can apply at nwl.co.uk/tariffsandcharges

I don't have a water meter

Your water charges

You pay a fixed charge and also a charge based on the rateable value (RV) of your property. See our website for a full explanation

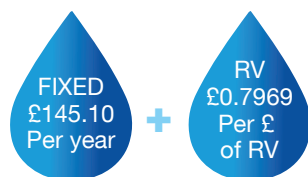
nwl.co.uk/help/rateable-value



Your sewerage charges

You pay a fixed charge and also a charge based on the rateable value (RV) of your property.

The fixed charge is reduced to £80.50 per year if you're not connected for surface water drainage.

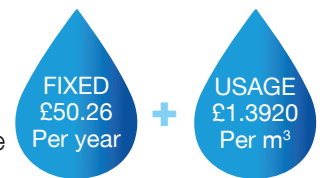


I have a water meter

Your water charges

You pay a fixed charge which covers maintaining and reading your meter.

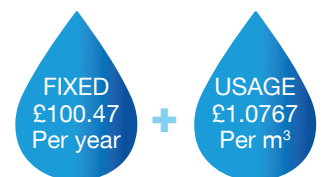
You also pay a usage charge for the water you've used.



Your sewerage charges

You pay a fixed charge for surface water and highway drainage. You also pay a usage charge for taking away, treating and disposing of the water you've used.

The fixed charge is reduced to £35.85 per year if you're not connected for surface water drainage.



OUR GUARANTEED STANDARDS OF SERVICE

Our customers are at the heart of everything we do

If we fall below the high standards we set ourselves, we'll pay for the inconvenience.



What we'll pay you automatically

We'll pay £20

- If we don't respond to a **question about your bill** within 10 working days.
- If you write to ask us to **change how you pay** and we're unable to do this and don't let you know within 5 working days.
- If we have access to your meter and don't provide you with a **bill based on an actual reading** (or a bill based on a reading you've provided) between 1 April and 31 March.
- If your water supply is **interrupted by our planned work** and we haven't let you know in advance.

We'll pay £25

- If your **water pressure drops** below the required standard for over an hour, twice within a 28 day period, as long as we know you've been affected and it was not caused by necessary work (i.e. emergency work to repair a burst main).

We'll pay £30

- If we need to **make an appointment** to visit you and we don't let you know if your appointment is in the morning (7am to 1pm), afternoon (12 noon to 6pm) or in a 2 hour time slot if you ask for this.
- If we need to **change your appointment** to visit you and can't give you 24 hours notice.
- If you let us know that you're concerned that your water may be **causing illness** in your household and we don't visit you in 4 hours.
- If your **water supply is off due to an emergency** and we don't turn it back on in 12 hours. We'll also pay you an extra £30 for each 12 hour period your water is off.
- If your **water supply is off for more than an hour due to planned work** and we don't restore your supply within the notice period. We'll pay an additional £30 for each 12 hour period your water is off.

We'll pay £50

- If we don't **reply to your complaint** within 10 working days.

We'll pay £75

- If the outside of your home is **flooded by one of our sewers**. If your sewerage bill for the year is more than £75, we will pay 50% of this.

We'll pay £100

- If the main living area of your home is **flooded due to a burst water main**. If your water bill for the year is more than £100, we'll pay this amount instead.

We'll pay £150

- If the inside of your property is **flooded from one of our sewers**. If your sewerage bill for the year is more than £150, we'll pay this amount instead.
- If we **incorrectly issue a County Court Judgment** against you or **incorrectly register a default** with a credit reference agency.

What you can claim

We'll pay £20

- If we've **blocked the access to your home** during our planned non-emergency work and haven't told you in advance.
- If we ask you to **boil your water** for more than 72 hours.

We'll pay £50

- If we **incorrectly issue a County Court claim** against you when the Department for Work and Pensions (DWP), social services or a debt advice agency have asked us not to.

We'll pay £100

- If we issue a **County Court claim and you've already paid** your bill. We'll also withdraw the claim.

You can find full details of our Guaranteed Standards Scheme, in our leaflet "Our Promise to You" online at nwl.co.uk/code along with our codes of practice for debt, leaks, complaints and metering.