



Want to know more about Anglian Water?
Visit www.anglianwater.co.uk to see the full range of our services.

To be completed by
Anglian Water

Meter serial number: _____

Meter Location: _____

Job number: _____

Registered Office
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Here are some useful tips to help you settle into your new home, courtesy of **anglianwater**



www.anglianwater.co.uk
Welcome to your new home

Anglian Water would like to welcome you to your new home.

This booklet is a guide for new homeowners, it contains important information, helpful tips, and all the contact numbers you will need, so please keep it handy.

Four things to do when you move into your new home:

1. Run your cold water tap thoroughly, see **page 6**, but be waterwise, see tips on **page 9**.
2. Read your meter, see reading your meter on **page 5** for more details.
3. Contact Anglian Water on **08457 91 91 55** to set up your account and the payment method you prefer. Please have the following information to hand when you call:
 - Full postal address of your new property
 - Your previous account number if you were an Anglian Water customer
 - Details recorded on the back cover of this leaflet
 - Your water meter reading
 - Your bank account details if you wish to set up a direct debit.
4. Install a non return valve on your washing machine and dishwasher connection hoses, see 'Keeping your water healthy' **page 6**.





Reading your meter

Please see back cover of this leaflet for the location and serial number of your water meter.

Your water meter will normally have seven digits, which show both cubic metres and litres. The first five white digits indicate cubic metres* and it is this reading that we require to calculate your bill. The last two red digits are units of 10 litres and don't need to be read to give a meter reading.

In the example below, your meter reading is 239 cubic metres.

0	0	2	3	9	4	6
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*1 cubic metre = 1,000 litres = 220 gallons

We try to read your meter and bill you every six months but due to access difficulties such as locked gates or where there is an internal meter and the customer is not at home, this is not always possible.

Estimated bills can sometimes be higher than if we had managed to take an actual reading, particularly where we have no past reading history to help us estimate your bill.

If you receive an estimated bill but would prefer your bill to be based on an actual reading, we are happy to accept a reading taken by yourself, we will then reissue the bill.

To give us your meter reading please complete the form on our website, you will also need to provide us with your account number which can be found on the front of your bill. Or you can call our 24 hour automated messaging service number on **08457 91 91 55**.

Please note: water meters are the property of Anglian Water and it is a criminal offence to tamper with them in any way.



Water supply in your new home

When you first move into your new home, the cold water may not have been used for a while, and you might notice a slight musty taste or smell to it.

Please don't worry this is quite normal and often happens when the water has stood in contact with the internal pipe work of your new home for some time.

Keeping your water healthy

All you need to do is run your kitchen tap for five to 10 minutes before drinking the water or using it for cooking. If the problem should persist, please contact us on **08457 145 145**, or visit our website for more information on water quality.



Ensure you have a non-return valve connected to hoses from dishwashers and washing machines to minimise any metallic or chemical tastes and odours. These are easy to fit and will improve the taste and odour of your water supply.

To request a free non-return valve for your appliances, along with straight forward instructions on how to install, please contact us on **08457 145 145**.

Use the following tips to help keep your water safe and healthy:

- Regularly clean taps used for drinking water.
- Run off any water which has stood in pipe work for a period of time (such as overnight) for a few minutes before drinking. This will help to reduce levels of plumbing metals such as copper and any tastes and odours. Remember to be waterwise and keep this water for your houseplants or garden.
- Whenever you change pipework in your home, ensure you only use approved plumbing materials and an Approved Plumber. Always follow the manufacturer's installation instructions carefully. Ensure that header and other storage tanks have adequate covers, vents and ventilation.



- Ensure rooms are well ventilated to prevent the build up of mould around taps and in showers.
 - Ensure hot water pipes are lagged to minimise heating of your cold water pipes, as this can lead to water developing a cloudy appearance due to the presence of air bubbles.
 - If you have a water softener, it is recommended that you always keep a separate mains fed tap for drinking and cooking, and follow the manufacturers instructions for installation and operation carefully.
 - If you use any other form of home filtration or other device for treating your tap water, follow the manufacturer's installation and operation advice carefully.
 - Immediately clean up any chemical spillages such as petrol or heating oil on your property to prevent contamination of plastic pipework.
- For further information on the quality of your drinking water, please visit our website at www.anglianwater.co.uk, or call us on **08457 145 145**.

Waterwise Tip – Instead of allowing the water to run down the drain, why not collect it and use for other purposes, like watering your plants?

Important information if you have re-claimed water systems

Re-claimed water systems either harvest rain water or collect grey water from the house and recycle it.

It is important that for both your health and to protect water supplies, the following points are followed.

- Never cross connect the potable water supply pipe with re-claimed water system pipes, even with closed valves in between. All re-claimed water system pipes should be black and green in colour or marked as non potable.
- Any outlet, i.e. tap from a re-claimed water system should be clearly marked **NOT DRINKING WATER.**
- Always follow the manufacturers guidelines on the operation of the re-claimed system.
- Re-claimed water should only be used for WC's, outside taps, and in some cases washing machines.
- If you would like further advice please contact our water regulations team on **01480 326917.**



Be waterwise

We can all waste water ... just think about how long the tap is left running each time you clean your teeth or use a hosepipe when you wash your car. By making a few small changes, you can help reduce the amount of water you use.

Did you know?

A running tap can use up to 10 litres a minute.

- Don't leave the tap running whilst brushing your teeth
- Use a bowl for washing vegetables and dishes.

A dripping tap can lose up to four litres of water a day.

- Fix leaking taps.

Washing machines typically account for around 14 per cent of the water used in the home.

- Wait until you have a full load of clothes before doing the washing, or use the half load button – you'll save water, electricity and detergent – the same goes for dishwashers.

The average bath uses 80 litres of water.

- Take a shower instead. A five minute shower uses half the water of an average bath but be aware of power showers as they can use 100 litres in the same five minutes.

About a third of water used in the home goes down the toilet.

- Check for leaking toilet cisterns which can use twice the normal amount of water needed.

You can also find water saving tips and ideas at www.waterwise.org.uk

Sprinklers and hosepipes use up to 1,000 litres in one hour, that's as much water as a family of four uses in 48 hours.

- Use a watering can instead of a sprinkler – it's more accurate
- Water at dusk to reduce the amount of water that may evaporate
- Use a bucket and sponge to clean the car instead.

A standard water butt may collect 5,000 litres of rain water a year.

- Think about collecting rain water from your roof and down-pipes in water butts or buckets and then use it in your garden. For the latest water butt offers, visit www.awdirect.co.uk.

The demand for water is greatest between 5.30pm and 8.00pm.

- If you can, try to leave washing and watering your garden until later.

Sewers and drains

The network of sewers and drains that takes waste water away from your home isn't designed to take waste fats, oils and grease (FOG) poured down the sink.

Similarly, items such as disposable nappies, cotton buds or sanitary products should not be flushed down the toilet because they contain plastic and other insoluble materials.

If a sewer becomes even partially blocked, FOG can stop waste water flowing freely and can cause sewers and drains to overflow into highways and gardens. At worst it could enter your home especially during periods of heavy rainfall.

Not only does it cost Anglian Water millions of pounds a year to clean up, it can also be costly to home owners.

Fat in sewers attracts vermin and, if a blockage results in pollution of rivers and streams, it can also have a devastating effect on the environment and wildlife.

Please note: Not all public sewers have been adopted by Anglian Water. Please contact your house builder in the first instance for details.

Avoiding blockages

Stop and think – not down the sink!

Don't pour fats, oils, grease and food waste down the sink or your external drain:

- Allow the fats and grease to solidify and then dispose of it in the dustbin
- Scrape all food waste off plates into the dustbin
- Take unwanted cooking oil to designated recycling centres. Check with your local authority to see if they provide this. If not, lobby them directly.

Your toilet is not a rubbish bin!

It is estimated that more than two thirds of all blockages contain disposable items.

Don't flush rags, cotton wool, sanitary products, condoms and nappies, plastic or similar materials down the toilet:

- Put this waste in the dustbin
- Medical items like needles and syringes should be placed in special Sharps bins.

All blocked up!

If you think a sewer is blocked, please call us on **08457 145 145**.

We will arrange to visit and identify if the problem is in the public sewer (owned by Anglian Water) or in your drain or 'private' sewer:

- If the blockage is in the public sewer, Anglian Water will clear the pipe free of charge
- If the blockage is in your drain or private sewer, you should contact an independent drain cleaning service specialist to carry out the work at your own cost.

Fat Traps

Anglian Water has teamed up with two manufacturers to provide an alternative way to dispose of waste cooking fats:

- **The Organic Fat Trap** – a pouch which can be used to soak up fat and oil after cooking
- **The Fat Trap** – a sealable tub that collects fat and oil before disposal into a bin.

Visit our website

www.anglianwater.co.uk for more details and information on how you can purchase them.



Paying your bill

We offer a range of payment methods to suit different customer needs.

View and pay your bill on-line

You can view and pay your bill on-line if you have an account with a number of high street banks. Visit our website www.anglianwater.co.uk for more details and a list of the banks who are included in this service.

On-line or telephone banking

To make payments by either of these routes, please provide your bank/building society with the following details:

- Anglian Water's bank account number 90011916
- Our sort code 20-43-63
- Your nine digit account number (which is shown on the front of your bill).

Alternatively you can pay:

By direct debit

Paying by direct debit is budgeting made easy. It's simple, safe and convenient to use and allows you to spread the cost of your bills over the year.

Automatic payments from your bank or building society can help take away the worry of forgetting to pay your bills on time.

To set up a direct debit, please contact us on **08457 91 91 55**. Before calling please ensure you have your nine digit Anglian Water account number to hand, together with your bank account and sort code numbers.

By debit card

By calling us on **08457 91 91 55** and follow the instructions on our automated system, you can pay your bill using one of the following debit cards:

- Visa
- Maestro
- Electron
- Solo

Please also have your nine digit Anglian Water account number to hand, as you will also be asked for this information.

At the Post Office

You can pay by cash or cheque at any Post Office using the payment slip provided at the bottom of your bill. If you are paying by cheque, please make it payable to **'Post Office Ltd'**. **Please note:** You will be charged for this service.

At a Payzone agent

Cash payment can be made anywhere you see the Payzone sign. Details of your nearest Payzone agent can be found on their website www.payzone.co.uk. You must take your bill or instalment booklet with you – there is no charge for this service either.

By post

Send your cheques or postal orders made payable to 'Anglian Water'. Write your account number on the back and send it together with the completed payment slip to: **Anglian Water, Payment Centre, PO Box 854, Lincoln LN5 7WR**. Please do not send cash through the post.

By instalment booklet

If you are not a direct debit customer but would like to pay by instalments, we can help. You can choose to pay weekly, fortnightly or monthly using an instalment book arrangement. To set up an instalment arrangement you can call us on **08457 91 91 55**.





Approved Plumbers

If you don't have a regular plumber, you can find an Anglian Water Approved Plumber in your area by:

Visiting our website:
www.anglianwater.co.uk – go to
 'need a plumber'.

Contact our call centre on
08457 145145

or email us at
aplus@anglianwater.co.uk

By using an Anglian Water Approved Plumber you can be assured that any work carried out will comply with the Water Supply (Water Fittings) Regulations 1999.

How to contact us

We want to make it as easy as possible for you to talk to us:

By phone

Water and sewerage queries **08457 145 145**

This line is available 24 hours a day. This number can also be used to double check any Anglian Water employees identity if you are concerned about bogus callers.

To report a leak **0800 771 881**

Please ring as soon as possible.

Bill queries **08457 91 91 55**

Lines open from 8am to 8pm Monday to Friday and 9am to 1pm on Saturday.

Language line **08457 91 91 55**

If English is not your first language and you need help, please call and ask for our language line service.

Minicom line **0800 917 5901**

We offer a 24 hour text telephone service for customers with speech or profound hearing difficulties. If you have a Minicom unit we can talk to you through a special keyboard.

Problems paying your bill **0800 169 3630**

Don't leave it, call us **NOW**. Lines open from 8am to 8pm Monday to Friday and 9am to 1pm on Saturday.

Bogus caller helpline **0800 145 145**

Double check any Anglian Water employees identity.

By email

You can email us with your query using the feedback form on our website
www.anglianwater.co.uk

By letter

If you would like to write to us, please send all correspondence to:
 Anglian Water
 Customer Services
 PO Box 770
 Lincoln LN5 7WX

