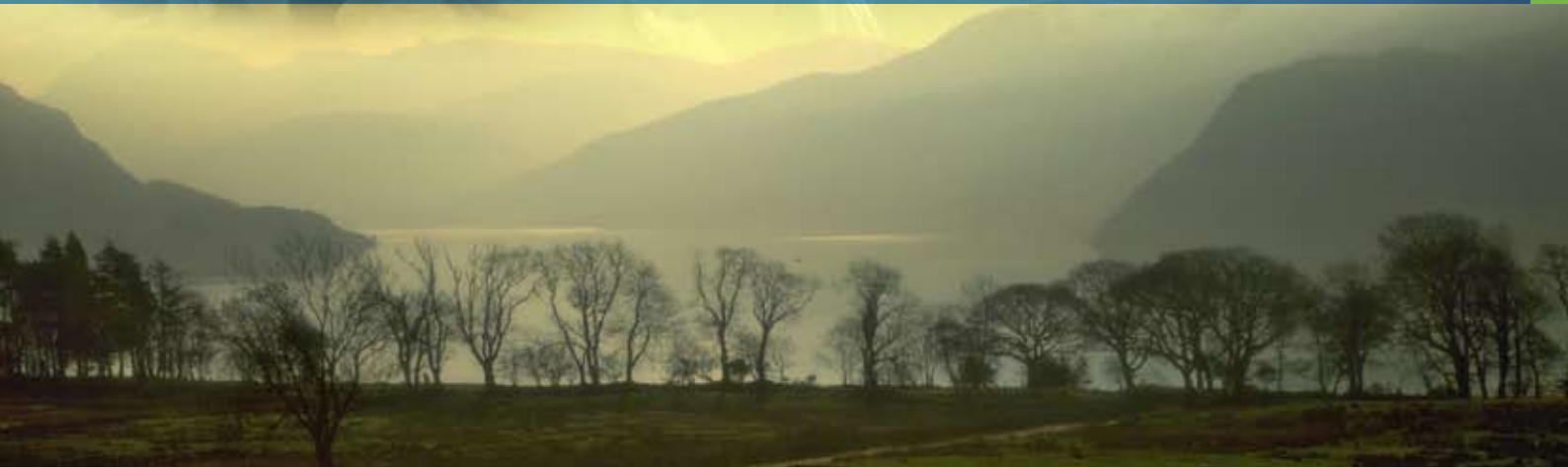




*Standards of excellence*  
for our water and wastewater business customers



# Putting the customer first

At United Utilities we are committed to achieving the highest levels of customer care.

To meet this aim we will strive to ensure that customers:

- Receive early notice, where possible, of planned interruptions
- Receive, as soon as practical, a delivery of emergency alternative water supplies
- Receive advanced notice, where appropriate, of changes to water quality

Emergencies may also occur, because of incidents such as mains fractures. While it is impossible to notify our customers in advance of such incidents, we will keep you informed of developments. We will also use our best endeavours to minimise the impact on your business of unplanned work on our network.

The water industry regulator Ofwat lays down a number of Guaranteed Standards

compensation payments that must be offered to our customers if we fail to deliver certain service levels. For our business customers, these standards would be the absolute minimum we would offer and we would always discuss appropriate compensation with you should our actions warrant this.

## Water Quality

We provide potable (drinking) water that is of exceptionally high quality. Over 99% of samples that we take meet all quality standards set by the Drinking Water Inspectorate.

If you have a problem with the taste, smell or colour of your water we aim to carry out any necessary water quality inspection within three working days. We aim to provide the results within 10 working days of the sample being taken.

We strive to ensure that all our business customers are kept informed of changes to their water quality. Customers can request regular reports from the Drinking Water Register to monitor the composition of the water supplied to

your premises. We will then review any significant variances with you and discuss the most appropriate action.

## Water Supply

### Planned mains repair

We have an on-going programme to improve our mains network which may result in planned changes to your supply. In such instances we will inform you well in advance of any planned repairs and discuss all available options (such as on-site storage of water during any planned shut-off).

We make the following promises:

- Where we carry out major schemes affecting large areas we will make you aware of our plans well in advance.
- When doing planned work on the water mains affecting your business, we will give you written notice of the times we expect your water supply to be off.
- If your water supply is to be off for more than four hours we will give you written notice at least 48 hours in advance. If we fail to do this we will give you £50.
- If we identify that we have failed to restore your water supply within the times we have told you in the written notice, we will pay you £50 plus another £25 for every additional 12 hour period we leave you without water.
- If your water is off for more than 12 hours because of our work we will pay you £50 plus another £25 for every additional 12 hours that we leave you without water.

### Unexpected mains repairs

Unfortunately on rare occasions pipes may burst or be damaged by third parties and require emergency repairs. While it is clearly impossible to notify customers in advance of such incidents



we will keep you fully informed of developments and the action we are taking to rectify the problem.

- Where local mains have failed, we aim to restore your supply within 12 hours. If we identify that we have been unable to get your supply back on within 12 hours, we will pay you £50 plus another £25 for every additional 12 hour period that you are without water.
- Major repairs, such as to our large trunk mains, may take longer. If we identify that we have failed to get your supply back on within 48 hours, we will pay you £50 plus another £25 for every additional 12 hour period that we leave you without water.
- Where we are repairing our major trunk mains we will make other sources of water available to you (such as bottled water or water tanks) within 12 hours free of charge. If we fail to do so you can claim compensation to the value of £20.

### **A constant water supply**

In the event we have to interrupt your water supply, imposing standpipes or rota cuts as a result of a drought order, you are entitled to £50 a day, or part of a day, that your water is cut off (up to a maximum of your average water bill for the previous year).

### **Water pressure**

We will maintain your water pressure at a minimum of seven metres static head. If you inform us that your water pressure has fallen substantially below this for at least one hour, twice in 4 weeks, you can claim compensation of £50 (payable once in any year).

### **Leakage detection and repair**

We encourage all our business customers to monitor their water consumption to quickly identify if a leak occurs on their site. If you discover a leak and repair it within four weeks of



For further details about our leakage detection service contact our **Total Pipework Solutions** team on **0845 050 2213**



discovering it, you may be able to make a claim for a refund on the sewerage charges that apply to the water loss during this period providing you can demonstrate non-return to sewer.

We also offer a leakage detection and repair service to all our business customers to help minimise losses. It makes good financial sense to ensure your water pipe network is free of leaks. For further details about our leakage detection service contact our Total Pipework Solutions team on **0845 050 2213**.

### **Water efficiency in the workplace**

At United Utilities we are committed to helping our business customers reduce the amount of water wasted in the workplace. To support our customers in their efforts to become waterwise we provide information and advice on a range of water efficiency measures.

Using water wisely not only helps businesses to reduce their water and wastewater costs but it's also good for the environment (as we have to treat less water and wastewater).

### **Some ways in which you can save water within the workplace includes:**

- Fit 'save-a-flush' bags in your existing toilet cisterns: businesses use a vast amount of water in washrooms and toilet areas. These bags are available from us free of charge and will save around 1 litre of water at every flush. Call us on **08457 462200** to order.
- Raise awareness amongst your employees: make your employees aware of the value of water and how it is being wasted in the workplace. Display this information around the workplace and encourage them to report leaks and suggest ways to save water.

- Check your consumption regularly as this could help to identify any leaks in underground pipework.
- Prevent burst pipes in winter: ensure your business is ready for any cold spells and be sure to insulate tanks, cisterns and pipes.
- Consider recycling: for larger businesses, recycling water will bring cost savings. Think of ways to store and use rainwater or surface water that normally drains to sewer.

Our website [www.unitedutilities.com](http://www.unitedutilities.com) has a section entitled 'Get Waterwise in the Workplace' that contains a wealth of water efficiency information. Alternatively request an information pack by emailing your name and address details to [waterwise@uuplc.co.uk](mailto:waterwise@uuplc.co.uk)

## Metering

Most businesses who receive a water supply from us are charged on a metered basis. If you believe any of the meters on your premises to be inaccurate please contact us on **08457 462222** and we will arrange for it to be tested. If the meter is shown to be faulty, we will pay for the test and discuss compensation with you.

If the meter passes the test, we will charge you for the cost of carrying out the test. The cost varies depending on the size of the meter.



## Sewerage

If you can demonstrate that more than 10% of your water is not returned to the sewer, you may be able to claim an allowance against the total volumetric sewerage charge. Please contact us on **08457 462222** for a claim form.

We have an extensive programme to repair and replace old sewers. We will tell you in advance when we intend to carry out major work in your area.

If your business is unfortunate to suffer internal sewer flooding because of a problem with one of our sewers, we will pay back all or part of your sewerage charges up to a maximum of £1,000 per incident. You can also claim compensation up to the value of £500 for the disturbance caused.

## Water Charges

We produce a range of leaflets to explain our business tariffs and charging structures. Our tariffs are reviewed on an annual basis and come into effect on 1st April every year.

### Our leaflets include:

- Water and Sewerage Services Charges
- Charges Scheme Summary

To obtain copies of these leaflets phone our automated leaflet request line on **0845 303 7711**.

## Surface Water Drainage

Part of our sewerage charges relate to the rainwater that drains from your business premises through the public sewer system. If all surface water from your premises does not drain into a public sewer you may be paying too much. Our leaflet 'Surface Water Drainage: Business and non-household customers' provides more details. To obtain a copy, phone our automated leaflet request line on **0845 303 7711**.



# Bringing real benefits to the North West

Since privatisation in 1989, United Utilities has invested more than £8 billion to maintain and improve the region's water and wastewater treatment works and network of pipes and sewers.

Our investment has helped to improve the quality of the services we provide to our customers as well as cleaning up the North West's rivers and coastlines. We have continued to make significant improvements in the quality of drinking water, and our rivers and bathing waters are now cleaner than ever before.

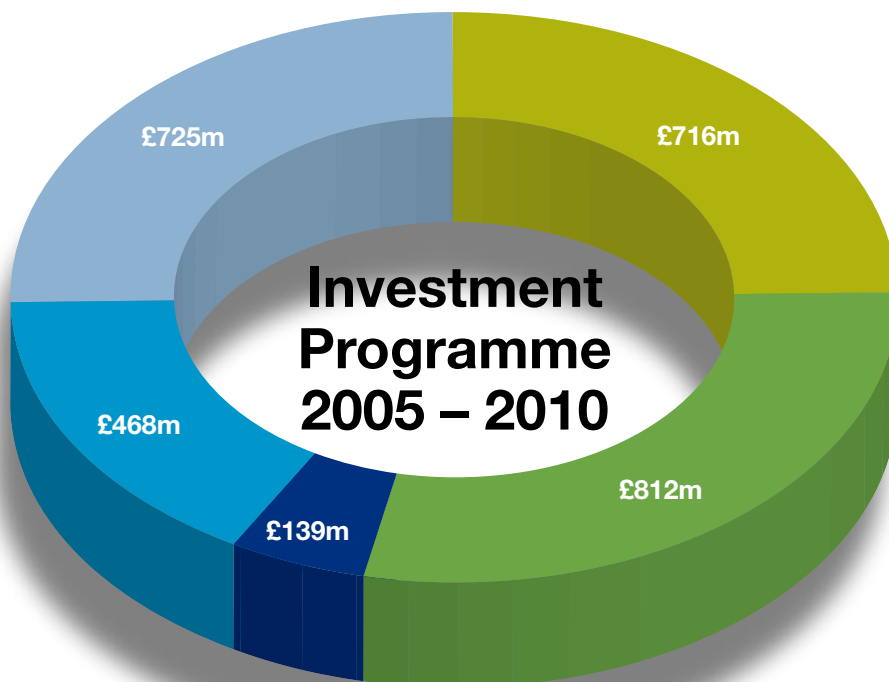
Our investment reflects the unique challenges we face in the North West. These include the very large network of pipes and sewers, many dating back to Victorian times, that we need to operate and maintain to meet the needs of our customers. Many years of under-investment before privatisation have meant that we have needed to invest heavily to ensure we meet ever-increasing European and government legislation.

## Our business

In the North West we maintain and operate

- 192 reservoirs
- 453 service reservoirs and water towers
- 40,000km of water mains
- 1,200km of aqueduct
- 137 water treatment works
- 40,000km of sewers
- 599 wastewater treatment works

supplying the equivalent of 93,000 glasses of water a second and collecting and treating the equivalent of 184 million toilet flushes every day.



## Investing for the future

United Utilities provides water and wastewater services to more than seven million people and 200,000 businesses in the North West of England. We work around the clock to supply clean, safe water to our customers' taps and businesses and then take away and treat wastewater and trade effluent before returning it safely to the environment.

Although our investment of £8 billion since privatisation has brought real benefits to the region, standards don't stand still. We need to continue to invest to meet increasing environmental and quality standards imposed by EU directives, the Government and our regulators.

To meet these challenges we will be investing £2.9 billion from 2005-2010. This spend has been approved by our industry regulator Ofwat and will help us to deliver reliable and secure water services to our customers, meet higher drinking water and environmental quality standards and solve the problems that our customers tell us matter most.

## Delivering reliable and secure water services – £1.54 billion

Maintaining our water supply system including reservoirs, aqueducts, water treatment works, pipes and pumping stations (£716m)

Maintaining our wastewater system including sewers, wastewater treatment works and sludge disposal operations (£821m)

## Solving the problems customers tell us matter most – £0.14 billion

Investing to address operational issues including tackling the problem of sewer flooding and managing odour from our treatment works (£139m)

## Meeting higher drinking water and environmental quality standards – £1.19 billion

Meeting higher standards and improving drinking water for our customers (£468m)

Improving our wastewater quality to protect the region's environment (£725m)

## Our standards when you contact us

Please contact us if you have any comments about the service you have received from us. We aim to:

- Deal with your query at the first point of contact whenever possible
- Reply to all written complaints about water and wastewater services within 10 working days
- Reply to any written complaints regarding your bill within 10 working days

If you are not happy with the standard of service you receive from us, you can pursue your complaint with the Consumer Council for Water. The address of your local office is:

Consumer Council for Water North West  
Suite 902, 9th Floor  
Bridgewater House  
Whitworth Street  
Manchester M1 6LT  
Tel: 0161 236 6112

## How to contact us

For questions about your water supply call **08457 462200**

Monday to Friday 8am-8pm,  
Saturday 8am-6pm and  
Sunday 8am-12noon

An emergency service is provided out-of-hours on this number

For questions about your water bill

Call **08457 462255**

Monday to Friday 8am-8pm,  
Saturday 8am-5pm

Or write to us at:  
United Utilities,  
PO Box 453,  
Warrington WA55 1SE

For all sewer enquiries call  
**08456 020406**



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