

A man and a young boy are shown in a kitchen, washing vegetables in a sink. The man, wearing a light blue button-down shirt, is leaning over the sink, smiling as he helps the boy. The boy, wearing a blue and grey shirt, is holding a carrot under the running water. The background features a brick wall and a white shelf.

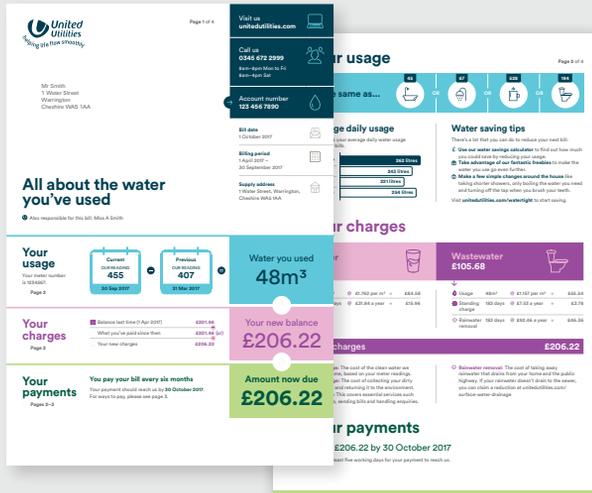
# Here to help

How to save money on your bills  
and a little more information about  
the services we provide

The logo for United Utilities, featuring a stylized white 'U' shape with a drop-like bottom, set against a dark background.

**United  
Utilities**  
helping life flow smoothly

# Welcome to your new bill!



We believe that your bills should be as clear as the water you get from us so we've given them a fresh new look that makes it easy to find what you need.

- ✔ A clear summary on page 1, telling you all you need to know.
- ✔ Bold colour coding and icons to make everything easy to understand.
- ✔ Information on our services and how to get in touch.



## We'd love to hear from you.

Let us know what you think of the new bill at [unitedutilities.com/new-bill](http://unitedutilities.com/new-bill)

## How to contact us



You'll find lots of information online at [unitedutilities.com](http://unitedutilities.com)



To talk about your bill, call us on **0345 672 2999**

To report any problems with your water or wastewater services please call **0345 672 3723** (available 24 hours)

If you're struggling to pay your bill we can help, please call **0800 072 6765**

If you have recently lost someone and need help with their water account call **0345 072 6093**



@OfficialUnitedUtilities



@unitedutilities

## We're here to put things right

If you're not happy with the services you've received from us, please let us know. We'll do everything we can to put things right as quickly as possible.

Calling us is usually the quickest way to deal with your complaint as we'll always try and resolve your issue there and then on the phone.

For issues with your bill call **0345 075 0711** or if you have issues with your water or wastewater services call **0345 075 0713**.

## Manage your account online

Register for My Account and you can manage your water account online 24 hours a day to pay your bill, set up a Direct Debit, update your details and switch to paperless billing.

Register now at [unitedutilities.com/myaccount](http://unitedutilities.com/myaccount)

# Save money on your bills

## Get waterwise and reduce your bills

Saving water around the home and garden is good for the environment and your bank balance too.

As you have a water meter, your bill is based on how much water you use so using water wisely will reduce your bills. Not letting taps run, having showers instead of baths, using watering cans in your garden – these small savings soon start to add up over the year.

Using less water can also have a positive effect on your energy bills too. This is because we often heat water when we use it – such as washing machines, baths, dishwashers, showers and water for cleaning. So a few simple tweaks to how you use water in the home can help to reduce your gas and electricity bills.

For lots of hints and tips on how to use water wisely in the home please visit [unitedutilities.com/watertight](https://unitedutilities.com/watertight)



## Take advantage of our fantastic freebies

We have some clever devices to help you save water without even trying! And what's more, you can order them free of charge. From shower regulators to toothy timers, our fantastic freebies will help you save water and money too. Just visit [unitedutilities.com/watertight](https://unitedutilities.com/watertight) to find out more and order yours today.



## Knock £5 off your bill every year with Direct Debit

Why not pay your bill in smaller chunks over the year by setting up a Direct Debit? It's better than having to pay your bill in one lump sum and we'll even knock £5 off your bill every year for paying in this way.

You can choose when to pay – weekly, fortnightly or monthly – and we'll automatically take your payments from your bank account meaning you can get on with the fun stuff. Set up yours today by visiting [unitedutilities.com/directdebit](https://unitedutilities.com/directdebit) or calling **0345 672 2999**



## Check for leaks

As you pay for all the water you use, it makes sense not to let it leak away. Check overflows (those pipes that stick out through the outside walls of your house) to see if any water is dripping out of them. And check your toilet too – modern toilet cisterns tend to overflow into the toilet bowl rather than outside.

We also provide a leak repair service for your water supply pipe (this is the outside pipe that brings water into your home from our water main in the street). This pipe is your responsibility to maintain but if you find it's leaking we may be able to fix it for free and refund you for the cost of the water you've lost. Find out more at [unitedutilities.com/bursthome](https://unitedutilities.com/bursthome)



## Get discounts for drainage

If none of the rainwater that falls on your home, garden and paved areas drains to our sewer (for example it drains to a soakaway instead), you can claim for a reduction in your bill. For more information and to download a claim visit [unitedutilities.com/surface-water-drainage](https://unitedutilities.com/surface-water-drainage)

# The services you pay for

Some of the terminology we use in our bills can be confusing so here's a simple explanation of the services you pay for.



**Collecting, storing, treating and supplying** fresh water to your home



**Taking away all your used water** (which we call wastewater), cleaning it and returning it to rivers and the sea



**Taking away rainwater** that falls on your home and the roads



**A standing charge for essential things** like sending bills and dealing with enquiries

As you have a meter, your water charges and your wastewater charges are calculated based on the amount of water you have used since your previous bill (we read your meter every six months). Both of these charges are measured in things called 'cubic metres' (see 'How we read your meter' opposite for an explanation of cubic metres).

Taking away rainwater and your standing charges are annual charges and are not based on your meter reading. Our charges for the year ahead change every 1 April - you can find them at [unitedutilities.com/services/your-bill](https://www.unitedutilities.com/services/your-bill)

## Our new app is here

Paying your bill has never been easier with our new app. No more having to queue at the bank or the Post Office, you can make a payment with just a few taps on your phone while you're sitting at home with a cuppa.

Visit [unitedutilities.com/app](https://www.unitedutilities.com/app) to download our free app or search for 'United Utilities' on the Apple App Store or Google Play.



## About your meter

We try to read your meter every six months but if we're not able to, we'll send you an estimated bill. If you'd like a bill based on your actual usage, you can submit a meter reading and we'll send you a revised bill.

If you're a My Account customer you can submit a meter reading by logging into your account at [unitedutilities.com/myaccount](https://www.unitedutilities.com/myaccount). You can also submit a meter reading from our smartphone app, search for 'United Utilities' in the Apple App Store or Google Play to download. You can also do this by visiting [unitedutilities.com/submit-a-meter-reading](https://www.unitedutilities.com/submit-a-meter-reading) or call **0800 980 6050**.

## How to read your meter

Your meter records your water use in 'cubic metres'. When you look at your meter, you'll see a line of black and white numbers, as well as red and white dials or numbers. The black and white numbers show how many cubic metres you've used and we use this number to work out your bill.

A cubic metre is 1,000 litres of water and we charge you for every cubic metre you use in the home. Each cubic metre of water costs around £3 - this cost includes delivering the water to your home, taking it away and cleaning it too.

# We're here to help

If you're struggling to pay your bill, please let us know.

We won't judge and we won't preach. Instead, you'll receive a friendly ear from the team who are specially trained to handle sensitive issues and are dedicated to helping you get back on track. We really do understand that making ends meet can be stressful sometimes so please call us if you're struggling to pay your water bill. Simply call us on **0800 072 6765**.

We've included details on how we can help, so call us to make sure you receive the right support:

- ✔ **Back on track** – if you're behind with your water bill payments and on benefits, we can provide an affordable bill depending on your circumstances.
- ✔ **Help to pay** – if you receive Pension Credit and are struggling to make payments, you can apply to have your bills capped at an affordable amount, based on your income and outgoings, and this will include us looking at all possible ways of reducing your charges.
- ✔ **Payment matching** – if you've built up a lot of debt, for every £1 you pay we'll match it with £1 too, helping to clear your debt twice as quickly.
- ✔ **Restart grant** – if you're in real financial difficulty, you may qualify for a one-off payment from our Trust Fund to help clear your debts.
- ✔ **Water Direct** – we can make it easier for you to budget by applying to the Department for Work and Pensions to pay your bill direct from your benefits.
- ✔ **WaterSure** – if you have a water meter, receive benefits and use a lot of water due to ill health or having a large family, we can cap your annual bill regardless of how much water you use.



Check what benefits you are entitled to by visiting the Consumer Council for Water's benefits calculator: [ccwater.org.uk/households/save-money/benefits-calculator](http://ccwater.org.uk/households/save-money/benefits-calculator)



## Priority Services Help when you need it most.

We can all benefit from a bit of extra help at some stage in our lives. This could be due to age, ill health, disability, mobility needs, mental health problems, financial worries or language barriers.

Registering for Priority Services is free and it means you'll benefit from additional services to support your needs. Free services we can provide include:

- ✔ A dedicated team on hand to listen and help.
- ✔ You can nominate a carer, family member or friend to check your bills and speak to us on your behalf.
- ✔ Braille, large print and 'talking' bills and text relay service.
- ✔ Knock and wait service, so if you tell us you have mobility needs, we'll wait after knocking to allow you enough time to answer the door.
- ✔ Protection from bogus callers with a password scheme to keep you safe.
- ✔ Translation services.
- ✔ Notice of interruptions to your water supply and alternative water supplies if your water is likely to be off for more than 12 hours.
- ✔ Support for dialysis patients.



So if you, or someone you know, need a bit of extra help, please register online at [unitedutilities.com/priorityservices](http://unitedutilities.com/priorityservices) or call **0345 072 6093**.

# Our promises to you

You deserve the very best when it comes to your water and wastewater services. This section sets out the standards of service you can expect to receive from us and what we'll do if things go wrong. Some of these standards, known as the Guaranteed Standards Scheme, are laid down by law. We'll always do what we can to go beyond these standards.

## Your bill

- We'll respond to written contacts about the correctness of your account within 10 working days of receipt. If we fail to do this we'll automatically pay you £20
- We'll deal with your written request for a change to your payment arrangement within five working days of receipt. If we fail to do this we'll automatically pay you £20
- If you've paid in full and on time in the way we've asked you to, and we make a mistake and the court issues a summons or county court judgment, you can claim compensation of £150

## Keeping appointments

- We'll agree with you whether it will be a morning or afternoon appointment. We'll also confirm the earliest and latest times we'll arrive. If you need a more specific time, we can offer you an appointment within a two-hour time band
- If we fail to tell you that your appointment is for the morning, the afternoon or within a specific two-hour time band, we'll automatically pay you £25
- We'll give you 24 hours' notice to cancel any agreed appointment. If we don't we'll automatically pay you £25
- If we turn up early, late or not at all for your agreed appointment we'll automatically pay you £25

## Written complaints

- We'll respond to written complaints about your water and wastewater services within 10 working days of receiving your letter, email or fax. If we don't do this we'll automatically pay you £25

## Water supply being turned off because of planned work

- When carrying out work on the mains we'll give you written notice of the times between which we expect your water supply to be cut off
- If the water is to be off for more than four hours, we'll give you written notice at least 48 hours in advance. If we fail to do this we'll automatically pay you £25
- If we identify that we've failed to restore your water supply within the times we've told you in the written notice we'll automatically pay you £25 plus another £10 for every additional 12 hour period we leave you without water
- If we restore your supply by the times we've told you in the written notice, but your water has been cut off for more than 12 hours, you can claim £20 plus another £10 for every additional 12 hours that we leave you without water

## Water supply going off because of an emergency or burst pipe

- Where water mains have burst, we aim to restore your supply within 12 hours. If we identify that we've failed to get your supply back on within 12 hours, we'll automatically pay you £25 plus another £10 for every additional 12 hour period that we leave you without water
- Repairs to major trunk mains (known as strategic mains) may take longer. If we identify that we've failed to get your supply back on within 48 hours, we'll automatically pay you £25 plus another £10 for every additional 12 hour period we leave you without water
- Where we're repairing our major trunk mains we'll make other sources of water available to you (such as water tankers in the street) within 12 hours. If we fail to do so, you can claim compensation to the value of £20

## Water pressure

- If the water pressure in the communication pipe to your property falls below seven metres static head twice within a four week period (each time for longer than an hour) you can claim £50 once per year. In simple terms, this means the water pressure should be powerful enough to fill a 4.5 litre (1 gallon) container in 30 seconds. If we're aware of this problem we'll pay this automatically. Unfortunately we won't be able to pay compensation if the drop in pressure is because we've had to introduce restrictions due to a drought or because of work we've had to do to resolve an emergency such as a burst main, planned works on our water mains or issues with your own pipework.

## Sewer flooding

- Where the flooding from sewers enters your home we'll automatically pay a sum equal to your sewerage charge for the year (minimum payment £150 up to a maximum of £1,000 per incident)
- In addition to this sum we'll automatically pay you up to £100 for the disturbance the flooding causes. We'll determine the amount payable on a case-by-case basis
- We'll consider making a contribution to your uninsured losses where the flooding has caused damage to your home and contents
- If you have critical health related circumstances at the time of the flooding and need to move into temporary accommodation we'll consider making a discretionary payment of up to £50 per day, up to a maximum of £500 towards your costs
- Where the flooding from sewers enters only your land or garden, you can claim back a sum equal to half of your sewerage charges for the year (minimum payment £75 up to a maximum of £500 per incident). Your claim will only be valid if you were materially affected by the flooding incident to your land or garden. You will therefore need to show or explain the effect of the sewer flooding on your land or garden when you make a claim. Normally, we'll make this assessment when we visit to view the flooding and we'll leave a claim form with you if we consider you've been materially affected. We only accept written claims for external flooding and will assess your claim based upon the information you provide
- Sorry, but you won't be able to make a claim for sewer flooding to your land or garden if you are entitled to an automatic payment for sewer flooding inside your home for the same incident

## Emergency drought interruptions to supply

If we've turned off your water supply because of emergency drought restrictions we'll pay £10 for each day or part day you are without water. The maximum we'll pay is equal to the amount of the average household water bill for the previous year.

## Compensation arrangements

- Normally where we compensate you automatically we'll do so within ten working days of the failure occurring. If we fail to do so you can claim a further £10
- Where we compensate you automatically for a supply interruption or for sewage flooding, we'll do so within 20 working days. If we fail to do so we'll automatically pay you a further £20
- If we fail to make an automatic compensation payment, as we were not practically able to identify you as being affected, you can make a claim for payment within three months
- When you make a claim, we treat it on its merits and we aim to settle it within 20 working days. If you wish to make a claim, you should do so either via the telephone or in writing within three months of the event giving rise to the claim
- If you're more than six weeks behind with paying your water services charges we'll automatically take the compensation payment off the amount you owe to us

## Exclusions

There are times when our levels of service cannot be met or the compensation scheme does not apply. The reasons vary from standard to standard, but they include us not meeting the standards because of circumstances beyond our control. These might be things such as unexpected weather conditions, the actions of a third party or industrial action. The standards and the exclusions which apply to the Guaranteed Standards Scheme are laid down in The Water Supply and Sewerage Services (Customer Service Standards) Regulations 2008. Visit [unitedutilities.com/leaflets](http://unitedutilities.com/leaflets) for further information on all of our guaranteed standards of service.

## Additional information

**Water meters:** we're responsible for maintaining your water meter. Tampering with or moving/removing your meter is a serious offence. To request a meter test please visit [unitedutilities.com/meters](http://unitedutilities.com/meters) - remember to check for leaks or faulty overflows before asking us to test your meter as there is a charge of £70+VAT if the meter is found to be working correctly.

**Please note:** All occupiers are jointly responsible for charges.

# Important – how we manage your personal details

Your personal information (your ‘personal data’) is very important and this is why we are very careful about what we do with the information about you that we need to collect so that we can manage your account and our relationship with you.

We have set out in detail what we do with your personal data in our Privacy Notice, which is available on our website [unitedutilities.com/privacy](https://www.unitedutilities.com/privacy). This explains your rights to opt in or out of this and also what other protection you have under the Data Protection Act.

Although we suggest that you consider the Privacy Notice carefully, the main processing activities include:

- Collecting and sharing information of existing and new accounts about your ability to pay, whether you are in debt, your occupancy of the property with Credit Reference Agencies (CRAs). We also share this information with fraud prevention agencies, for example the Police, the Department of Work and Pensions, Action Fraud, to validate and populate your account details as well as to prevent or detect fraud. We also do this to help us make decisions regarding your account. Sharing this information may affect your credit rating.
- Collecting and sharing information with tracing and debt collection agencies, CRAs, local authorities, government agencies if you fall into debt and we need to locate your whereabouts.
- Collect and share information about the risk of flooding, flooding history to your property and your area with flood management agencies such as the Environment Agency, local authorities, to help manage any local network and flooding issues.
- Collect and use any data we have obtained or you have given to help us improve our services to you in a focussed way. This may include for example carrying out customer satisfaction surveys, promoting payment plans, our priority service schemes or water usage advice.
- We may use your data for marketing water-related products which we think may be of interest.

We will collect and share your data as described above and in the Privacy Notice from the information you have provided us verbally, or communicated to us in writing such as emails, letters, texts, faxes, or via our mobile app, social media as well as any customer feedback you provide. Please note that we also record outbound and inbound phone calls to us for training and coaching purposes as well as to improve our services.

Full details of how we handle your personal data can be found in our Privacy Notice. If you have any difficulty in accessing the internet for any reason, then please get in touch by calling **0345 672 2888** and asking for the Data Protection Team or via e-mail [DataProtectionandFraud@uuplc.co.uk](mailto:DataProtectionandFraud@uuplc.co.uk) and we will be happy to help.