

Welcome to your new home

Useful information if your new home
doesn't have a water meter



ServiceMark★
with Distinction
Accredited from Oct '21 to Oct '24

The Institute of
Customer Service



Water for the
North West



Welcome to your new home

We know that moving is stressful enough without worrying about your water supply and that's why we're here to help things go as smoothly as possible.

We're the North West's water company, keeping the water flowing and the toilets flushing for our seven million customers everyday.

Now that you've settled into your new home, you may have some questions about your water bill, how to pay and whether you would be better off with a meter. This leaflet should help answer these questions, but don't forget we have lots more information at [unitedutilities.com](https://www.unitedutilities.com) where you can also manage your account online.

If you don't already have a payment plan in place we would recommend you set one up as soon as possible so that you don't fall behind with your payments. We've included information about how to set up a Direct Debit on page 3.

Top money saving tips

You could reduce your bill with a water meter page 3

Set up a Direct Debit and get £5 off your annual bill
page 3

Get water fit and shrink your energy bills page 5

How much will my water bill be?

As you don't have a water meter in your new home, we use the rateable value of your property to calculate your bills. This means your bill will be a fixed charge for the year and not based on the amount of water you use. Rateable values were set by the Inland Revenue prior to 31 March 1990 and were based on the size, location and condition of your property as well as the availability of services in the local area. They are not the same as council tax bandings. You can read more at unitedutilities.com/rv

Can I have my rateable value reassessed?

Unfortunately, no. The Inland Revenue no longer makes rateable value assessments, and as we didn't set these values we're not allowed to change or alter them. However, you may be able to reduce your bill by switching to a water meter, especially if your home has a high rateable value.

Could I save money with a meter?

Many of our customers are better off on a meter. If you live alone, have a small family or live in a property with a high rateable value, then it's likely you will reduce your bill.

We fit meters for free and you have up to 24 months to decide whether to keep the meter or switch back to your rateable value bills.

During the two year trial period we also offer a 'lowest bill guarantee', this means you won't pay any more than you do now and any savings you make are yours to keep.

Visit unitedutilities.com/meters or call us on **0345 072 6065** to see how much you could save. If you're a tenant, you can apply for a meter if you have a tenancy agreement of more than six months. Please let your landlord know you're applying.

When will I receive my bills?

You should have received your first bill from us when you moved in. You will then receive a bill once a year (sometime between January and March) showing your charges for the year ahead. If you're a tenant, you're responsible for paying the water bill unless you have an agreement in place with your landlord for them to pay the water bill on your behalf.

Knock £5 off your bill every year

Why not pay your water bill in smaller chunks over the year by setting up a Direct Debit? It's better than having to pay in one lump sum and we'll even knock £5 off your bill every year for paying in this way. Visit unitedutilities.com/directdebit or call **0345 672 2888**.

So what do I pay for?

In simple terms we use the rateable value of your home to calculate a charge for each of the following services:



Supplying clean water
to your home



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



Removing the rainwater that falls on
your home and the roads (we call these services
'surface water/highway drainage')

Standing charge: we add a charge to cover the cost of providing customer related services such as dealing with enquiries, managing your water account and preparing and issuing bills.

Visit unitedutilities.com/understanding-your-bill to watch a video which explains how we calculate your water bill.

Difficulty paying your bill?

If you're finding it hard to pay your water bill please get in touch on **0800 072 6765** so we can help. We're easy to talk to and we have a range of support schemes available for both homeowners and tenants. Visit unitedutilities.com/difficulty-paying-bill

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, mental health problems, financial worries or language barriers.

Registering for Priority Services is free and it means that you will benefit from additional services to support your particular needs.

So if you, or someone you know, would appreciate a little bit of extra help, please call us on **0345 072 6093** or visit unitedutilities.com/priorityservices

Let's get water fit!

Saving water is good for the environment and can help to reduce your energy bills too. Small changes to how you use water can make a big difference:

- **Switch off the tap when brushing your teeth** – a family of four can save around 96 litres a day
- Only switch on the washing machine and dishwasher **when you have a full load**
- Use all that lovely rainwater in the garden by installing a **water butt** and water with a **watering can** rather than a hosepipe
- **Spend a minute less in the shower** – you'll make a saving on your energy bills too

Visit getwaterfit.co.uk for hints, tips and FREE water saving gadgets.



Don't let your new home get ruined by blockages and flooding it's really easy to keep your pipes and drains blockage-free by following our simple tips:

- **Only flush the three Ps** that's Pee, Poo and (toilet) Paper. Put all other unflushable items such as wet wipes, sanitary products and nappies in a bag and into the bin.
- **Pour cooled fat, oil or grease from cooking into a heat-resistant container** and empty the contents into the bin.

Visit unitedutilities.com/stoptheblock

It pays to be winterwise!

Now you've moved in, why not check to make sure all the pipes in your new home are lagged, especially those in the loft and other cold places? It will help to prevent the expense and hassle of frozen and burst pipes during winter. Visit unitedutilities.com/winterwise



Manage your account online

With our free online My Account service, you're in control. Once registered you can:

- Pay your bill
- Set up a Direct Debit
- Switch to paperless billing
- Let us know you're moving

Visit unitedutilities.com/myaccount to register

'Appy days!

You can pay your bill in just a few clicks with our smartphone app, search 'United Utilities' on the App Store or Google Play to download.



Download on the
App Store



GET IT ON
Google Play

Getting in touch



To speak to us about your bill: **0345 672 2888**

If you have any issues with your water or wastewater services, such as discoloured water, low pressure or no water: **0345 672 3723**

Follow us on social media



@OfficialUnitedUtilities



@unitedutilities

Acres of nature to enjoy!

We own reservoirs in some of the most scenic parts of the North West, many right on your doorstep. So whether it's running, cycling or just having a gentle stroll, there's something for everyone to enjoy at one of our recreation sites free of charge. To find your nearest location please visit unitedutilities.com/acresofnature

Acres of Nature



Water for the North West