



# Albion Water

## News archive 2009

### November 2009

#### *Southern Water billing error at Knowle Village*

It has come to our attention that a number of our customers at the Knowle Village site may have been incorrectly billed for sewerage services by Southern Water. We have been in contact with Southern Water to ensure that they rectify this error and we have been assured that their records have now been amended. If you think you may be affected, and have not heard from Southern Water, please contact us and we will help you to resolve the issue.

### September 2009

#### *WaterAid donation - £100 and counting!*

Thanks to the Knowle Village customers who have returned their welcome letter reply slips, so far we have raised a total of £100 which we will be donating to WaterAid. We are extending the response period until the 2nd October so if you haven't sent your slip back yet please fill it in and send it back to us to help us raise as much money as possible. Please use your freepost envelope or send your reply slip to: Customer Services, 78 High Street, Harpenden, Herts, AL5 2SP

### July 2009

#### *Expanding First Class Customer Service Provision*

Albion Water is delighted to announce that it has established a new office and strengthened its team to deliver first class customer services for its expanding customer base. The new office is located in Harpenden, a bustling town north of London. National customer support requirements will be assessed, implemented and monitored from the new address.

### January 2009

#### *Albion champions 'wetlandscapes' for treated effluent discharge*

The use of natural and landscaped features to maximise the permeation and evapotranspiration of treated effluent will be a key element of Albion's Knowle Sewage Treatment Works. The resultant wetland will contribute significant biodiversity benefits to the local area and provide enhanced river base flows. Previous work has shown that evapotranspiration within a wetland can efficiently 'discharge' treated effluent.