



## Code of practice

### Customer version

Albion Water Ltd

For help with your account, contact our customer service team.

Telephone: 03300 242020\*

Email: [customer.services@albionwater.co.uk](mailto:customer.services@albionwater.co.uk)

Post: Albion Water Ltd, Runway East, 1 Victoria Street, Bristol, BS1 6AA

Our offices are open Monday to Friday 08:30 – 17:30. We are closed on Bank Holidays

We operate a 24-hour emergency helpline on 0800 917 5819. This is for operational emergencies only

\*0330 numbers are charged at standard local rate and are included in inclusive minutes

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## Introduction

This guide sets out the levels of service that you as an Albion Water customer should expect to receive from us. We will ensure that we do all we can to meet these standards.

At Albion Water, we are committed to delivering high-quality, reliable water and sewerage services, alongside excellent customer care.

We understand that water is an essential service, and our aim is to make dealing with us as straightforward, fair and supportive as possible. Whether you are contacting us about your bill, reporting an issue, or asking for extra help, we will treat you with respect and work to resolve your enquiry quickly and effectively.

In this document “us or we or our” means Albion Water Ltd and “you or your” means the customer.

## 1.0 About this document

This Customer Code of Practice is a simple guide to:

- The services we provide
- The standards of service you can expect from us
- Your rights as a customer
- Your responsibilities
- The support available if you need extra help
- How to contact us or make a complaint

It also explains when you may be entitled to compensation if we fall short of expected standards.

### 1.1 How to use this guide

You do not need to read this document from start to finish.

Instead, you can use it as a reference guide:

- Billing or payments? → See Sections 5–7
- Need extra support? → See Section 8
- Moving home? → See Section 9
- Something gone wrong? → See Section 11 (Complaints)
- Compensation? → See Section 12 (Guaranteed Standards)

If you cannot find what you are looking for, please contact us — our team will be happy to help.

### 1.2 Need more detail?

This is a simplified, customer-friendly version of our full Code of Practice.

If you would like more detailed information (for example, about legal rights or technical processes), you can request a full version at any time.

## 2.0 Who we are

Albion Water Ltd is a NAV (new appointee or variation). This means that we have either been appointed as the water and or sewerage service provider by the building developers at the point of construction, or we have taken over the supply from the incumbent supplier for the area. We have been granted a licence to provide these services by OFWAT, the economic regulator for the water industry in England and Wales. We are not a large regional Water company. We operate small regional developments throughout England.

Albion Water Ltd is a company registered in England. Our company registration number is 03102176. Our registered office is Goodwood House, Blackbrook Park Avenue, Taunton, Somerset, United Kingdom, TA1 2PX. Please do not use this address for correspondence.

### 2.1 The services we provide

- **Upper Rissington;** We provide water and sewerage services to properties in this area. We also provide just sewerage service to a small number of homes. Thames Water provides the water to these customers. We bill customers directly for the services we provide.
- **Oaklands Hamlet, Chigwell;** We provide water and sewerage services to properties in this area. We bill customers directly for the services we provide.
- **Knowle Village, Fareham;** We provide sewerage services to properties in this area. Water is provided by Portsmouth Water. We bill customers directly for the services we provide.
- **Castle Hill, Ebbsfleet;** We provide sewerage services to properties in this area. Water is provided by IWNL or Thames Water. We bill customers directly for the services we provide.

For confirmation on who provides services to your home you can check on the Water UK website [Find Your Supplier | Water UK](#)

### 2.2 How we are regulated

Water companies in the UK are heavily regulated to ensure the water that is delivered to your home or business is of the highest standards, to ensure that waste water is removed from your property safely and that the environment is protected in doing so, and that the service that you receive is fair and delivered in a cost effective manner and that you receive a high level of support.

We are regulated by:

- **Ofwat** – sets rules on pricing and service
- **Consumer Council for Water (CCW)** – helps customers with complaints and offers free independent advice.
- **DWI (The Drinking Water Inspectorate)** – Ensures the quality of water is of the highest standards.
- **The Environment Agency** – Ensures Sewerage companies comply with environmental legislation.
- **MOSL (Market Operator Services Limited)** -The central Market operator for Business customers.

## 3.0 Our promise to you

Albion Water is committed to delivering the best service to you that we can. We will work hard to:

- Provide safe, reliable water and or sewerage services
- Bill you clearly and accurately
- Ensure that you are no worse off than if you were billed by the incumbent provider
- Treat you fairly and respectfully
- Help if you're struggling to pay
- Take complaints seriously and resolve them quickly

If you feel that we have fallen short in any area, we ask for you to let us know and give us the opportunity to put things right for you. We will ensure that you are fully aware of your rights and where you can turn for additional free independent advice.

## 4.0 Your water and sewerage services

We work to ensure the services that we deliver at a minimum meet our obligations under the terms of our licence. Here we set out some of those minimum standards and when you need to contact us if you have concerns.

We operate a 24-hour emergency operations phoneline to take calls about operational issues. The number for this team is [0800 917 5819](tel:08009175819)

### 4.1 Water supply

This section only applies to you if your water is provided by us.

We aim to provide a continuous supply of clean water at a pressure that enables you to go about your day-to-day life without hindrance caused by low pressure. We will do all we can to minimise interruptions to your service. However, if we do need to interrupt your supply we will try to give you adequate notice.

There may be rare occasions when your supply is interrupted without warning. We will work quickly to restore your supply, and we will try to keep you updated with regular updates. If you have no water for 12 hours or more, we will provide you with an alternative water supply. Usually bottled water.

**Water quality** – The water that we provide comes from reservoirs operated by the incumbent water supplier in your area.

Water quality in England and Wales is regulated by the DWI (Drinking Water Inspectorate). Water quality in our country is amongst the highest in the world and the water we deliver to your property is no different.

To ensure that the water in your property is of the highest quality we carry out regular testing via an independent laboratory. Thankfully, water quality failures in the UK are rare. However, if we were to detect a failure that could impact your health, we will ensure that we contact you and give advice on what you should do to minimise risk. If necessary, we will provide you with alternative drinking water.

It is important that we have up to date contact details for you. Preferably an email or mobile number so that we can message you with updates.

**Low Pressure** – If you notice your pressure is low it is always worth speaking with neighbours to see if they are also affected by low pressure. This could be an internal plumbing issue in your home that requires you to organise a plumber to attend your property. If low pressure is affecting more than just your property, please contact so that we can investigate.

**Discoloured water** – Sometimes your water can appear discoloured, in most cases it is harmless. Brown, orange or yellow water is usually caused by sediment in the pipe network being disturbed by a change to the flow rate.

This will usually clear if you run your tap for around 20 minutes. You should try and use the tap nearest to your stop tap to avoid the discoloured water being drawn further into your home.

**Cloudy water** – Excessive air in your pipes can cause your water to appear cloudy or white. If you fill a glass with water and leave it, you will notice it clearing from the bottom up. This is completely harmless. There are several methods that you can try yourself to clear air from your pipes easily. Search “how to clear air in water pipes” online or call our customer service team who will be happy to assist you.

**Taste and odour** – In most cases strange taste and odours are easily explained and rectified. In most cases running your tap for a few minutes will draw in fresh clean water. However, if you are in any doubt do not drink your water and call us for advice.

The drinking water inspectorate has put together some useful information on this subject [here https://www.dwi.gov.uk/consumers/learn-more-about-your-water/taste-and-odour-in-drinking-water/](https://www.dwi.gov.uk/consumers/learn-more-about-your-water/taste-and-odour-in-drinking-water/)

**Leaking pipes** – The maintenance of the pipes that deliver water to your property is a joint responsibility between you and us.



We will look after the pipes up to the boundary of your property including the meter.

After this point you are responsible for the maintenance of your pipes.

If you spot a leak on a pipe that we are responsible for please call us on **0800 917 5819** so that we can organise getting this repaired.

If you have a leak at your property, you must get it fixed as soon as possible. If we become aware of a leak on your property, we will instruct you to get it repaired. If we are aware of a leak in your property that you have not repaired despite our requests to do so, we have the power to enter your property under the Water Industry Act 1991 to carry out the repair. You will then be liable for all our costs including our legal fees to obtain a warrant of entry.

**Water efficiency** – Water companies have a legal responsibility to promote water efficiency to their customers.

Water meters are a great way of reducing your water consumption. Most of our customers who can have a meter installed have had one installed. If you do not already have a water meter in your property, call our customer service team who will advise you if you can have a water meter installed for free. Some properties are unsuitable for water meters.

For help and advice with water efficiency visit our website <https://www.albionwater.co.uk/wp-content/uploads/2023/05/Leaflet-10-Water-Efficiency.pdf> or call our customer service team on 03300 242020

## 4.2 Sewerage services

This section only applies if your sewerage service is provided by us.

We are responsible for removing sewerage and surface water from your property and treating it before discharging cleaned water back into the environment. We must comply with strict guidelines set out by the Environment Agency to ensure that we protect you and your environment as we do this.

Like the water network, you are responsible for drains and sewerage pipes inside the boundary of your property. In some circumstances you may have joint pipes with a neighbouring property that we can help you with.

**Blockages and leaks** – You are responsible for the maintenance of the pipes and drains on and in your property. If you have a shared drain or pipe that is blocked or leaking, we may be able to help you. Please call us on 0800 917 5819 and we will advise you if we are able to assist.

## 5.0 Your bill

We issue bills to you twice a year. One in April and one in October. Your bill will show:

- What you are being charged
- How it has been calculated
- When you need to pay, and
- Any brought forward balances.

We will only bill you for the service that we supply you with. Please see section 2.1 for confirmation.

### 5.1 Metered bills

If you have a water meter installed at your property, you will usually receive a metered bill. We will base your billing on the cubic meters of water that you have used. Usually, we will calculate your sewerage based on 92.5% of your water usage. This is because we know that not all your water is returned to your drains.

Alongside your metered charges you will have a standing charge. This is billed at a flat rate for the year. Standing charges cover the cost of maintenance of the infrastructure.

You will receive a bill for the services provided over the previous six months.

## 5.2 Assessed bills

If you do not have a meter installed in your property you will receive an assessed bill. This is a flat rate for the year and will usually be based on the size of your home. The value of an assessed bill is based on the average metered customer.

Customers who live alone will usually qualify for a discount to their bill.

Assessed bills are issued covering the next six-month period.

## 5.3 Discounts

If you have a non-potable water supply in your property it will have its own meter fitted to this supply. All water that passes through this meter will have a 5% discount applied to the standard rate of potable water.

If you have fitted a water butt or a soakaway you may be entitled to a discount on your sewerage charges. Please speak to our customer service team who will be able to advise if you qualify for a discount.

We also offer social tariffs for people on benefits or low income please see section 8 for more information.

# 6.0 Our Charges

We comply with the charging rules set out by Ofwat.

Each year we conduct a review of our prices and commit to ensure that you are no worse off than if you were supplied by the incumbent in your area directly.

We are required to publish our charges on our website no later than 22<sup>nd</sup> of February each year. We will also make every effort to communicate these charges with you directly.

Our new charges will apply from 1<sup>st</sup> April each year.

## 6.1 Responsibility

The occupier of the property is responsible for ensuring that charges are paid. If you have an agreement with a third party such as a landlord, we must have written confirmation of this agreement. If the third party fails to pay for the services that we provide to you, we may revert the account to your name and pursue you for the debt outstanding.

We may use credit reference agencies to ensure that we have accounts set up in the correct names.

If the property is unoccupied the owner of the property is liable for any charges. Charges apply when a supply is made available to a property regardless of whether the supply is used.

# 7.0 Ways to pay

We are committed to providing a flexible suite of payment options for our customers. Here you will find the most common ways to pay. If you would like to make payment by a method not listed here please call our customer service team who will be happy to investigate if we can accommodate your request.

- **Direct Debit** - You can spread the cost of your bill into easy to manage, monthly payments or pay in one lump sum by paying by Direct Debit. Visit our website [www.albionwater.co.uk/customer/my-bill/pay-my-bill/](http://www.albionwater.co.uk/customer/my-bill/pay-my-bill/) or call us on 03300 242 020
- **Credit or Debit Card** - Pay online by visiting [www.albionwater.co.uk/online-payment/](http://www.albionwater.co.uk/online-payment/) or call us to make a payment. You will need your customer reference number which is shown at the top of your bill.
- **Internet / mobile banking** - Our bank details are HSBC, Account Name: Albion Water Ltd, Account Number: 20034975 and Sort Code 40-27-56. Please ensure you quote your customer reference number as a payment reference.
- **Cheque by post** - Please make cheques payable to Albion Water Ltd and send to Albion Water, Runway East, 1 Victoria Street, Bristol, BS1 6AA. You must write your customer reference number on the back.
- **The customer portal** – Our customer portal allows you to make payments by card or set up a direct debit.

## 8.0 If you're struggling to pay

We understand that sometimes money can be tight and you may need a little bit of extra support or time paying your bill. It's important that you contact us as soon as possible to ensure that we can offer you the best support. Please don't forget - we're here to help.

We can:

- Set up affordable payment plans
- Give you more time to pay
- Help you access support schemes
- Signpost free debt advice
- Let you know if you are on the best tariff for you.

## 9.0 Extra help for customers who need it

Delivering a fair service means that we need to actively look for customers who could use a little more support. Here are a few ways that we can help.

If your personal circumstances are not listed here, but you feel that you could benefit from additional support, please get in touch.

### 9.1 Priority Services Register (PSR)

If you need extra support (for example due to age, illness, personal circumstances or disability), you can join our free Priority Service Register.

This can include:

- Advance notice of water interruptions
- Help with communication
- A password scheme for home visits
- Bringing bottled water to you in a no water incident

For more information about our priority services register and how it can support you please visit our website or ask a member of our team.

## 9.2 WaterSure

WaterSure is financial assistance scheme operated by all water companies. It is for metered customers only and offers a cap on your bill. You may be able to cap your bill if:

- You're on a meter
- You receive certain benefits
- You have a large family or a medical condition requiring extra water

Further details and an application form are available on our website or by calling our customer service team.

## 9.3 Special Assistance Fund (SAF)

We may be able to offer a discount to customers on a low income or receiving some benefits. SAF is open to both metered and assessed customers.

More information about SAF along with an application visit our website or call or email our customer service team who will be happy to help.

# 10.0 Moving home

Moving home is a busy time and it's easy to forget to let us know you've moved. However, not letting us know that you've moved in or out of a property we serve could result in you receiving a large bill later that needs paying or an inaccurate bill that you could struggle to prove is inaccurate.

When you move, please:

- Take a meter read if you have a meter and are able to do so
- Provide us with a forwarding address for yourself if you are moving away
- Provide us with forwarding details of the previous occupiers if you have them

If we have these details, we can ensure that all parties are billed correctly and receive their invoices in a timely manner.

# 11.0 Visiting your property

We believe that you should be left alone to live peacefully and so will try to not disturb you as much as possible.

Most of our water meters are fitted with technology that enables us to read them without out us having to come to your property. Occasionally these meters will need to read manually or we may need to come to your property for another reason.

If we do need to visit your property our staff will:

- Carry ID
- Be happy to prove who they are
- Will usually have Branding clothing.

If you're unsure, please contact [03300 242 020](tel:03300242020) and speak to a member our team.

## 12.0 Complaints

There may be occasions where you feel that you need to make a complaint. We are committed to dealing with all complaints fairly and swiftly. Once we receive your complaint We will issue a substantive response within ten days of receipt. If we receive your complaint outside of our operating hours day one will begin at 08:30am on the next working day. If we fail to issue you a response in ten days you may be eligible for compensation. See section 12.0 for more information.

If you are not happy with our initial response, we will signpost you through our complaints process and inform you of the help and support available to you.

### Step 1 – Contact us

Get in touch by phone, email post or online.

We will:

- Acknowledge your complaint
- Investigate it
- Respond as quickly as possible (usually within 10 working days)

At this point we hope that we have fully resolved your complaint. However, if you are not satisfied with our response, you can ask for your complaint to be escalated to a senior member of staff for further review.

You may contact The Consumer Council for Water (CCW) at any time for free independent advice. Our team will also be happy to advise you of support services in your area such as The Citizens Advice bureau.

If we have not resolved your complaint within 8 weeks of receiving it. We will write to you advising this. You can then ask CCW to review your complaint.

### Step 2 – Escalate your complaint

At this stage we will:

- Escalate your complaint to a senior member of staff
- Provide you with a response within a further 10 days
- And issue you with a final written response. Usually by email if we have one for you.

We hope that we are able to resolve your issue. However, if you are still unhappy with our response you can escalate your complaint further and we will tell you how to do this.

### Step 3 – Independent help

If you are still unhappy at this point you would have received a final written response from us. This response will contain the details of your complaint, an overview of our investigation and the decision we have taken in how to deal with your complaint and any compensation if we have deemed it appropriate to issue any.

This final written response will also advise you how to contact The Consumer Council for Water (CCW). You can contact CCW and ask them to review your complaint. CCW will advise us if we have dealt with our complaint correctly and advise us if we need to make any further rectifications.

## 13.0 Guaranteed Standards (Compensation)

Sometimes things go wrong. If we fail to meet certain service standards, you may be entitled to compensation. The Guaranteed standards of Service (GSS) are defined by our regulator OFWAT. Below is a table setting out situation where we are required to make compensation payments to you.

| Situation                                  | What this means                                    | Payment                                                                         |
|--------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------------------|
| Missed appointment                         | We fail to attend or cancel without proper notice  | £50                                                                             |
| Appointment not properly arranged          | We don't offer a suitable time slot                | £40                                                                             |
| Low water pressure                         | Pressure falls below minimum standard              | £50 (up to 5 times per year) or £250/year for ongoing issue                     |
| Planned interruption without proper notice | Less than 48 hours' notice for outage over 4 hours | £100                                                                            |
| Supply not restored on time                | Water not restored when promised                   | £100 + £100 for every additional 12 hours (capped at twice annual water charge) |
| Account queries not answered on time       | We don't respond within required timescales        | £40                                                                             |
| Complaints not resolved on time            | We miss complaint response deadlines               | £40                                                                             |
| Failure to change payment arrangements     | We don't act on your request                       | £40                                                                             |
| Internal sewer flooding                    | Sewage enters your home from a public sewer        | Your annual sewerage charge (min £300, max £2,000)                              |
| Repeat internal flooding                   | Happens again within 12 months                     | Higher payments apply (increasing minimum and maximum)                          |
| External sewer flooding (serious)          | Flooding affecting your property externally        | 50% of annual sewerage charge (min £150, max £1,000)                            |

### Important notes:

- Some payments are made automatically
- Others may require you to contact us
- Payments follow rules set by the Ofwat
- The payment set out above are minimum payments. We may at our discretion agree to pay higher sums

If you think you're entitled to compensation, please contact us to discuss this.

## 14.0 Your responsibilities

You should:

- Pay your bill on time (or contact us if you can't)
- Tell us when you move
- Let us access your meter when needed
- Take care of your plumbing and ensure any fitting comply with the required standards

## 15.0. Contact us

We are committed to having staff on hand to deal with your queries in a timely manner and making managing your account as easy as possible

### Our customer Portal

You can ask our customer service team to register you for our customer portal. Our customer portal gives you access to most of the things that you would normally need to call us about. You can:

- View your Bills
- Enter a meter read
- View your tariff
- Make a payment
- Set up a Direct Debit
- View our comprehensive FAQ's

### Call us

- Our customer service team are available Monday to Friday 08:30 – 17:30 on **03300 242 020\***
- Our emergency operations team are available 24-hours a day 365 days a year on **0800 917 5819.\*\*** This team do not have access to your account and will not be able to answer any account related queries

### Email us

You can contact us by email [customer.services@albionwater.co.uk](mailto:customer.services@albionwater.co.uk)

### Write to us

Albion Water Ltd  
Runway East  
1 Victoria Street  
Bristol  
BS1 6AA

### Visit our website

Our website, [Albionwater.co.uk](http://Albionwater.co.uk) has lots of useful information as well as the ability to send our customer service team direct messages.

## 16.0 Help with this document

If you need additional help with this document such as further discussion about any of the points raised or further explanation or help understanding this document, please contact our customer service team.

## Other formats

We may be able to organise getting this document to you in other formats, such as:

- Large print
- Braille
- Audio
- Other languages

Please contact us if you require this document in any other format.