

example in respect of the use of water for certain non-domestic or commercial purposes, and it allows us to obtain extra supplies. If we make an application, we'll advertise in the local press so any member of the public can raise a query or object to the proposed order or permit. If this can't be resolved, a local inquiry may be held, and the Environment Agency or the Secretary of State will make the final decision. Remember it's an offence to ignore a hosepipe ban, Drought Order or Emergency Drought Order.

If we have to interrupt or cut off your supply because of a drought, we'll automatically pay you £10 per day or part of a day during which we've interrupted your supply up to a maximum amount equal to our average domestic water charge in the previous year.

What if you need access to pipework on my property?

If we're carrying out repair or maintenance work, we may need access to your property. Additionally, we may visit your property to obtain samples from your tap so that we can test the quality of the water. For your own safety, always ask for proof of identification. We've identity cards displaying the holder's photograph. Remember bogus callers may try to trick you by saying there's an urgent problem with your water. We also operate a password scheme. If you'd like to register a password, which we'll use every time we visit, please call us on 0800 138 7878.

Can I restrict access to my property?

We've a legal right to access your property in certain circumstances, but we always explain in detail why we need access.

If there's an emergency, we're not legally required to give you notice. If it's not an emergency though, we'll give you notice.

We'll normally give you between 24 hours' and 7 days' notice to let us in, depending on why we need access, unless you've given us permission to access your property without notice.

If we need access to your property to carry out scheduled work on our pipework, we'll give you 42 days' notice or three months' notice, as required by legislation. We've a separate code of practice about pipe-laying on private land, which also covers carrying out repair and maintenance works on our pipes located on private land. If you'd like a free copy, please contact us.

We offer compensation, if you suffer loss or damage when we work on your property.

Can I claim compensation if there's a problem with my water supply?

We'll pay compensation in respect of water quality problems, pressure problems and supply interruptions, as well as in times of water shortages and for general inconvenience, in accordance with our Customer Charter.

What if I want a new water supply?

Please call us on 0845 1 24 24 24 and we'll provide information, advice and a free estimate of costs. You can then apply by telephone or request an application form.

A fixed fee applies for processing your application, carrying out a survey and providing a quotation. Once we've received your application and payment, we'll carry out a survey at your property within 14 days and provide a quotation within 28 days for the cost of the work which is needed to make a new connection to our water main. We'll also provide a copy of our mains records for the area, indicating where we'll lay the water pipe.

The quotation will be valid until the end of the financial year, March 31st, in which we've received your application.

If you're unhappy with our quotation and we're unable to resolve the dispute, you may refer the matter to the industry regulator, Ofwat. You may contact Ofwat by telephoning or writing to:

Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Telephone: 0121 625 1300
E-mail: enquiries@ofwat.gsi.gov.uk
Text telephone: 0121 625 1422 (minicom)

Once you've paid the quoted price and requested that we carry out the connection, we'll normally carry out the required work within 21 days. We provide a standard 25mm pipe connection for domestic properties. We'll lay the water pipe from our main in the street up to the boundary of your property; normally this is where your garden or property meets the public footpath. We'll ensure that the water pressure and flow

at the boundary meets the required standards. If the property is new, the supply must have a water meter.

What if I need a new water main?

If you own a property which requires a new water main, you may ask us to install the pipework. This is known as requisitioning. Please call us on 0845 1 24 24 24 for further advice and for information about the requisitioning and infrastructure charges which will apply.

Alternatively, you may choose your own contractor to do the work. This is known as 'self-lay'. We'll then take over responsibility for the 'self-laid' pipework, provided that it meets the necessary standards. We'll make a decision on whether to 'adopt' the main within two months of receiving a 'self-lay' application.

Should a dispute arise in respect of a requisitioned or 'self-laid' water main, you may refer the matter to the industry regulator, Ofwat.

For more information, please call us on 0845 1 24 24 24.

What can I do if I'm not happy?

We aim to provide a high standard of service and to treat you with courtesy and fairness at all times. We welcome any comments you may have, and we try to answer queries and resolve complaints quickly and in full.

Please contact us as soon as possible if you're not satisfied with our service. We'll then investigate your complaint and try to resolve it to your satisfaction. Where your complaint is justified, we'll apologise and do everything we can to put things right as soon as possible.

If we've failed to meet any of our standards, we'll pay compensation in accordance with our Customer Charter. If our actions or inaction cause you particular hardship or inconvenience, we'll consider making a goodwill payment. We'll consider each case individually.

We send a copy of our Customer Charter to every customer each year. If you'd like another free copy, please contact us.

If you're not satisfied with the way we've handled your complaint or with the outcome, you may request a review of your complaint. This review will be independent of the original investigations and may overturn the original decision if appropriate.

If you're still unhappy with the outcome of your complaint, you may request an independent review, by telephoning or writing to:

Consumer Council for Water
Northgate House
St. Augustine's Way
Darlington
DL1 1XA

Lo-call number: 0845 7 08 93 68
(or call 01325 469 777)

E-mail: yorkshire@ccwater.org.uk

Text telephone: 0121 345 1044 (minicom)

The Consumer Council for Water (CCWater) is an independent national body set up to protect your interests and to champion customer issues. CCWater ensures that customers' collective voice is heard in the national water debate and has undertaken research to understand customers' views and use this to influence decision makers within the industry.

CCWater will investigate customer complaints relating to our business activities. The regional office and committee may then act on your behalf to try to resolve your complaint with us.

If your complaint relates to drinking water, you may also contact the Drinking Water Inspectorate (DWI) for an independent review by telephoning or writing to:

Drinking Water Inspectorate
Room M03
55 Whitehall
London
SW1A 2EY

Telephone: 020 7270 3370

E-mail: dwi.enquiries@defra.gsi.gov.uk

Under the Water Industry Act 1991, the industry regulator, Ofwat, or an independent arbitrator may settle certain disputes. Where this is appropriate, we'll explain the action you can take – or you may prefer to seek advice from CCWater or another independent advice agency.

Services for customers with additional needs

We provide information in large-print, Braille and audio formats. If you'd like information about our free Helping Hands services, please contact us on 0800 138 7878.

How can I contact you?

Our contact centre is open 8am-8pm Monday to Friday, 9am-5pm Saturday

We're open 24 hours a day for emergency calls

Call us	
All enquiries	0845 1 24 24 24
Request other information or leaflets	0845 1 24 24 24
Bogus caller checks on Identity cards	0800 1 38 78 78
Leakage	0800 57 35 53

Additional services:

Asian language	0845 1 24 24 21
Text telephone/minicom	0845 1 24 24 23
24 hour automated services	0845 1 24 72 47

Fax 01274 372800

Visit our website yorkshirewater.com

Or write to us Yorkshire Water PO Box 52
Bradford BD3 7YD

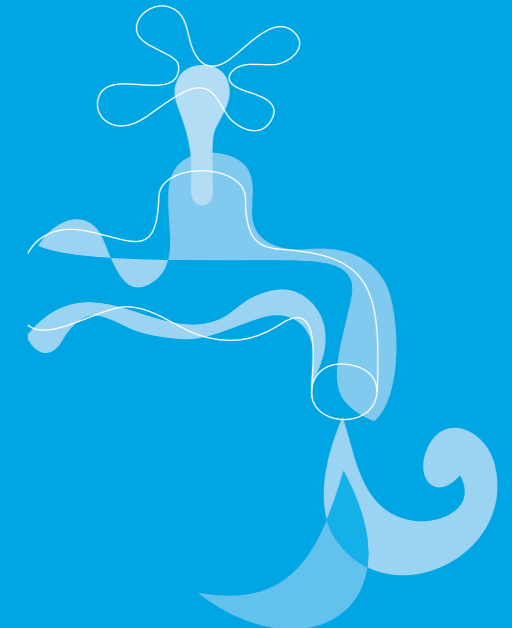
Codes of practice:

Additional needs
Charges, bills and payments
Complaints & compliments procedure
Customer Charter
Debt recovery
Leakage from customers' supplies
Responsibility for pipework
Sewerage and waste water
Water meters
Water supply services

code of practice

Keeping your water on tap

Water supply services



yorkshirewater.com

Yorkshire Water Services Limited
Western House Halifax Road Bradford BD6 2SZ
Registered in England and Wales No.2366682

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YorkshireWater

Water supply services

The Department for Environment, Food and Rural Affairs (DEFRA) deals with all aspects of policy relating to the water industry, and we operate under a licence granted by the Secretary of State for the Environment.

Our water supply services and operations are regulated and monitored by the industry regulator, Ofwat; by the Environment Agency (EA), which works to protect and improve the environment; and by the Drinking Water Inspectorate (DWI), which works to ensure that drinking water is of the highest quality.

This code of practice is approved by the industry regulator, Ofwat. Here we tell you all about our water supply services – how we provide you with a reliable supply of clean, safe water at certain pressures and flow rates. We also explain what to do if you experience any problems with your water supply and we tell you how you can contact Ofwat, the EA and the DWI, as well as the Consumer Council for Water, which is an independent body set up to represent consumers' interests.

You may also be interested in reading our Code of Practice leaflet, "Responsibility for pipework". Please refer to the back cover for a list of other codes of practice for domestic customers. These are all free and available on request.

Serving Yorkshire

We serve just over two million households and non-domestic properties.

We provide water services to the Yorkshire region, covering the counties of North, East, West and South Yorkshire; from towns and cities like Whitby in the far north-east to Sheffield in the South; and from Hull in the East to Ingleton in the West.

We've a duty to manage our water resources properly in order that we can supply sufficient water to consumers for normal household purposes, and to protect public health by providing safe drinking water.

We deliver around 1.3 billion litres of water per day from 250 water sources, which are connected through our extensive water Grid. We achieve our high standards of drinking water quality via 70 water treatment works and we distribute it through 31,400 km of water mains.

How do you ensure the water supply is clean and safe?

We ensure all the water we supply for normal domestic purposes, such as drinking, washing, cooking, central heating and cleaning meets the government's high standards. We take thousands of samples from the supply system and from customers' taps for testing. The Drinking Water Inspectorate (DWI) then independently audits these tests and issues a report each year on its findings.

Where can I get details of water quality in my area?

If you'd like written details of the water quality in your area, a copy of our annual Drinking Water Quality Report or our leaflet 'Explaining Drinking Water Quality', please contact us, or visit our website at yorkshirewater.com.

Where does the water supply come from?

Half of the water we supply comes from reservoirs, and the rest from rivers and boreholes.

The Grid – a network of large pipes across the region – allows us to transport water from these sources for treatment and then on to where it's needed.

We're continuing to invest heavily in pipes, pumping stations and leakage control to improve the reliability of water supplies.

Who controls the amount of water you take from the rivers?

Where we need to take water from rivers and boreholes, we apply to the Environment Agency (EA) for abstraction licences.

If you've a query about water abstraction, you may contact the EA by telephoning or by writing to:

**The Environment Agency
Rivers House**

21 Park Square South

Leeds

LS1 2QG

Telephone: 08708 506 506

E-mail: enquiries@environment-agency.gov.uk

Minicom: 08702 422 549

How does water pressure and flow vary?

Water pressure at your property depends on our pumping arrangements, the demand for water placed upon our network and the difference in height between our supply source and your property. The flow of water is the rate at which it comes out of the tap. The size and condition of the communication and supply pipe to your property, and the number of water appliances you use at the same time, may also affect water pressure and flow.

How do you control water pressure?

The government's water pressure standard is '7 metres head' in the communication pipe serving any property. The communication pipe connects your supply pipe to our water main.

This means that there should be sufficient pressure for water to rise and reach a storage tank in the roof void of a typical dwelling. Another way to look at this is that the water pressure should be sufficient to fill a 4.5 litre or 1 gallon container within 30 seconds.

We therefore normally supply water to reach the top storey of every building. Sometimes we can't do this during periods of high demand, especially if your property is too close to the level of the service reservoir. In this case, you may need to install a storage tank capable of storing 24 hours' supply of water.

How do you control water flow?

We normally maintain a water flow of at least 22 litres per minute (4.9 gallons per minute), if the supply serves a single property. This is measured at the boundary of the street in which the main is laid. If the supply pipe serves more than one property, we'll maintain a greater flow, in line with water industry guidelines, depending on the number of houses supplied.

What if I'm not happy with the water flow?

If the flow of water from the downstairs tap is less than 12 litres per minute, we'll investigate and carry out any work needed on our pipework for free. If you're still unhappy with the flow, we'll offer advice about any work needed on your supply pipe. You or your landlord, and the owners of any other properties served by the pipe, will be responsible for repairing or replacing it.

How do you conserve water?

As part of our water resource plan, we implement initiatives to conserve water and we encourage and help our customers to do the same. In fact, we've a legal responsibility to promote water efficiency by our customers.

For example, we:

- Offer a free meter option scheme for domestic customers.
- Improve efficiency by reducing leakage; you can help by calling our freephone Leakline on 0800 57 35 53, if you notice a water leak.
- Offer free supply pipe repairs for domestic customers, subject to certain terms and conditions.
- Promote the use of water-efficient appliances, facilities and practices in the home and garden.
- Work to increase water recycling and minimise waste in the home and garden, through advice such as how to re-use washing up water and through offers such as low-cost water butts.

We also work with our commercial customers and other non-domestic customers, for example offering water audits to help them find ways of using less water and advising them on the implementation of initiatives such as 'grey' water schemes, where rainwater is used instead of mains water for things like flushing toilets.

How can I help to conserve water?

Visit our website at yorkshirewater.com for more information or contact us for a free water conservation pack. This includes a device to help you save water in your toilet cistern. We also provide helpful advice and information in our other code of practice leaflets:

- Leakage from customers' supplies, and
- Water meters.

What if I have a problem with my water supply?

Please call us on 0845 1 24 24 24, and we'll try to resolve the problem quickly and efficiently.

Does water quality vary?

The taste, colour and hardness or softness of your water depends on the type of pipe and source of water supply. Iron pipes can rust, causing sediment to build up in the supply network. This isn't harmful, but if the normal flow of water is disturbed, for example by a nearby burst, it may make your water look discoloured. If this

happens, run the tap for a few minutes to allow the supply to clear. If this doesn't help, please contact us and we'll investigate the problem for you.

If you need to run-off water because of discolouration and your charges are based upon your metered water usage, please let us know as you may be entitled to an allowance against your bill.

What if my water supply uses lead pipes?

Although none of our mains are made of lead, many older properties still have lead plumbing and pipework leading from our mains which may cause traces of lead to appear in the water. If you're concerned about this, we can test a sample of your water supply. We'll also replace any of our lead service pipes for free, if you write to inform us you've already replaced any lead pipes that you're responsible for.

Grants may be available for replacing pipes. Please contact your local authority before you start work.

What if there's a water quality problem?

If we find a problem that might affect your health, we'll advise everyone in the affected area what to do. This may mean boiling water before use, or in exceptional cases, not using it until we've carried out further tests. We'll normally deliver a letter containing this advice to each affected property.

We'll also notify the Drinking Water Inspectorate (DWI), the Consumer Council for Water, regional health authorities, local authority environmental health departments and the Health Protection Agency (HPA).

What if I'm concerned about my drinking water?

If you're concerned about your drinking water, please contact us so we can investigate the problem. If appropriate, we'll take samples for analysis and let you know the results. If you complain of illness which may be related to water quality, we'll try to visit you on the same day to take a sample and we'll let you know the results as soon as possible.

Please refer to our Customer Charter for information about our promises and guarantees relating to water quality. We send a copy of our Customer Charter to every customer each year. If you'd like another free copy, please contact us.

Do you ever interrupt the water supply?

Sometimes we carry out work on our system which can affect your water supply.

- If the work is planned, we'll give you at least 48 hours' written notice of any maintenance or network improvements which may interrupt your water supply for more than 4 hours. We'll give you at least 24 hours' written notice of interruptions lasting between 30 minutes and 4 hours. We'll restore your water supply by the time given in the notice.
- If the work is unplanned, we may not be able to give you advance notice – if we need to interrupt your supply because of an unforeseen incident such as a burst water main – but we'll restore your water supply within 12 hours or 48 hours in the case of a strategic main.
- If the work takes place at night, we don't normally give domestic customers advance notice of night leakage checks, provided they last less than 4 hours, as they're not likely to affect you.
- If the interruption is likely to last more than five hours, we'll provide an alternative supply of water, usually in bottles or tankers in the street, and take reasonable steps to inform you of their location.

Please refer to our Customer Charter for information about our promises and guarantees relating to interruptions to your water supply.

What if there's a water shortage?

We aspire to have no water supply restrictions and therefore one of our long-term priorities is ensuring that there's never a need for them.

We therefore encourage you to use water sensibly throughout the year. If there's a water shortage however, we may have to ask you to reduce the amount you use. If this doesn't help the problem, and there's a serious risk of not having adequate water supplies, we may have to take further action to conserve water.

This may include:

- Imposing a ban on hosepipes or similar equipment for watering private gardens and washing private cars, across the region or in particular areas. You should hear about this through your local newspaper or other media.
- Applying to the Environment Agency for Drought Permits or to the Secretary of State for the Environment for Drought Orders or Emergency Drought Orders. This helps us restrict water usage even further, for