

What do we charge and why?

Your guide to our charges, bills and payments.



YorkshireWater

It's important that we explain to you exactly what you're getting for your money as well as the different ways you can pay. We do everything we can to keep your bills as low as possible and provide help if you're having difficulties paying.

On the back cover of this leaflet you'll find all the ways you can get in touch with us, along with a full list of other free customer guides about all the services we offer.

What your charges pay for

As you know, Yorkshire is an amazing place with so many wonderful places to see and explore. Our beautiful region offers glorious countryside, scenery, coastlines, rivers and reservoirs.

Our job is to collect, treat and distribute water to all our customers. We look after 1.24 billion litres of drinking water, sending it to homes each and every day. So you can see, it's a pretty big operation.

We also safely put back one billion litres of waste water into the environment.

To do this we have 700 water and sewage treatment works and 120 reservoirs. There are 62,000 miles of water and sewerage pipes to look after. Enough pipework to go round the world!

We work really hard to keep these pipes in tip top condition, spending around £750 per household to maintain and upgrade them. This way, we reduce the risk of bursts, low water pressure, your water being discoloured, sewer flooding and nasty smells.

Our charges

The good news is that our bills are often the lowest in the whole country.

Of course, each customer's bill is going to be different depending on what services you receive from us. Our customers with a water meter pay for the amount of water they use. Those who don't have a meter pay a fixed amount for the year.

All customers pay a 'standing charge'. This is a fixed charge which covers things like producing bills and providing and investing in customer service.

We try to keep our charges for water and sewerage services as low as possible and will always help you to find ways to reduce your bill.

Our sewerage charges cover highways drainage charges.

What are surface water drainage charges?

Surface water drainage is all the rainwater that's collected from your drains and gutters. If it wasn't removed and treated, it could cause all kinds of damage to your home, your paths and driveways.

So when it goes into a public sewer, we have to treat it and charge you for this.

However, if your property isn't connected to surface water drainage, you could be entitled to a rebate.

If you think your surface water drainage isn't connected, we'd be happy to chat to you about this.

Some customers have a septic tank that treats their waste water. If that's you, once again a rebate may be in order. Plus you could be entitled to free emptying of the tank each year.

Why do my bills vary each year?

We set our prices every year in line with the charging guidance set by our regulator Ofwat.

Our charges change slightly each year to take into account things like inflation rates, investments we need to make in our pipe networks, treatment works and the services we provide.

We do our best to keep changes to your bills as minor as we can, but we also need to make sure we supply you with the service you want and need.

Where can I see your charges?

You'll find our average charges for the year on our website from 1st February 2017.

When you receive your bill, you can view how much you pay for water and sewerage as well as our standard charges.

Have a browse at: yorkshirewater.com/charges

Who is responsible for paying?

It is the law that whoever uses the water supply and sewerage services has to pay the charges, unless a third party, such as a landlord, writes to us to say they will pay.

How am I charged?

A bill will be sent out to you. And to make things easy to understand, we'll show you all the services we provide for you and let you know how much they cost.

If your services are supplied by two different companies, then the company that supplies your water will bill you for both sets of services.

We'll only re-assess if you significantly alter the structure of your home or if you change either from domestic to commercial. We'll need to carry out a survey at your convenience, and your charges, in this case, may change.

Charges for customers who don't have a meter

I don't have a water meter, how do you work out my bill?

We'll simply charge you a fixed amount for the year and you can be reassured that this amount won't change throughout the year.

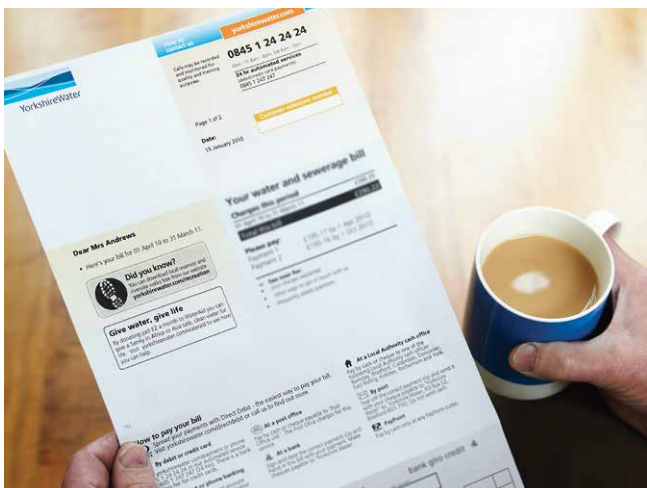
Weren't these charges previously called 'water rates'?

Yes. Many of us over a certain age will remember this term. 'Water rates' comes from when water and sewerage charges were part of local councils' general rates. This all changed in the mid 1970's when water and sewerage services were separated from the General Rates.

When do I need to pay my bill if I'm not on a water meter?

- In full on April 1st.
- Half yearly on April 1st and October 1st.
- By eight or ten instalments.
- By fortnightly or weekly instalments.

Whichever way you prefer, we're happy to help.



Charges for customers with a meter

I have a water meter. How am I charged?

If you have a water meter, you're charged based on the amount of water you use.

We'll take a meter reading and work out how much your charges are. If for some reason it isn't possible to take a reading, we'll make an estimate based on how much water you usually use. If you'd like to take your own reading and it's safe to do so, that's also fine by us.

We measure your usage in cubic metres. One cubic metre equals 1,000 litres of water. We'll then add on a standing charge.

For more info visit yorkshirewater.com/meter or get in touch via any of the ways listed on the back cover.

You can also text us your meter reading to 07537 403008

When do I need to pay my bill if I'm on a water meter?

- Every three months.
- Monthly instalments on a Payment Plan – up to 12 months.
- By weekly or fortnightly instalments, if you're on a low or fixed income.



Payment plans

We genuinely care about our customers and we'll offer you a payment plan that will allow you to spread the cost of your bill. This may be through instalments if it's easier for you.

As well as helping you spread the cost, our payment plans allow flexibility in the frequency and methods you pay.

We'll send you a statement letting you know what your bills were, how much you paid and your new payment amount.

I'm struggling to pay my bill, can you help?

We understand that from time to time some customers find it difficult to pay their bills. We do everything we can to help and we'll provide support and advice.

If you want to find out more about the help and support we can offer you, take a look at our helpful guide 'What if paying your bill is a problem.' You can download this on our website or ring us 0345 1 24 24 24.

Want to find out more about water meters?

Did you know that most houses built since 1990 have water meters?

For some customers, having a meter can help them save water and save money, but it's up to you to decide. If you want to find out if it's better for you to switch to a meter, have a look at our website for more information or visit ccwater.org.uk/watermetercalculator.

If you're thinking about having a free water meter installed, visit yorkshirewater.com/meter or get in touch via any of the ways listed on the back cover.



Did you know?

Around 95% of the water you use ends up being waste and needs treating. The other 5% is used for things like gardening and cooking.

There are many ways to pay your bill

We can take your payments by:

- **Direct Debit** – Whatever payment plan you've set up, you can pay it by direct debit. Call 0345 1 24 24 24 or visit yorkshirewater.com.
- **PayPoint** – you can pay free of charge if you use your barcoded bill or Payment Card and pay in cash where you see the PayPoint sign
- **Phone/online banking** – tell your bank to pay Head Office Collection sort code 57-49-55 quoting your customer reference number. If your bank requires a bank account number, please ask them to quote 11111111.
- **At a bank** – fill in your payment slip and hand in the whole bill, too. Cheques should be made payable to 'Yorkshire Water' (one cheque per payment slip)
- **Debit or Credit Card** – This is a secure and easy way to pay, 24 hours a day, seven days a week. Call 0345 1 24 24 24, visit yorkshirewater.com or use our automated telephone services on 0345 1 247 247. Please note there is a bank handling fee if you use your credit card.
- **By post** – Make a cheque payable to 'Yorkshire Water'. Don't forget to write your customer reference number on the back. Send it to: Yorkshire Water, PO Box 52, Bradford, BD3 7YD. We also accept postal orders but please don't send cash or back dated cheques by post.
- **At a Post Office** – You can pay free of charge if you've got a barcoded bill or Payment card, or you want to pay by cash or debit card
- **At Local Authority offices** – Calderdale Local Authority accepts cash. Or if you prefer, write out a cheque payable to Calderdale Local Authority (don't forget your customer reference number on the back)
- **Via the Yorkshire Water App** – Download our new Yorkshire Water App and start paying the smart way.

We share your data with Credit Reference Agencies. If you want to know more, visit yorkshirewater.com/codesofpractice or phone 0345 1 24 24 24

If you think you'll have a problem paying your bill, please contact us immediately – we may be able to help you.

I'm moving, what do I need to do?

You need to let us know, so give us a quick call, write to us or visit our website.

We'll need to know your current address, the date you're moving out, your new address and the date you're moving in.

If either address has a meter, take a reading on the day you move out or in, before getting in touch with us. We know you're going to be very busy, so if you can't get a reading, we'll normally estimate your final or start reading.

If you're not going to be responsible for water charges at your new home (say, if you're moving in with a relative) please let us know.

If you're in credit and responsible for the bill at your new address, we'll credit your new bill before sending the new charges to you.

Good luck with the move and we hope you enjoy your new home!

I'm moving out of Yorkshire

If you're moving away, you'll need to contact the water company that provides services in the region where you're going. We'll provide you with a refund within five working days if your final account is in credit.



Free ways to contact us:



Chat with us live on our website



Free callback service via our website

No waiting around on hold, fill out a simple form and one of our advisors will call you back as soon as possible.



Visit our website yorkshirewater.com



Tweet us @YWHelp



Contact us on Facebook

Other ways to contact us:

Telephone

0345 1 24 24 24

Our contact centre is open for billing enquiries Monday to Friday 8am-8pm and Saturday 9am-5pm. For water and sewerage enquiries we're open Monday to Saturday 6.30am-10pm and Sunday 7.30am-10pm. We're open 24 hours a day for emergency calls.

24 Hour automated services

0345 1 247 247

(meter readings and payments)

Write to us

PO Box 52, Bradford, BD3 7YD

Codes of Practice available:

- Our Customer Charter
- What if you need some extra help?
- What do we charge and why?
- Tell us what you think
- What if paying your bill is a problem?
- How do we manage your water supply?
- What happens if you've got a leak?
- Whose pipe is it?
- Where does your water go?
- Would a water meter be right for you?

Our Customer Charter details our service commitments, including the payments you're entitled to if we don't meet our promises.

Visit yorkshirewater.com/policies for details