Cambridge Water

Cambridge Water
Customer Charges Scheme 2025/26

January 2025

Version	Summary of change	Publication date
1	None	31/01/2025
2	Change is located in ‘Section 10: Metering,’ sub section ‘Universal Metering,’ page 45. The option of a two year grace period after meter instillation has been removed. When a meter is fitted, the customer will be charged on the amount of water they use from the point at which the first meter reading is taken.	09/09/2025

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Please note that our miscellaneous charges and developer services charges can be found in separate documents entitled 'Miscellaneous Water Charges' and 'Wholesale Developer Charges': https://www.cambridge-water.co.uk/publications/your-charges

Section 1:

Introduction

Section1: Introduction

Cambridge Water area of supply

Cambridge Water provides clean drinking water to a population of around 347,000 people in its area of supply. All our water is sourced from boreholes in the ground – with 97% from chalk aquifers and 3% from greensand aquifers. We have excellent service standards and very efficient operations, and our bills to customers are among the lowest in the country.

Our area of supply extends from Ramsey in the north to beyond Melbourn in the south, and from Gamlingay in the west to the east of Cambridge city. We do not supply sewerage services; our customers receive these from Anglian Water. Further information about the way your sewerage charges are collected can be found on our website: https://www.cambridge-water.co.uk/household/my-water-supply/sewerage-and-used-water

This charges scheme is applicable to the Cambridge supply region, as defined on the map below.

About Cambridge Water

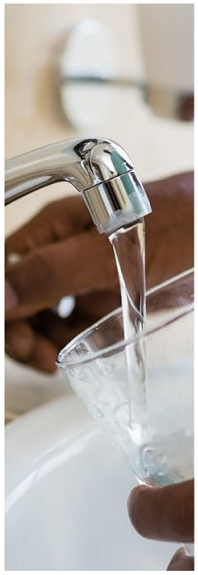
We operate Cambridge Water and South Staffs Water

We are part of the South Staffordshire Plc group of companies

We are a water only company, and do not take away and treat waste water

We are regulated by Ofwat, the Environment Agency and the Drinking Water Inspectorate

We have been a successful, privately-run business for 170 years. We have never been in public ownership



We provide clean water to more than 1.7 million people and 42,000 businesses every day

How we perform as a business

How we perform as a business is important to our customers and other stakeholders, including our regulators and our owners. Because we want to demonstrate that we are accountable for our performance, we have developed a number of outcomes for the business. These are the promises we have made to our customers on the services they want us to deliver.

To ensure we maintain our customers' trust in us, it is vital that we deliver these promises. So we have developed 30 performance commitments, which are the areas our customers have said they want to hold us to account. We have worked with customers to set targets for each of these commitments so they can measure our performance and see how we are doing.

Further details of the measures that sit underneath these outcomes can be found on our website www.cambridge-water.co.uk.

Our charging policy

This Charges Scheme sets out our charges for water services and also those we collect on behalf of Anglian Water for wastewater services. This Scheme shall come into effect on 1 April 2025 and remain in force until revoked, amended or modified by us. Consequently, our 2024/25 Charges Scheme is hereby revoked with effect from this Charges Scheme coming into operation.

Please visit our website at www.cambridge-water.co.uk for information on the following areas:

- Your charges explained
- What you should do if you have moved into a property within our supply area
- Arrangements to pay your water services bill

Alternatively you can call 01223 706050 or write to:

Cambridge Water
PO Box 7040
Green Lane
Walsall
WS1 9QG

If you are a non-household customer and eligible to choose your water and wastewater retail service provider this Charges Scheme is not applicable to you. To learn more, speak to us or visit www.open-water.org.uk

Legislation

Our powers to charge for water supplies are contained in the relevant parts of the Water Industry Act (WIA) 1991, as amended by the WIA 1999, the Water Act 2003 and the Water Act 2014. We operate under an Instrument of Appointment issued by the Secretary of State for the Environment in August 1989.

This Charges Scheme is made by South Staffs Water Plc (incorporating Cambridge Water) under Section 143 of the WIA 1991, until amended by subsequent resolution of the Company.

This Charges Scheme provides for charges in respect of the services performed, facilities provided and rights made available by us, in exercise of our water supply functions under Section 37 of the WIA 1991 other than the supply of water in bulk. The application, assessment and recovery of charges under this Scheme are subject to the provisions of relevant Acts of Parliament, regulations and directions made thereunder. Attention is drawn to various Codes of Practice under which we operate, especially Code of Practice for Leakage (Household Customers)

Copies of these Codes are available on our website at www.cambridge-water.co.uk

Alternatively, please contact us on 01223 70 60 50.

We expect our charging scheme takes into account the powers and duties of our regulator Ofwat. We also consult with the Consumer Council for Water and if there is anything missing, we will incorporate it in our charges scheme.

Use of customer data

We collect, use, store and transfer your personal data for a number of different purposes and the law requires us to have a lawful basis for processing your personal data. Primarily as a water business we have a legal obligation to supply water, maintain our networks, and maintain water quality and charge for our services. We are required to keep reliable and accurate records of all of our communications with our customers. Our activities are also in the public interest and sometimes we process personal data where it is in our legitimate interest.

To find out more on the use of customer data please refer to our privacy policy online: www.cambridge-water.co.uk/privacy-cookie-policy

Section 2:

Liability of charges

Section 2: Liability of charges

Water charges are payable by the occupier of the premises to which Cambridge Water supplies water or such other person as may be made liable under the WIA or any other Act of Parliament.

Charges are normally payable by the occupier of the property receiving the supply or any other persons the supply is available to.

Except where:

- The owner of the property who is not the occupier is liable by or under any statutory enactment
- By agreement of any person who has agreed to pay the charges
- By agreement with us

Where a tenancy is for a period less than 12 months the owner may be liable to pay the water standing charges. Where we are unaware of any tenants, we shall continue to bill the owner as occupier until such time as details of the tenancy are evidenced to us. Where tenant information is provided after the date of first occupation, by omission of the tenant or landlord, the owner shall remain liable for the charges incurred up to the date of notification. Billing and payment times will vary dependent upon whether the customer is a metered or an unmetered household customer.

A property is regarded as being vacant in the following circumstances:

- Premises which are left unoccupied but are left with bedding, a desk or other furniture, so that they may be used as a dwelling, office or commercial premises.
- Premises used for multiple occupation with shared facilities
- Premises used as holiday, student, hostel or other accommodation
- Premises used for short-term occupation or letting where the occupation or term of the tenancy is for less than six months
- Premises in respect of which renovation of building work is being undertaken
- Premises which are not normally regarded as being occupied such as cattle toughs, car parks etc.

In the case of vacant premises:

- In metered properties - Non-occupation is proven by zero consumption on the meter and no volume charges will be made. The standing charge will still be payable

- In unmetered properties - The full rateable value charge is applicable, together with the standing charge. Customers who leave properties unoccupied are advised to opt for metered charges

No charges will be levied in respect of furnished but unoccupied premises where the non-occupation is due to exceptional circumstances such as death or long-term hospitalisation of the customer.

Short-lets

Where a property is let for periods of less than six months, we may regard the landlord as the occupier. This will only occur when we have:

- Not been informed of occupier changes
- The occupiers' forwarding addresses have not been provided

Use of unmetered water

The occupier or owner of any premises, which are not supplied with water, who habitually obtains for use in those premises unmetered water supplied by us, shall be liable to pay charges as if those premises were supplied with water.

We reserve the right to install a meter and to charge on this basis. We also reserve the right to charge for the installation of the meter.

Customers who wish to use water for non-domestic purposes must have a water meter installed. This rule includes the use of automated watering devices and sprinklers.

A standpipe licence for third party operators is available for individuals or organisations that frequently need to use quantities of water in the course of their work (e.g. landscape gardeners, construction companies). See section on standpipes.

Two or more premises served by a single meter

Where the water is supplied to two or more premises in separate occupation and is measured by a bulk meter with no prior written agreement with Cambridge Water, the charges payable in respect of these premises are to be paid by a particular person therefore the liability of the occupiers shall be joint and several.

Multiple supplies to premises

Unless otherwise agreed with us, where premises have two or more separate supplies, the water supply charges will be calculated separately and a separate standing charge will be payable for each supply.

Backdating of unbilled charges

Where we discover the customer has not been billed for all, or part, of their water supply, it is our policy to levy backdated charges, unless there is clear evidence of failure or error by the company.

In all cases where charges have not previously been levied in full, charges for household customers will be levied in accordance with the Limitation Act 1980 (i.e. charges will be levied back up to six years from the date of discovery of the error), unless a shorter period of time is agreed by us.

For metered household customers, back billing will include a volume charge as well as standing charges. Where no meter was in place or no readings for billing purposes were obtained, a bill

will be calculated using the average daily consumption figure, unless the customer provides evidence substantiating a different figure.

For unmetered household customers, back billing will include the rateable value charge as well as standing charges.

If, as a result of a meter registering outside of the prescribed limits of accuracy, the customer has not been billed or has been under-billed, we will levy charges in accordance with The Water (Meters) Regulations 1988.

Refund of charges

Where there is clear evidence of a failure or error by us in the customer's favour, an adjustment will be made to the customer account. Should any refund be due, this will be limited to a maximum of six years, not including the current charging year. This period of six years is consistent with The Limitations Act, 1980.

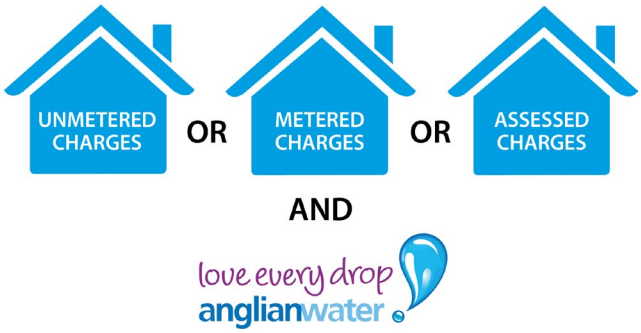
Section 3:

Household charges

Section 3: Household charges

Household customers are charged by one of the following three methods:

- Unmetered – based on the rateable value (RV) of the property
- Metered – based on the metered standing charges and the volumetric consumption charge, registered through a water meter
- Assessed charge – based on an average usage for certain property types



We also collect sewerage and surface water drainage charges on behalf of Anglian Water. These will be based on the method on which you are charged for your water supply, i.e. metered or unmetered.

Water supply charges

The charge is calculated by multiplying the rate in poundage by the RV of the property as fixed on 31 March 1990. This is not the same as the council tax band and cannot be changed. The RV of a customer's property is detailed on their bill.

Cambridge Water Supply £0.9369 per £/RV

Within the 2025/26 charging year we will be launching our Universal Metering programme which is explained in more detail in Section 10. The following information about unmetered charges applies to customers who do not feature within our Universal Metering programme in 2025/26.

Unmetered charges

The occupier or owner has the right to be charged on an unmetered basis for the supply of water for domestic purposes, provided the water supply was connected to the water main before 1 October 1989, except where a meter has already been fitted.

- Unmetered bills consist of a standing charge and a charge based on the rateable value of the property
- Standing charge - The standing charge is a fixed charge for maintaining the water supply to the property. Standing charges are payable whether or not water is supplied to the premises
- Rateable value charge - Water bills are calculated by multiplying the rateable value of the property by the rate the company charges for water

Unmetered standing charge per property £41.46

What is a rateable value?

All properties built before 1 April 1990 were given a rateable value by the Inland Revenue, based on their size and value. This means every unmetered property with the same rateable value receives the same water bill, regardless of how many people live there.

- So a single person pays the same amount as a family of six. It is no longer possible to appeal against the rateable value of a property and because of this many customers choose to have a water meter installed.

Unmetered customers can find out the rateable value of their property by looking on their bills

Additional Unmetered Water Charges	
Dwellings with only one tap	£90.35pa

Metered charges

All houses built since 1 April 1990 have a water meter. Prior to this date some customers have opted to have a water meter fitted and meters may have been fitted in some circumstances, as detailed under the metering section within our codes of practice.

- **Standing charge** - The standing charge is a fixed charge for maintaining the water supply to the property. The basic standing charge is for a 15mm meter and the level of this charge increases in proportion to the maximum continuous flow rate of the meter to meet the necessary customer's needs.

Where two or more metered supplies feed the same premises occupied by the same customer, a separate standing charge is levied to each supply. Standing charges are payable whether or not water is supplied to the premises. All metered tariffs are subject to a standing charge unless otherwise specified.

- **Volume charge** - The volume charge for water is calculated by multiplying the number of cubic metres used at the property (one cubic metre is equal to 1000 litres or 220 gallons) by the charge per cubic metre for water.

All metered tariffs are subject to a volume charge unless otherwise specified. In the case where there is no meter reading, the volume charge will be based on an estimated reading. As soon as an actual reading is obtained, the estimated reading may be amended.

A Consumption charge calculated by multiplying the volume of water supplied by the rate per cubic metre:

Size of meter (mm)	Cambridge Water		
	Water supply £ per cubic metre (m^3)	Water standing charge (£/pa)	Garden meter standing charge (£/pa)
15	1.3864	58.93	15.40
20	1.3864	58.93	30.79
25	1.3864	58.93	45.98
30	1.3864	58.93	N/A
40	1.3864	58.93	N/A
50	1.3864	58.93	N/A
80	1.3864	201.09	N/A
100	1.3864	215.73	N/A
150	1.3864	264.29	N/A

A surface water drainage charge

The vast majority of metered customers pay for surface water drainage based on the type of property they occupy. For most customers, the rain that falls onto the roof, yard and other parts of their property drains into the sewers. However, there are some properties where water does not drain to the sewer. For example if it drains into a septic tank or soakaway you may be able to get a reduction in your charges. More information can be found on our website: www.cambridge-water.co.uk

Assessed charges

An assessed charge can be applied in four situations:

- For unmetered household premises that do not have a rateable value at 31 March 1990 and where a meter cannot be installed
- For unmetered household premises where the occupier requests a meter, but cannot be metered – for example because it is too costly or technically difficult to fit a meter
- For unmetered household premises where the occupier requests a meter, but it is not fitted within 90 days of our receipt of the application
- For metered household premises where the occupier is waiting for a replacement meter for more than 90 days

Cambridge Water	
Category	Assessed charge water £/pa
1. Other (including single occupier)	135.48
2. Semi-detached	234.37
3. Detached	279.98

Section 4:

Billing and payment frequencies

Section 4: Billing and payment frequencies

Unmetered bills

Bills for unmetered water charges will be sent annually during February to March. Payment is due in advance for the whole year on 1st April or in instalments. If your bill is sent out later than March, payment will be due on the date shown on your bill. You can view your bill electronically by logging into your online account- My Account. If you have not registered for 'My Account' you can do so by visiting www.cambridge-water.co.uk

You will need your customer reference number to register. This can be found at the top of any email or letter we've sent you. For further information on My Account please visit our website.

All customers have the opportunity to pay their annual bill in the following ways:

In full by 1 April
In two instalments by 1 April and 1 October
In eight or ten or twelve monthly instalments from 1st April to 1st Jan to inclusive
In more frequent instalments by prior arrangement

If you pay by Direct Debit, cash or cheque and prefer to spread your bills over the year, you can pay by instalments, where flexible payment dates can be offered. For further information and to set up an instalment plan, please contact us on 01223 706050. All references to payment by Direct Debit should be read in conjunction with the Direct Debit Guarantee, which we subscribe to. A copy can be obtained from any bank.

Metered bills

Customers will normally receive two metered bills a year. This will be for the previous period and will be based on the amount of water consumed or an estimated read where an actual read was not available.

All customers have the opportunity to pay their bill in the following ways:

Within 14 days of receipt
In monthly instalments
In more frequent instalments by prior arrangements

Estimated bills are calculated by averaging the daily consumption between two readings, then multiplying this by the number of days in the billing period. In the absence of any company readings the consumption from the previous billing period will normally be used as the basis for the estimated usage. An estimate of average daily usage based on occupancy will be used if there are no actual readings available, for example for customers who have recently switched to metered charges. When you receive an estimated bill from us you can provide us with an actual reading which you can add using 'My Account' or by calling us on 01223 70 60 50. We will then provide you with an amended bill based on your actual readings. In 2025/26 water and sewerage charges will be

applied from the first bill after 1 April 2025.

Where this bill covers a billing period up to and after 1 April 2025 we will calculate charges by:

- Averaging the daily consumption and applying this figure to the number of days in the billing period prior to 1 April 2025 and applying the old water and sewerage charges
- Averaging the daily consumption and applying this figure to the number of days in the billing period after 31 March 2025 and applying the new water and sewerage charges
- Payment is due on the date shown on the bill.

For metered household customers, we currently offer the following instalment options:

12 monthly payments
Fortnightly or weekly instalments

Instalment plans

If a customer pays by Direct Debit, cash or cheque and prefers to spread their bill over the year, they can pay by instalments. For further information and to set up and instalment plan, please contact us on 01223 70 60 50.

Instalment plans are designed to spread the cost of the water bill. They aim to build up credit on the customer's account so that when a bill is issued, sufficient funds are available to meet the payment. It is not necessary to have a bank or building society account in order to set up an instalment plan.

If an instalment or Direct Debit collection due date falls on a bank holiday or during a weekend, we will take payment on the next working day. If you pay by instalments, we will notify you in advance of the amount you need to pay. As with all payment arrangements offered, if payments are not made on or by the due dates, the arrangement may be cancelled and any outstanding charges will then be due in full. We may also withdraw the option to pay by instalments in the future.

If a customer defaults on an instalment plan, 100% of the full bill amount will become immediately due. Customers who would like further information should call 01223 70 60 50.

Apportionment of charges

All prices are set from 1st April each year. If the previous bill was received before 1st April, the next bill will be apportioned so that the customer pays one rate to 31 March and the new rate from 1st April.

Section 5:

Unmetered supplies

Section 5: Unmetered supplies

Types of properties and unmetered charges applied

Household premises
The variable charge for household premises is based on the 1973 Rateable Value of the property supplied.

Business premises
The variable charge for business premises is based on the 2005 Business Rateable Value for the property supplied.

Business premises that include accommodation
The variable charge for mixed premises is based on the 2005 Business Rateable Value for the property supplied. The standing charge is increased to reflect the fact that the living accommodation is not included in this rateable value.

Multiple dwellings with single rateable value
Where a single assessment includes two or more separate dwellings, the properties will be compulsorily metered.

Premises with only one tap
The rateable value of these properties is inappropriate as a proxy for consumption. Instead a higher standing charge is payable, but with no variable element.

Student accommodation
Where student accommodation is included in the assessment of college premises, rateable value is inappropriate as a proxy for consumption. Instead a fixed element per student is charged equal to the average consumption charge per student of metered college accommodation.

Premises with no rateable value
The charge for unmetered water supplied to a property not liable to be rated (e.g. places of worship), and with minimal water use, is a fixed charge.

Bill apportionment
Where a period of occupation of premises is less than the full year, charges will be apportioned on a daily basis.

Section 6:

Payment options

Section 6: Payment options

We offer a range of flexible ways for customers to pay their water bill. Please be aware that some payment methods may take longer than others to process and clear, and some may include an additional charge. These are summarised in the table below:

Locations for payments (free of charge unless stated)	Payment Options					
	Direct Debit	Cheque	Postal Order	Cash	Debit / Credit Card	DWP Direct Payments
Pay Now (Online Service)					●	
Mobile App (Android or IOS device)	●				●	
My Account (online service)	●				●	
Customer's own bank or some building societies	●					
Pay Point				●		
Cambridge Water (online & telephone)					●	
Cambridge Water (postal)		●	●			
Water Direct via DWP						●

Pay Now

You can make quick payments without logging in to your MyAccount this can be done through our website: https://myaccount.cambridge-water.co.uk/website-payment

Mobile App

You can manage your account on the go through our mobile app which you can download from the App and Play stores. It's quick and easy to set up your Direct Debit, make payments and access all areas of your account.

My Account

My Account is our secure online system where you can:

- Make a payment
- Set up a Direct Debit
- View your bills
- View your payment history
- View or set up a new payment plan
- Amend your details
- Add a meter reading

If you're not registered for 'My Account', you can do so by going onto our website using the link: https://myaccount.cambridge-water.co.uk/website-payment

You will need your customer reference number to register. This can be found at the top of any email or letter we've sent you. For further information on My Account please visit our website.

Debit and credit card payments

We can accept debit and credit card payments over the telephone by calling us on 01223 70 60 50. All you need to do is quote your card details and we will do the rest. Debit card payments will be processed free of charge. Please note we do not accept American Express or Diners credit cards.

Direct Debit

You can pay your water bill by Direct Debit if you hold a bank account or certain building society accounts. A range of payment dates are available to suit you. A Direct Debit can be set up online through My Account or by calling us on 01223 70 60 50. This service is free of charge. If you receive a refund that you are not entitled to you must pay it back when we request it.

Payments can be taken when your bill is due. If there is a change to the amount, date or frequency of the payment we will send notification 10 working days before we take the payment. If one of these dates is a bank holiday, or falls over a weekend, we will take payment on the next working day.

Internet or phone banking

You can pay your bill by bank transfer using your internet or phone banking, payable to Cambridge Water.

Our bank details are:
Company: South Staffordshire Water
Customer reference name: XXXXXXXX
Account number: 40770132
Sort code: 40-11-18

South Staffordshire Water is a trading name of the registered company which also trades as Cambridge Water. Use the customer reference number on the front of your bill. Payments can take up to three working days to clear.

By post

Send your cheque or postal order to:

Cambridge Water
P.O. Box 7040
Green Lane
Walsall
WS1 9QG

Make cheques payable to Cambridge Water and write your name, address and customer reference number on the back of the cheque. No receipt will be issued. Please do not send post-dated cheques. Please do not send cash through the post - we do not accept any responsibility for cash sent by post. This service is free of charge.

At any Pay Point outlet

Some payment mechanisms may support payment via PayPoint you will receive a printed receipt as proof of payment, which should detail your customer reference number. This service is free of charge. The minimum PayPoint payment is £2 and must be made in cash.
Please see our website for further information: www.cambridge-water.co.uk

Section 7:

Difficulty in paying your bill?

Section 7: Difficulty in paying your bill?

We understand that sometimes you may find it difficult to pay your bill. So that we can help, please tell us straightaway if you can't pay your bill. Further information can be found on our website www.cambridge-water.co.uk or for advice you can call us on 0800 09 30 610.

Special Tariffs

Assure (Social Tariff)

The Assure tariff can help household customers on a low income or who are struggling to pay their water charges; it aims to reduce water poverty and make our bills more affordable.

Customers with a household income of less than £20,050 (£22,011 from 1st April 2025) may qualify for a two year discounted tariff, excluding income from:

- Disability Living Allowance
- Personal Independence Payment and Attendance Allowance
- Council Tax Benefit
- Housing Benefit or Housing Element of Universal Credit
- Carer's Allowance and disabled or severely disabled element of Child Tax Credit

Discount in the first year is 60%, the second year is 40%, and the third year is 20% of your total bill. Those households with dependent children may add an additional £1500 per child to the household income amount.

For example a household with 2 dependent children the household total income will be £23,050 (£20,050+£1500+£1500).

Full details of the tariff, eligibility criteria, application process and terms can be found on our website: www.cambridge-water.co.uk or call us on 01223 706050.

Assure Assist

Households with no household income* may qualify for a discount of 100% for 8 weeks then continue on the Assure tariff for the remainder of that term.

Household income does not include the welfare benefits omitted for Assure plus Child Benefit.

Full details of the tariff, eligibility criteria, application process and terms can be found on our website: www.cambridge-water.co.uk or call us on 0800 587 7701.

WaterSure

The WaterSure tariff is for household customers who are on certain income related benefits, use a lot of water and have a water meter fitted within their home. It works by putting a cap on the customer's charges for water based on the average household charge.

Our scheme allows eligible household customers' charges to be capped. Your bills will be pro-rata to the actual number of days in the billing period.

The tariff is equivalent to the average household water and sewerage bills in 2025/26.

	Cambridge Water
Tariff type	**Water charge (£/pa)**
WaterSure tariff rate	192.64

If you are eligible your entitlement will begin at the start of the billing period in which you successfully apply. Metered charges will apply up to that date.

In order to see if you're eligible, you will have a water meter in your home and fall under the criteria and conditions set out below:

Are in receipt of qualifying benefits or tax credits

In both of the above cases, the person to whom the criteria above apply must be in receipt of one of the following income-related benefits or tax credits:

- Income Support
- Pension Credit
- Income-based Jobseeker's Allowance
- Child Tax Credit (excluding families in receipt of the family element only)
- Working Tax Credit
- Housing Benefit
- Income-related employment and support allowance
- Universal Credit

And have either:

1) Individuals with medical conditions:

The person in receipt of income-related benefits or tax credits or any other member of the household including their children must have been diagnosed as suffering from one of the following medical conditions and that condition causes them to use significantly more water:

- Desquamation (flaky skin loss)
- Kidney failure requiring home dialysis (where the health authority does not contribute to payment of the water bill)
- Crohn's disease
- Ulcerative colitis
- Abdominal stomas
- Weeping skin diseases (eczema, psoriasis, varicose ulceration)
- Incontinence
- Or any other medical condition for which a qualified medical practitioner has provided a certificate or written evidence confirming the requirement for additional water use, and as a result of that

condition uses a significant additional amount of water

Evidence of the condition may be proven by a doctor's certificate, letter from a medical practitioner or a copy of hospital referral notice. Other proof of a medical condition may also be considered. We will also require some proof of why the condition increases water consumption.

We will also consider requests for assistance from customers in receipt of the specified benefits who have other medical conditions which involve significant use of water where they are supported by a doctor's letter.

This letter should include information on:

- The name of the patient
- The diagnosis of the patient
- The date on which the certificate was given, and
- The name and address of the medical practitioner

2) Large families

An occupier in receipt of one of the listed qualifying income-related benefits who is responsible for THREE or more children under the age of 19; AND those children are all residing at the same property as the applicant and in receipt of child benefit may also be entitled to WaterSure.

To establish whether a large family is entitled to WaterSure the applicant must:

- Complete a form and produce a copy of the latest notice of entitlement showing that child benefit was payable to a resident of the property in respect of three or more children under the age of 19 who are also resident at the property; and

- A copy of the latest notice of entitlement for the benefit or tax credit

The tariff will not be available where:

- The premises for which water and/or sewerage charges are payable is not the only or principal home of the occupier and any other qualifying person; or
- The premises are not used solely as a household premises and the other use is the principal use of the premises; or Water supplied to the premises is used or passed through a sprinkler, automatic garden watering device or a hosepipe not held in the hand (with the exception of trickle flow devices); or

- There is a swimming pool at the premises with a capacity greater than 10,000 litres, unless the occupier of the premises can satisfy us that no water we supply is at any time used to automatically fill the pool or automatically maintain or increase the level of water in it.

Application form

To apply for the scheme, you must use our application form and provide evidence of eligibility. Application forms are available from us by calling 01223 70 60 50 or by visiting our website at: www.cambridge-water.co.uk

Applications may be declined if documentation to support your application is not supplied to us. If your application claims:

You have three of more children under the age of 19, we will need to see:

- Latest notice of entitlement to qualifying benefit or tax credit
- A copy of a recent bank statement (which must be less than three months old) which shows your current entitlement to child benefit and the payment you receive

You have a listed medical condition, we will need to see:

- Details of the listed medical condition and how it requires the patient to use a significant quantity of water
- The name and address of the medical practitioner
- Your latest notice of entitlement to qualifying benefit or tax credits

A non-listed medical condition:

- A certificate provided by a registered general medical practitioner containing the following information:
- Confirmation of the condition and how it requires the patient to use a significant quantity of water
- The patient's name and address
- The date the certificate is given
- The name and address of the medical practitioner
- Latest notice of entitlement to qualifying benefit or tax credit

The latest notice of entitlement in the case of:

- Benefit must be dated no more than 12 months before the date of the application; or Tax Credit must be dated no more than six months before the date of the application

We may check the validity of your claim with relevant third parties in relation to the benefit or tax credit you receive.

You are responsible for advising us of any change in circumstances that may affect your eligibility.

If you wish to remain in the WaterSure scheme you must apply to renew your claim. We will remind you of the need to re-apply at the due time.

If you are no longer eligible, or fail to renew your application by the end of the following billing period, your charges will revert to our standard metered tariff.

Charitable Trust

Customers experiencing extreme financial difficulties and water is among several outstanding debts then an application can be made to the Charitable Trust either direct to the company by telephoning 0800 09 30 610, or visiting www.sswct.org

Alternatively customers can contact the trust through Citizens' Advice (CA), Welfare Rights Services, StepChange or other free debt advice agencies. It is recommended customer contact one of these organisations to receive impartial free money management services.

Citizens' Advice will go through the customer's financial circumstances and contact Cambridge Water on their behalf if it feels a customer meets the Charitable Trust criteria.

By meeting the eligibility criteria and a minimum payment having been made on the account prior to application, a grant payment in full may be made. Where no payments have been on the account the customer will need to maintain an agreed plan for a period of time. Further information can also be found by visiting www.sswct.org

Tariff trial

During the 2024/25 charging period, we are trialling a new charging structure to provide financial support for customers that are not eligible for our Assure tariff. This trial is called Assure – Essential Saver, and will be available for a select number of customers for whom it will be optional to take part.

Metered customers with a household income of less than £25,000 will be eligible to receive the Assure discount (60%) on their essential water consumption for 12 months. Essential usage will be assessed based on number of occupants, as shown in the charges below.

Household Size	Cambridge Water		
	Yearly usage threshold (m^3)	Volume charge up to threshold (£/m^3)	Volume charge above threshold (£/m^3)
Single occupier/small household (1 or 2 people)	55	0.5546	1.3864
Medium household (3 or 4 people)	110	0.5546	1.3864
Large household (5 or more people)	155	0.5546	1.3864

Note that the usual water standing charges (see Section 4) will still apply to customers on the trial. Standard sewerage charges will also still apply.

Customers entering into a formal insolvency procedure

Where a customer enters into any formal insolvency procedure, we will apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes

effective ('the insolvency date').

Any apportioned charges after the insolvency date will be payable by the occupier of the property in question and fall due on the next day of occupation after the insolvency date and will not fall within the insolvency procedure. The charges will be payable by the person responsible for the payment of water for the property in question on the same payment terms as would apply if the property had been newly connected on that day.

Water Direct (Third Party Deductions)

If you are in financial difficulty and in receipt of certain benefits such as:

- Income Support
- Pension Credit
- Income-related Employment and Support Allowance
- Jobseeker's Allowance or
- Universal Credit

You can apply to have payments made directly to us from your benefit by the Department for Work and Pensions (DWP). This scheme is called Water Direct. The DWP will deduct an agreed amount from your benefit on a weekly basis and pay it directly to us until the outstanding bill is paid or your circumstances change.

The DWP will only do this if you are more than six weeks in arrears with your water charges, have failed to budget for the charges and it is in your interest, or that of your family, that direct payments are made. To arrange this, you must contact your DWP office directly with details of your outstanding arrears, or provide us with details of your National Insurance number and we can liaise with them on your behalf. It is important that you let us know if you are facing severe financial difficulty or hardship

Failure to make payments

Customers who don't keep to agreed payment arrangements, without discussing this with us first, will be required to pay the whole of their debt. Failure to make further payments may result in some or all of the following:

Letter

We'll write to the customer to notify them of the outstanding amount. If the customer contacts us we will try to resolve any queries and possibly set up a payment arrangement.

Personal contact

If the customer doesn't make contact, we may contact or visit the customer at their home. The object of this is to:

- Find out why the payment has not been made Collect all money, some money, or agree a repayment plan
- Discuss options for independent advice e.g. Citizens' Advice and provide contact details
- Collect relevant information which may enable us to arrange for payments to be

deducted from any benefits the customer is entitled to
- Find out if the customer is eligible for special tariffs, or arrange to have a meter installed to ensure the customer only pays for the water they consume

Collection agencies

If, after writing and attempting to contact a customer, the bill has still not been paid we may use the services of a reputable debt collection agency. We will only use agencies that are members of the Credit Services Association, and as a condition of their membership, have signed up to their code of practice. Any complaints about agents' behaviour should be addressed to Cambridge Water in the first instance.

If your account is in arrears, a default notice may be placed against your credit file. This may affect your credit rating and the decisions that are made by financial services organisations.

There are a range of free advice services you can contact. Please visit our website for further information: **www.cambridge-water.co.uk**

County court claim

If the customer refuses to make an arrangement to pay, we may ask the county court to order payment. This means the customer will get a county court claim against them and will also have to pay legal costs.

We will write to the customer after it has issued a claim to explain what a county court judgement means.

County court judgement

If we receive a judgement from the court, and the customer still does not pay, we may take further legal action. A county court judgement will affect a customer's credit rating. We will write to the customer after they have received the judgement to explain what further legal action we will take if the customer does not pay the full amount due. These options are listed below:

- **Warrant of execution** - The bailiff of the court is instructed to levy on goods belonging to the customer in order to satisfy the judgement. This means the bailiff may be able to remove possessions from customer's property and sell them in order to satisfy the debt
- **Attachment of earnings order** – We may apply to the court for an order to be made which enables the customer's employers to deduct an amount each week/month to eventually settle the debt
- **Third party debt order** - An application is made to the court for an order to be made to have funds deducted from the customer's bank account or similar source. This involves a hearing before the district judge

All costs, for example, solicitors' costs, court fees, enforcement and warrant costs, incurred by us or our agents in the collection of outstanding charges will be recharged directly to the customer

Section 8:

New occupiers and moving house

Section 8: New occupiers and moving house

Please give us a minimum of two days' notice when you are moving out of a premise. It is possible to do this by completing the moving house form on our website www.cambridge-water.co.uk, by writing to us or by calling on 01223 70 60 50.

If the customer fails to do so they could be liable to pay charges until whichever is the earliest of:

- The next scheduled meter reading date
- The date the company is informed by a new occupier
- 28 days from the date the customer informed the company

Where a customer who is liable to pay metered charges vacates the property without notifying the company, and a new occupier takes up residence without notifying the company, Cambridge Water will take a meter reading as soon as it becomes aware of the new occupier to establish average daily use. The average daily use will then be used to calculate charges due from the new occupier between the date they occupied the property and the date of the first meter reading taken by us.

Customers moving out of the Cambridge area may be eligible for a refund on their water bill.

If a customer has an outstanding debt, and fails to notify us when moving house, we will attempt to locate you at your new address to discuss repayment. We do not charge additionally for this activity.

When a property without a meter either changes ownership or tenanted occupancy of six months or more, we may install a meter and charge that property according to water used. We will provide the new occupier with full details of charges, the location of the meter although we cannot elect to charge a new occupier by metered charges if one of the original occupiers still resides there.

Full details of our Metering policy can be found in our Metering Codes of Practice or on our website: http://www.cambridge-water.co.uk

If a customer is vacating a property and a new occupier is moving in, the customer should notify us of the date on which they are intending to move. Accordingly, the new customer should notify us of the date on which they are intending to move in.

Where charges are fixed in relation to any premises by reference to volume, the person made chargeable in relation to those premises as occupier may be liable to pay such charges after the customer has ceased to be the occupier of the premises. This applies where the customer fails to notify us of the ending of the occupation of the premises at least two working days before they cease to occupy them in accordance with Section 144 of the 1991 Act.

Discontinuation of supplies

If a customer wants their water supply to be disconnected when they vacate a property, they must advise us. Under certain circumstances, they may be liable for charges if they fail to inform us of the change. Where a property is disconnected and there is evidence that customers have tampered with a seal, we reserve the right to charge for this and any damage caused. We also reserve the right to meter such properties.

Discontinuation of supplies: Vacant properties

Unmetered

If an unmetered property is vacant – i.e. furnished but unoccupied - the full unmetered charge will be due unless the customer asks for the property to be disconnected. There is no charge for the property to be disconnected, but there will be a charge for re-connection. This charge will be £71. No charges will be levied in respect of furnished but unoccupied premises where the non-occupation is due to exceptional circumstances such as death or long-term hospitalisation of the customer or where the customer is temporarily residing elsewhere due to disability issues.

Metered

If a metered property is vacant – i.e. furnished but unoccupied – any water usage registered on the meter, along with the full metered standing charges will be due unless the customer asks for the property to be disconnected. There is no charge for the property to be disconnected, but there will be a charge for re- connection. This charge will be £71.

Discontinuation of supplies: Void properties

Unmetered

We will not levy a charge on premises which are unfurnished and unoccupied. Premises that are undergoing refurbishment or being used for storage will be considered occupied for the purposes of this scheme by the owners of the premises, with charges payable. Where premises are temporarily unoccupied the water supply and sewerage charges are still payable.

Metered

If a metered property is void – i.e. unfurnished and unoccupied - standing charges will be withdrawn if there is no consumption. Where consumption has been recorded, the property owner will be billed the full charges. Where a property remains void, to prevent leakage and water damage to the property, we may choose to seal or shut the supply off. Where there is evidence that customers have tampered with a seal, we reserve the right to charge for this and any damage caused.

We will disclose your details and/or the property address to third parties who will carry out searches, including credit and electoral role searches, to confirm who has been, is, or may be resident at the property. We will use the information provided by third parties to manage your account, or the account for the property address, for identity verification, billing, and debt collection, credit checking and keeping your details or the property details up to date. For further details of how we use your information please read our privacy policy which can be found at http://www.cambridge-water.co.uk

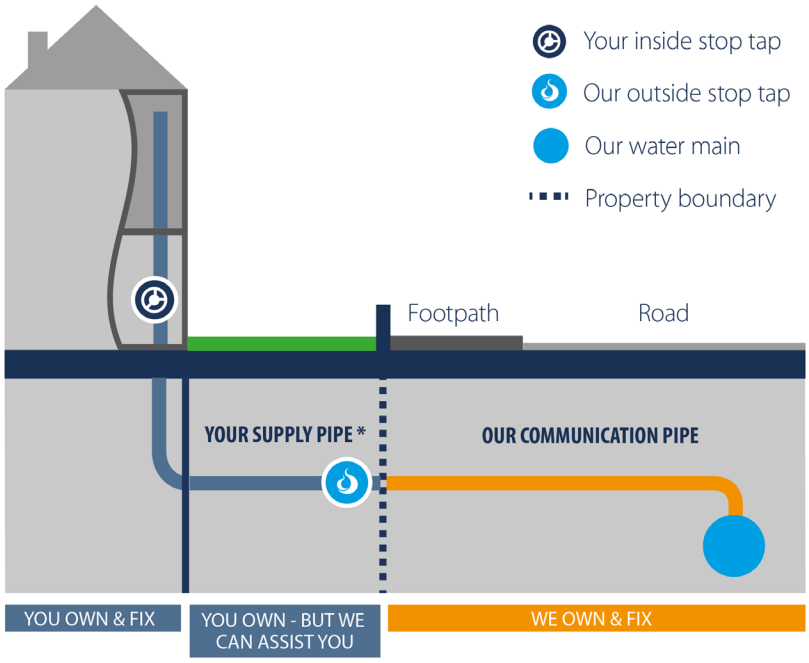
Section 9:

Customer's responsibility to repair leaks on their supply pipe

Section 9: Customer's responsibility to repair leaks on their supply pipe

It is the property owner's responsibility to repair or replace any leaking supply pipe on their property, even if the supply pipe crosses third-party land. In the case of a leak on a shared supply pipe, all of the properties that receive water from the leaking supply pipe are responsible for the repair or replacement. We may offer leak repair assistance to eligible homeowners, details of which can be found at www.cambridge-water.co.uk

For metered customers to qualify for a leakage allowance, you must carry out a repair on their supply pipe within 28 days of being notified of the leak. If you fail to do so, a leakage allowance will not be granted. This allowance is for household customers only and is a "once only" offer per customer for external leakage.



* Homeowners are usually responsible for the water supply pipe up to the property boundary.

Further details

For further details regarding leaks, please refer to our Code of Practice for Leakage (Household customers) or visit our website: www.cambridge-water.co.uk

Section 10:

Metering policy

Section 10: Metering policy

New water supplies

All new household water supply connections made on or after April 1990 are metered where the preferred meter location is outside at the boundary of the property. This is normally where our existing main stop tap is located either on the footpath or just within the boundary of the property.

Existing water supplies/household meter option

Switching to a meter

All household customers have the right to request the installation of a meter free of charge. A request for metered charges may be made in writing, by email, by telephone or via the website www.south-staffs- water.co.uk or via our mobile app.

Having a free water meter could help you save money on your bill. Many customers have already switched to a meter and find their bills are significantly reduced. To work out if you would be better off, visit our website www.south-staffs-water.co.uk/water-meter. You will find a link to an independent calculator run by the consumer watchdog, the Consumer Council for Water.

You simply need to type in:

- How much your annual bill is now
- How many people live in your property
- How often you have baths, showers or use the washing machine.

The calculator will then tell you what you could expect to save on your water and

sewerage bill. To access the calculator click here:

https://www.ccwater.org.uk/watermetercalculator/

Getting a meter fitted

Getting a meter fitted is easy:

1. Contact us on 0345 60 70 456 or visit our website www.south-staffs-water.co.uk/water-meter
2. We'll arrange a convenient date and time to carry out a survey at your property
3. In many cases we'll be able to fit a free meter there and then

The survey will confirm where the meter may be installed. Occasionally substantial alterations to plumbing are required but if this is the case we will explain what is required at the survey. If

substantial alterations are required the customer is expected to complete these at their own expense.

In addition if there is a leak on your service we will not fit a meter until the leak has been repaired. If you discover you have a leak please contact our team on 0800 389 1011

We will usually contact you to arrange a meter survey within five days of us receiving your request and most of our meters are fitted within 90 days.

Occasionally we find that due to the plumbing arrangement some customers cannot have their property metered. If this is the case you may be eligible to pay an assessed charge and we will explain this to you.

Rights of tenants to have a meter

Where a tenancy applies for six months or more, a tenant has the right under section 209a of the Water Industry Act 1991 to ask the Company to install a water meter. While landlords may not legally prevent an application or the installation of a meter, we recommend they be informed of a tenant's intention to apply for a meter.

Water Meter relocation

Moving your water meter isn't standard DIY. Checks need to be carried out to make sure everything is working as it should.

It's illegal to tamper with a water meter, so make sure you speak to us before moving it.

If your meter is currently internal, and is being moved within your property, you can either ask us to move it, or arrange for a water industry approved plumber to carry out the work. We will then need to inspect the work. If further work is required, there may be a charge for this.

Note that if there is a leak while your plumber is working on the meter, we are not liable for any damage incurred.

For all other meter location moves, South Staffs must do this. We will initially carry out a survey, to assess where the meter can be relocated to. In some cases, we may not be able to move your meter (for example, if your water supply pipe feeds several properties

Payment conditions

Household customers applying for a free installation of a water meter are required to pay their unmetered water charges until the meter is fitted. Normal debt recovery will continue if unmetered charges are unpaid. Once the meter has been fitted, any credit or debit will be refunded or billed separately from your metered water charges.

Guaranteed installation times for meters

Where a customer has requested a water meter, we aim to install the meter within three months of the application being received. If we take longer than 90 days to fit the meter, we will move the customer onto an Assessed charge until the meter is fitted, at which time the customer will move to a metered charge.

Multi-occupied property

In instances where you request a meter for a flat/multi occupied property we will determine if there is a shared hot water and/or heating system which may affect whether a meter can be installed. We will confirm the available options following the meter survey.

Multiple Meters

If your property is on a shared water service and there are more than two points of entry you will need to arrange plumbing alterations. Typically, we require a single point of entry with a single meter installed however we will install a maximum of two meters at a single domestic property. If

we determine that two meters are to be installed we will confirm this at the survey. You will only be required to pay one standing charge for water services and one standing charge for sewerage services.

We will review what the best option is when fitting your meter. Our preference is to have one meter fitted externally at the property boundary or in the nearside footpath, but we will review this on a case by case basis to determine the best solution.

We will consider fitting a single meter for a multi-occupied property (e.g. block of flats) where one person or organisation will accept responsibility for the bill.

Removal of a meter by a third party without consent

Under the WIA 1991, it is a criminal offence to remove, wilfully damage or tamper with a water meter. If charged with doing so, you could face going to court and being fined. In addition, you shall be charged the cost to replace the meter and associated works to replace the meter.

When a meter fit isn't possible

If the initial survey shows that a meter cannot be fitted either inside or outside your property at a reasonable cost, we will offer you an alternative to pay an assessed charge for your water and sewerage services. Assessed charges are based on your property type and not it's RV. If the RV is lower than the assessed charge, then you would continue to be charged on the basis of RV.

Referring a dispute

Ofwat will determine a dispute concerning the company's refusal to install a meter free of charge.

Universal Metering

Over the next 5 years, we aim to fit meters in all properties in our region that are not currently metered. This follows our PR24 plan aiming to reduce consumption, leakage and to improve our water resources as a water stressed region by universally fitting meters across both of our regions. Customers who are part of this programme will be contacted in advance to advise on when we will be fitting meters in their area. We will aim to fit meters externally, and if this is not possible, or if there is a more optimum location at your property, we will look to fit a meter inside your property.

When we fit the meter, you will be charged on the amount you use from the point at which we take a meter reading.

If you are struggling to pay, there are many ways we can help –

• We have different tariffs available, including our Assure social tariff which is designed to help customers on a low income. To explore our financial help options, head to our website Help with paying | Cambridge Water

• For debt support, there are many organisations who can help. Head to our website Debt support | Cambridge Water

Water meters are being installed as part of a nationwide initiative to improve the efficiency and sustainability of water use. Installing meters helps to:

- **Ensure fairness** – Customers only pay for the water they actually use, rather than a fixed charge based on the size of their home.
- **Encourage water conservation** – Metered usage helps people become more aware of how much water they're using, which often leads to reduced consumption.
- **Plan for the future** – Monitoring water usage helps water companies identify leaks more quickly and plan improvements to the network.
- **Comply with regulations** – Installing water meters is a legal requirement to manage water resources effectively, especially where there is pressure on supplies.

Section 11:

General conditions

Section 11: General conditions

Cost of reinstatement

If it is necessary to excavate your driveway, footpath or patio we will confirm this at the survey and will ensure that the area is made safe after fitting the meter. The permanent reinstatement of any disturbed area is at the customer's expense.

Ownership of the meter

Irrespective of who installs the meter, it remains, or becomes, the property of the Company.

Change of use

If water use changes to non-household use or there are substantial alterations or conversions to premises where there is a common supply pipe serving two or more premises in separate occupation, the supply to the original premises that has changed use will be metered. We will survey the property to determine where the meter will be installed and will confirm any costs applicable.

Customers whose water use changes to non-household use are eligible to choose their water supplier. For more information visit us at www.open-water.org.uk

If a meter cannot be fitted at the outside stop tap or internally either:

- The person chargeable for the supply must provide for the common supply to be separated or a separate metered supply to be installed to the premises; or

- The occupier or owner of the premises seeks agreement with us to pay the water service charges for all the premises serviced by the common service pipe, provided that all the occupiers of the premises concerned agree. The nominated owner or occupier will also have to make their own arrangements to recover any amount due from the other owners or occupiers

Access

The customer is to provide reasonable access to our meter reading equipment for routine reading, ad hoc reading and repairs. If continued access to the equipment is denied, we may suspend the charging based on metered usage and an alternative charging method will apply. As previously noted, under the WIA 1991, it is a criminal offence to restrict access to our meter.

If an alternative charging method cannot be determined, we reserve the right to install an additional accessible meter for our convenience. All charges related to this installation will be borne by the customer.

Reading water meters

We will normally install meters with remote reading devices so that we can read the meter without requiring entry to the property.

Stopped/inaccessible meters

In the event of the meter stopping or being temporarily inaccessible, consumption will be estimated by us using the most reliable data available until such time we are able to install a new meter.

Accuracy of meter readings

The register of the meter shall be evidence of the volume of water supplied unless it can be shown

that the meter does not meet the standard of accuracy required by the Measuring Equipment Regulations 1988.

The procedure for the testing of meters is set out in government regulations.

High consumption queries or concerns that the meter is not accurate

We have a three-stage policy for dealing with queries relating to the accuracy of meter readings:

- **Stage 1** - If the customer is concerned the meter is showing more water than they believe they have actually used, we will review the consumption history and current usage with the customer to help resolve the query

- **Stage 2** - If there is no explanation for the increased consumption for household customers we can carry out a detailed on-site inspection where we will check for evidence of any leaks, for example on toilets, ball valves and taps. This inspection is free for household customers

- **Stage 3** - If the customer still believes that the meter is not recording consumption accurately it is possible to change the meter and have it tested by a meter test specialist. However, if the test does not show the meter to be outside the accuracy limits required, the customer will be liable for the cost of the test at £174.09 plus VAT

Adjustment of charges

If a meter is proven to register incorrectly, charges will be adjusted to reflect normal consumption from either the date the meter became faulty or for the six months prior to the last reading, whichever is the earlier.

Meter logging

Where we fit a data logger to assist in the determination of any consumption or bill queries for household customers the costs will not be passed to the customer.

Estimates on unread meters

If we are unable to establish how much water has actually been supplied to the property, we may make an estimate and use this as the basis for charges. The estimate is made by reference to a previous like period, calculated to derive an average daily consumption.

If no previous like period exists, the estimate will be based on average usage for a single occupant, a couple or a family. This charge can be adjusted later if necessary.

Full details of our metering policy can be found in our Code of Practice or on our website at www.cambridge-water.co.uk

Section 12:

Definitions

Section 12: Definitions

Assessed charge	Cambridge Water applies assessed charges where it would be impractical or unreasonably expensive to fit a water meter.
Business Rateable Value	A rateable value in a list maintained under section 41 (local rating lists) or 52 (central rating lists) of the Local Government Finance Act 1988.
Bulk meter	A meter that serves more than one premises.
Bulk meter agreement	A written agreement with a person who has agreed to pay all the charges for a premises served by a bulk meter.
Charging year	The period from 1 April to 31 March.
Code of Practice	Cambridge Water's Code of Practice which is available via our website
Common Billing Agreement	A deed of agreement signed by both Cambridge Water and the management company of the premise where there is one common supply pipe with a common meter serving multiple premises. The management company agree to pay the water charges for the whole property (i.e. if the property consists of flats then the management company agrees to divide the charge between the tenants and collect in with the rent).
Communication pipe	The pipe that runs between the water main and the boundary of the street/property. This pipe is the property of Cambridge Water.
Company/Us/We	Cambridge Water, part of South Staffordshire Water Plc.
Consumer Council for Water	CCWater is an independent and statutory consumer body representing the consumer's interest in matters relating to the provision of water and wastewater services in England and Wales.
Cubic metre (m^3)	1,000 litres.
Customer	The person or entity liable to pay charges to the company for water supplied to any premises. This person will be the occupier unless the company has agreed with another person to accept payment from them.
Domestic customer	A customer in respect of water supplied to domestic premises.
Domestic purposes	Domestic purposes are defined by section 218 WIA 1991.Domestic purposes include water for drinking, washing, cooking, central heating and sanitary purposes and uses outside a house connected with its occupation not involving the use of a garden sprinkler, hosepipe or similar apparatus.
Household customer	A customer occupying premises used or intended for use as a dwelling.
Household premises	Premises used or intended for use as a dwelling.

Mega litre (Ml)	1000m^3 or 1,000,000 litres.
Meter	A meter installed by Cambridge Water, or fitted in accordance with a specification which has been approved by the company for charging purposes.
Metered charges	Charges which include an element calculated by reference to the volume of water passing through a meter.
Mixed-use property	A mixed-use property is defined as a property that has household and non-household use from the same supply. Where the primary usage of the mixed supply is for domestic purposes customers may be eligible for the relevant tariffs, leakage allowances and meter installation costs subject to the appropriate eligibility criteria stated within this Charges Scheme. Unless otherwise notified Cambridge Water will assume that mixed-use properties are primarily for business use.
Non-domestic premises	Those premises which do not fall within the classification of domestic.
Occupier	The person who has sufficient control over premises to put them under a duty of care to lawful visitors. Where there is no such person (such as where a property is partially let, or let for periods of less than 12 months, or is in multiple occupation) the owner may be regarded as the occupier.
Ofwat	Water Services Regulation Authority.
Premises	Includes any land or structure which is connected either directly or indirectly to Cambridge Water's supply network or is being considered for connection.
Rateable Value (RV)	The value of premises shown in the official valuation list on 31 March 1990.
Service pipe	The pipe that runs between Cambridge Water's water main and a property. It comprises the communication pipe (owned by Cambridge Water) and the supply pipe (owned by the customer).
SIC	Standard Industry Classifications.
Supply pipe	The pipe that runs from the boundary of the street/property to the property. Whoever owns the premises is the legal owner of the supply pipe.
Sewerage	See Wastewater.
Wastewater	Where appropriate wastewater refers to sewerage, surface water and trade effluent.
WIA 91 or WIA 99	Water Industry Act 1991 or 1999.

Section 13:

How to contact us

Section 13: How to contact us

General information can be found on our website:

www.cambridge-water.co.uk

@CambsWater

/CambsWater

Live chat: speak to an agent on Monday to Friday 8am to 6pm and on Saturday 8am to 1pm

Billing and general account enquiries: **01223 706050**
Emergencies, leaks or water supply problems: **0800 316 7676**
Help with paying: **01223 706050**
Sewer and drainage issues Anglian Water 03457 **91 91 55**

Email address: waterinfo@cambridge-water.co.uk

Opening hours
Billing and general account enquiries: Mon – Fri 8am – 6pm, Sat 8am – 1pm
Emergencies, leaks or water supply problems: 24 hours a day, 7 days a week

Other useful numbers

To check a caller is genuine: **0800 389 10 11**
Crime Stoppers (an independent organisation): **0800 555 111**

Postal address

Cambridge Water
PO Box 7040
Green Lane
Walsall
WS1 9QG

Section 14:

Statutory Regulatory Bodies and other useful addresses

Section 14: Statutory Regulatory Bodies and other useful addresses

CCW the voice for water consumers
23 Stephenson Street
Birmingham
B2 4BH

Telephone: 0300 034 2222
Email: enquiries@ccwater.org.uk
Website: www.ccwater.org.uk

Water Services Regulation Authority (Ofwat)
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Telephone: 0121 644 7500
Email:enquiries@ofwat.gsi.gov.uk
Website: www.ofwat.gov.uk

Anglian Water
PO Box 4994
LANCING
BN11 9AL
Telephone: 0345 791 9155
Website: www.anglianwater.co.uk

Drinking Water Inspectorate
Area 1A
Nobel House
17 Smith Square
London
SW1P 3JR
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