

Your chance to win
£500 Love2shop vouchers
See inside for details.

Cambridge Water Here for you



We're committed to providing high quality water, meeting your needs and delivering great value for money.

Visit our website today
cambridge-water.co.uk







Keeping bills low

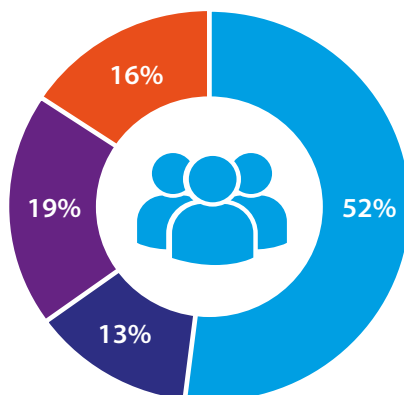
On average, our customers pay 36p a day for all the water they need for drinking, cooking, cleaning and flushing the toilet.

That's less than the cost of one litre of branded bottled water from the supermarket.

You can find out more details of our charges on our website. So you only get one bill we also collect charges for wastewater services on behalf of Anglian Water. For details of their charges please visit www.anglianwater.co.uk

How we spend your bill

-  Making sure you get a clean and reliable water supply
-  Providing an excellent customer service
-  Future investment in our assets
-  Financial costs and tax



We're proud to have been ranked **third out of 18** in the water industry's customer service league table for 2015/16



98%
customer
satisfaction

OUR SERVICE

Investing in what's important

We're investing £190m over a five year period to make sure:

- Every drop meets strict drinking water quality standards
- We meet our targets to reduce leakage
- Emergencies are quickly fixed so on average customers spend less than five minutes a year without water
- Our network of pumping stations, reservoirs and pipes are well maintained and upgraded

ONLINE

12,000
customers visit our
website every month

Win! with
Cambridge
Water

Register for My Account
and you could win **£500**
Love2shop vouchers*

Saving you time online

Whether you want to pay your bill, find out about your water supply, access the latest advice or report a leak, you'll find everything you need on our website **www.cambridge-water.co.uk**

Sign up to our safe, simple and secure online account system My Account and you'll be able to manage your account at a time and place that suits you.

With My Account you can:

- Pay and view your bills
- Set up a new payment plan or Direct Debit
- Amend your details

To register for My Account ...

Simply visit **www.cambridge-water.co.uk**. Click on My Account on the home page and type in your eight digit customer reference number from the top of your bill.

*Terms and conditions apply. See website for details.

19,621
customers helped
with debt support
options

We aim to help **7,000**
customers this year through
our new Assure tariff.



Providing extra help when you need it

We understand our customers may need some extra support at times, whether this is because of a short term financial crisis or a longer term health challenge. Please contact us online at www.cambridge-water.co.uk or call us on 01223 706050 and we'll help wherever we can.

- **Assure** – A new scheme to help make bills more affordable. Depending on your financial circumstances we may be able to reduce your water and sewerage bill by as much as 80%.
- **WaterSure** – A special tariff to help customers to save money where they have a water meter, use a lot of water and receive certain income-related benefits.
- **Priority Services Register** – Sign up to this if you need help understanding your bills; extra support if your water supply goes off, or want to register a password with us to protect against bogus callers.

EXTRA HELP

NB. All figures (excluding charges and website visits) are combined for both regions of South Staffs Water incorporating Cambridge Water.

**26,437 water
efficiency devices
provided free of
charge to customers**

Looking after your water

Water is precious and we should all take care to protect our valuable resource:

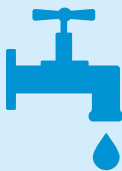
Saving water - Sharing water efficiency messages, offering free water saving devices and installing meters for free is all part of our work to encourage people to think and act differently about the water they use.

Keeping it clean - 97% of customers told us maintaining water quality is important to them. We're working to make sure every sample taken for testing meets high quality standards.

Protecting the environment - We work with farmers, landowners, The Environment Agency and wildlife organisations to get the right balance between customers' needs and the environment.

Ensuring we have enough water - Making sure we can provide high quality and reliable water supplies now and in the future requires a lot of planning. Find out more on our website.

From time to time there may be slight changes in how your water looks or tastes. This is perfectly normal and in most cases will work its way through the system. If you have any concerns, or the problem persists, please contact us. For more advice visit www.cambridge-water.co.uk/customers/customer-water-quality



19,945

**compliance samples
taken for testing last year**

YOUR WATER

Helping our communities

At Cambridge Water we think it's important to care for the combined needs of the environment, local communities and our employees.



980
hours spent
volunteering in
the community

In 2016, our employees spent over 250 days supporting our communities through volunteering or water related projects. A team of six spent a day clearing back brambles and overhanging foliage from Nine Wells springs near Great Shelford. This helps introduce light which will encourage rare species such as flatworms and caddis fly to return.

YOUR COMMUNITY

**Have your say
with a chance to
WIN £100 of
vouchers**

Listening to you

Help shape our future - We need to understand what's important to you so we can make the right decisions about the future service we provide.

You can share your views on our plans by completing a short online survey on our website **www.cambridge-water.co.uk**

All completed surveys will be entered into a prize draw to win £100 in Love2shop vouchers. Visit **www.cambridge-water.co.uk** for full terms and conditions.

To find out more visit our website:

www.cambridge-water.co.uk

Monitor our performance

At Cambridge Water we're proud of the high quality service we deliver and work hard to make sure we not only meet, but exceed customer expectations. You can keep track of our performance at **www.cambridge-water.co.uk**

Guaranteed Service Standards

You should expect a high level of service from us. We promise that if we fail to meet minimum standards of service we'll pay compensation equal to or above the amount required by UK legislation. For example we'll automatically pay you £20 if we fail to respond to a billing enquiry within 10 working days of receipt. We'll also automatically pay you £20 if we fail to restore your water supply following a planned interruption within the time specified on the warning notice. Further details are available on our website or on request.