

Welcome Home

Everything you need to settle in



Set up an account with us!

Scan the QR code to visit our website and get going on setting up your account.

Visit leafwater.co.uk





Congratulations on your new home

Let's unpack together

We totally get it – moving house can be really stressful, but we are here to take away some of the strain, so you can focus on the excitement of making your new house a home.

This pack has everything you need to know about your water supply!

Visit leafwater.co.uk



Create your new account

Our online account services have got you covered! With just a few clicks, you can handle payments, keep an eye on your water usage and bills, and update your personal information.

Visit leafwater.co.uk/myaccount

Our top tips to getting water smart

You don't have to lift a finger to let us know you've moved in – your home builder will have given us the heads up as part of the handover. We'll quietly work our magic in the background, updating our systems so you're all set.

Once you're all unpacked and settled, there are a few little things we suggest you do to make sure everything's hunky-dory. So let's dive in...



Run your cold water tap

If you notice your water smelling a little musty when you first move in, don't fret – this is totally normal. This happens if water sits in your internal pipes for a while.

No need to worry – your water is perfectly safe to drink, but to give it a refresh, we suggest running your cold water tap for a few minutes.

No-one likes waste, so try collecting the water you run and give a little welcome drink to your new garden, or house plants.



Learn where your water meter and stop tap are located

Finding your water meter is a breeze. Just head to the pavement outside your new home, and look for a plastic cover. You can lift it up using something like a screwdriver, and you'll then see your smart water meter.

Your internal stop tap is usually found under the kitchen sink, but your home builder will have confirmed this to you prior to moving in. If you're not sure where it is, we recommend getting in contact with them.



Set up your Direct Debit

Managing your payments is easy with Direct Debit. Your bill is taken automatically each month, helping you spread payments across the year on dates that suit you.

Set this up through your online account or by completing our quick form:
leafwater.co.uk/billing-payments



Smart is in

You're now part of a truly connected community, with smart meters installed.



What does your smart meter do?

Working day and night, this nifty device logs how much water passes through it every 15 minutes.

Why is it a big deal?

It helps us proactively catch any issues with your supply and avoid any nasty bill surprises. If we notice something seems off, don't worry - we've got your back.



How does it help?

Keeping tabs on your water usage couldn't be simpler. You have access to your data so you can make savvy decisions about your water habits.



Bills that make sense

Smart ensures that you're billed just right, paying only for the water that you use.



Green is the new cool

Keeping an eye on your water usage helps shrink your carbon footprint and improves our national water sustainability.

We're here to help

Important information

Need to get in touch with us?

Visit: leafwater.co.uk/contact-us

Office hours: Monday-Friday 8:30am-17:30pm

Call: 0333 009 5212

24hr Emergency Number: 0345 646 0680

To report an issue:

Call: 0345 646 0680

Email: support@leafwater.co.uk

Priority Services:

We understand that things can change for you at any time. You can register for priority services by contacting our customer service team or by completing the form on our website.

Visit: leafwater.co.uk/priority-services

Email our customer service team: billing@leafwater.co.uk

Call our customer service team: **0333 009 5212**

Our Charges:

It is important for you to understand what you are paying for and how we calculate your water bill. Every year we review our water and sewerage charges to ensure you are getting the best value for your money.

For more information please visit:

leafwater.co.uk/water-supply/water-charges



Don't forget to create
your account!



Get to know Leaf Water

Welcome to Leaf Water! We're proud to provide you with clean, safe drinking water, and to take care of removing wastewater from your property. We continue to grow our network and are building over 100km of mains to help serve you and our other 32,000 customers.

For some of our customers, we may only handle one service for your home, while another water company provides the other. Don't worry, where we can, we'll provide you with a single bill to make things simple. If we're not able to, you'll receive separate bills from each provider. You may need to set up another account but our friendly billing team will guide you every step of the way.

enquiries@leafwater.co.uk

We understand that over time, circumstances can change and we want to make sure you always feel supported. We offer a range of assistance tools to help manage your bills. It may not always feel easy to take the first step but our kind and friendly staff want to make sure you're looked after.

We're thrilled to have you as part of Leaf Water and look forward to helping bring your community to life. We all have the power to make a difference, to help and protect our local environment and water resources.

Saving water is simpler than you might think, and we're here to give you a guiding hand. Small habits like turning off the tap when not in use, taking shorter showers, or choosing water efficient appliances all add up ... and can save you money on your bills!





Bringing your Community to life

We've got a small favour to ask to keep the water flowing smoothly in your community. When it comes to what goes down the loo or down the sink, a little mindfulness goes a long way.

Items like wet wipes being tossed down the toilet, and fats and oils poured down the kitchen drain can wreak havoc on our network. Not only can they cause major blockages, but they can also cause local flooding. Let's be real, nobody wants that.

So, let's team up and keep the good stuff flowing! Help us out by being mindful of what goes down the drain. Together, we can minimise the risk of any issues and keep your community safe and sound.

Occasionally, especially during dry spells, we may need to ask everyone to use a little less water to support regional drought efforts. If that happens, we'll be sure to keep you in the loop with any updates.



Get In Touch

 www.leafwater.co.uk

 0333 009 5212

 enquiries@leafwater.co.uk



**Leaf
Water**

Bringing your community to life