Leaf Water

Part Of Advanced Water Infrastructure Networks

Bringing your community to life

# 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**



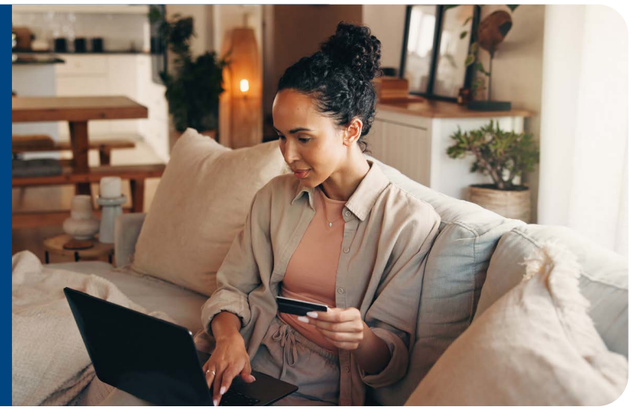
# Congratulations on your new home

## 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

Ready to get started? Setting up your account is super easy. Just tell us a few details and we’ll work our magic behind the scenes to get everything set up and ready to go.

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...

### 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**

### Learn where your water meter and stop tap are located

Finding your water meter is a breeze. They can normally be found in the pavement outside your new home, just 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.

### 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.

# Support when you need it

We understand that everyone's circumstances are different. Whether you're looking for support with your bills, or need extra help due to age, illness or disability, we're here for you.

## Priority Services Register

If you or someone in your household has additional needs, including illness, disability, or you're caring for little ones under 5, our Priority Services Register can help. It means we can offer extra support and keep you informed in a way that works for you.

**leafwater.co.uk/priority-services**

## WaterSure

If you or someone in your household needs to use more water than most, due to a medical condition or a larger family, WaterSure caps your bill at a fixed rate rather than charging for every drop. It's designed to give you peace of mind, so you don't have to worry about costs building up.

**leafwater.co.uk/watersure**

## Social Tariffs

If you're finding it hard to keep up with your water bill, a Social Tariff could reduce what you pay. Social Tariffs vary by region, so we'll match you to the tariff and eligibility criteria available in your area. You could be eligible if your household is on a low income or you receive certain benefits.

**leafwater.co.uk/social-tariff**





# We're here to help

## Important information

24hr Emergency Number
**0345 646 0680**

**Need to get in touch with us?**
Visit: **leafwater.co.uk/contact-us**
Call: **0333 009 5212**
Office hours: Monday-Friday 8:30am-5:30pm

**Got an issue with your water supply?**
Whether it's low pressure, a leak, or something doesn't look or taste quite right, let us know and we'll get it sorted.
Call: **0345 646 0680**
Email: **enquiries@leafwater.co.uk**

**Our Charges:**
We want you to understand exactly what you're paying for and how your bill is worked out. Every year we review our water and sewerage charges to make sure you're 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!**
It only takes a few minutes to get set up, and it's the easiest way to keep on top of things, from viewing your bills to keeping an eye on your usage, all in one place.



# How Our Technology Delivers for You

Your new home comes with a smart water meter, which measures exactly how much water you use.

Unlike traditional meters, smart meters automatically send your usage data to us, so your bills are based on actual usage rather than estimates. That means you only pay for the water you use.

## How does it work?



Working quietly in the background, your smart meter records how much water passes through it throughout the day. We use this data to make sure your bills are accurate and based on actual usage.

On most developments, you might spot a few small pieces of kit called Gateways. Designed to be discreet, they won't interfere with other networks but simply run quietly in the background, helping your new community tick along smoothly.

Gateways securely collect meter readings and send the information to our systems automatically, so readings can be taken remotely. They're usually installed in safe locations around the development, such as streetlights, utility poles and substations.





**Even if you can't see our technology, it's still hard at work for you.**

We take extra care when designing and positioning our assets to maximise performance and support your community as it grows.

Whether there's a Gateway on site or not, we'll make sure accurate meter readings are collected and delivered throughout the development's completion, helping to keep everything running smoothly and your billing accurate.





### 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.

# 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 hundreds of kilometres of mains to serve you and our other 90,000 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 publish a range of Customer Codes of Practice, including our Guaranteed Standards of Service, which explain the service you can expect from us and any compensation that may apply if we fall short.

You'll also find information on specific areas such as leakage and debt support, along with details of our complaints process and escalation options. All of these helpful documents are available on our website.

**leafwater.co.uk/publications**







# Bringing your
# Community to life

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

Wet wipes, fats and oils can cause stubborn blockages and even local flooding. Let's be honest, nobody wants that. So please help us keep everything flowing by only flushing what's supposed to be.

Saving water is easier than you might think, too. Simple habits like turning off the tap, taking shorter showers and choosing water-efficient appliances can make a real difference and help lower your bills.

From time to time, especially during dry spells, we may ask everyone to use a little less water to support regional drought efforts. If that happens, we'll keep you updated every step of the way.



# Frequently Asked Questions

## Everything you need to know about your water supply

### Billing & Payments

#### How do I pay my water bill?

The easiest way is through your online account at **leafwater.co.uk/myaccount**. You can also pay by Direct Debit, bank transfer, or by calling **0333 009 5212**. Setting up a Direct Debit is the simplest way to make sure you never miss a payment.

#### How is my water bill calculated?

Your bill will be a combination of a standing charge and how much water you use, recorded by your water meter. We publish our annual charges here: **leafwater.co.uk/water-supply/water-charges**.

#### Do you offer a WaterSure or Social Tariff scheme?

We offer assistance schemes for customers who are on a low income or who have a medical condition that means they use a high volume of water. Please contact our customer service team to find out which schemes you may qualify for and how to apply.

### Your Data & Account

#### How do I update my contact details or personal information?

You can update your details at any time through your online account at **leafwater.co.uk/myaccount**, or by contacting us via our website **leafwater.co.uk/contact-us**







### Priority Services & Vulnerable Customers

#### What are Priority Services and who can register?

Priority Services offer extra support to customers who may need it, including those with a medical condition, disability, visual or hearing impairment, or those who are elderly or temporarily vulnerable. Services include large-print bills, password schemes, and nominated contact arrangements. To register, visit **leafwater.co.uk/priority-services**, or call **0333 009 5212** registration is free and you can update your needs at any time.

#### What if I rely on water for medical equipment at home?

If you or someone in your household uses water-dependent medical equipment (such as dialysis machines), please register with us as a Priority Services customer immediately. We will ensure you are prioritised in the event of a supply interruption.

### Water Supply

#### What should I avoid putting down the drain?

Please never flush wet wipes, cotton pads, nappies or sanitary products down the toilet, even if labelled ‘flushable’. Avoid pouring fats, oils and grease down the sink. These cause blockages and flooding that affect your whole community.

#### Who is responsible for the pipes on my property?

Leaf Water is responsible for the water mains and the supply pipe up to your property boundary. You are responsible for the internal pipework within your home. The exact boundary point is typically at your external stop tap or meter.

**Still have a question?**

Visit: **leafwater.co.uk/contact-us**
Or call: **0333 009 5212**

# Get In Touch


www.leafwater.co.uk

0333 009 5212

enquiries@leafwater.co.uk


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