

ICOSA WATER SERVICES LIMITED

CHARGES SCHEME FOR NETWORKS
West Raynham, Norfolk 2017-2018



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Introduction

Within this document you will find our charges which we have produced for the period from 1st April 2017 to 31st March 2018. It is one of several documents approved by Ofwat which explain the services that we provide. More information about us can be found at icosawater.co.uk. You can find detail of how to contact us on page 14.

Our charges

Our charges for water, drainage and sewerage are regulated by Ofwat and will not be any higher than they would be if your property was being supplied by the local incumbent water/sewerage undertaker. Water legislation requires that water companies charge domestic customers in accordance with a Charges Scheme.

Charges to commercial customers may however be made by agreement rather than in accordance with a Charges Scheme, subject to these charges being approved by Ofwat.

Our charges and tariffs can be found on page 8.

We reserve the right to make retrospective adjustments where we discover that a customer has been billed incorrectly for all or part of their service. If the adjustment is in the customer's favour, we will always make a retrospective adjustment. If the adjustment is in our favour, then we may make an adjustment to your bill unless there is evidence of an avoidable error on our part.

Metering

All new properties supplied by us are metered and our charges will reflect the metered water consumption of your meter plus any standing charges. Sewerage charges are calculated on the assumption that 90% of the metered water you have consumed will be returned to the sewer. If your property is unoccupied the water meter will record that no water is being consumed and only standing charges will be applicable.

Charges will accrue regardless of whether the property is occupied or not unless a written request is made by the account holder to turn off the supply. In this situation, surface water drainage charges may still apply.

We aim to read all of our customer water meters at least once annually. If you receive an estimated bill, you can provide us with the correct meter reading by calling us on 0330 111 0780 or by writing the actual reading and date taken on the bill and sending it back to us to the address on page 14. We will then send you a revised replacement bill.

If you have received a large bill as a result of a leak you may be entitled to a leakage allowance. Details of our leakage policy can be found in our Code of Practice on Leakage which can be found on our website.

Standing charges

Standing charges are calculated on a daily basis and apply from the date of connection to our networks. Standing charges are based on our published tariffs page 8 (unless agreed otherwise for commercial customers).

Sewerage standing charges apply if the wastewater from your property drains directly or indirectly into a sewer. The sewerage standing charge includes the cost of disposing surface water and highway drainage. You may be entitled to a discount if the surface water from your property does not flow into the public sewer.

Please contact us if you think you may be entitled to a discount. We will give you a rebate in the event that your claim is successful.

Volumetric charges

Volumetric charges are based on the measured water consumption of your property as recorded by your water meter.

Volumetric sewerage charges are based on the assumption that 90% of the measured water used by your property is returned to the sewer. This mirrors the approach that the incumbent water company would take if your site was not served by us.

If you use large amounts of water that does not return to the sewer eg for watering gardens, then you must be able to demonstrate this for example using a sub meter. We apply an additional standing charge of £5 pa for each sub meter.



Other tariffs

We offer two alternative tariffs for metered domestic homes that may experience particular hardship and need to use large amounts of water. These tariffs feature higher standing charges and lower volumetric charges.

It is essential that you provide the appropriate documentation with your application for when applying for these tariffs.

Please note that it may also be necessary for us to contact appropriate authorities eg the Benefits Agency, Inland Revenue or a medical practitioner in connection with the information that you provide in order to validate your application.

We will treat all information in the strictest confidence and will not use it for any other purpose. You must inform us immediately if you cease to qualify for these tariffs.

AquaCare Plus

To qualify for this tariff, you (or another resident of your home) must be in receipt of one of the following:

- Child Tax Credit (other than just the family element)
- Housing Benefit
- Income Support
- Income based Job Seeker's Allowance
- Income related Employment and Support Allowance
- Pension Credit
- Universal Credit
- Working Tax Credit

For more details or to apply download the Aquacare Plus application form available on our website at icosawater.co.uk or call our customer services team on 0330 111 0780.

WaterSure Tariff

WaterSure provides financial assistance to household customers with a water meter who use large amounts of water for essential purposes. You may be eligible if you or any member of your household receives any of the following benefits/tax credits:

- Child Tax Credit (other than just the family element)
- Housing Benefit
- Income Support
- Income based Job Seeker's Allowance
- Income related Employment and Support Allowance
- Pension Credit
- Universal Credit
- Working Tax Credit

There should be 3 or more children under the age of 19 living at the property for whom child benefit is being claimed, or someone in the household should have been diagnosed with one of the following medical conditions:

- Desquamation (flaky skin disease)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Abdominal stoma
- Crohn's disease
- Ulcerative colitis
- Renal failure requiring home dialysis (except where the health authority contributes to the cost of the water used in dialysis)
- Any other medical condition that uses significant volumes of water and can be supported by a doctor's certificate

For more details or to apply download the WaterSure application form available on our website at icosawater.co.uk or call our customer services team on 0330 111 0780.



Unmeasured Charging

In instances where our unmeasured Water Supply and/or Sewerage Services, charges apply, they are made up of two parts:

- (i) a fixed charge per property for each service provided
- (ii) a variable charge per £ of the rateable value of the property.

Determination of Rateable Value Charge

For the purposes of the Unmeasured Tariffs, Rateable Value Charge means a charge fixed for a particular supply point wholly or partly by reference to a rating valuation list or otherwise determined, whether directly or indirectly, by reference to any value or other amount specified at any time in such a list or which purports to be so fixed or determined.

In fixing the Rateable Value Charge, Icosa Water makes reference to:

- (i) the value shown in relation to the property in a valuation list as at 31 March 1990; or
- (ii) where no such value is shown but a proposal for inclusion in a valuation list was made on or before 31 March 1990, the value shown in that proposal; or
- (iii) where no value is shown and no proposal was made but the local rating authority levied rates in relation to the property by reference to an assessed or estimated Rateable Value, that assessed or estimated value; or
- (iv) where a Rateable Value has become inappropriate for any reason (including redevelopment, conversion or modernisation of the premises, the merger of two or more former premises or parts of former premises, the sub-division of one or more former premises, a change in use of the premises so that the premises have become or have ceased to be a non-domestic hereditament for the purposes of Part III, Local Government Finance Act 1988, or because the premises were not liable to be separately rated under the General Rate Act 1967) a value assessed by us having regard to the Rateable Values of other properties within the locality as at 31 March 1990; or

- (v) where none of the above apply because the property was not constructed before 1 April 1990, a value assessed by us having regard to the Rateable Values of other properties within the locality as at 31 March 1990;

References to “Premises having a Rateable Value” or to “Premises not having a Rateable Value” shall be construed accordingly.

Our Assessment of Rateable Value

Where a Rateable Value has been assessed by us in relation to premises, any charges to be calculated in relation to those Premises (both in relation to periods before, if appropriate, and after the date of the assessment) shall be calculated by reference to that Rateable Value.

If, within one month of notification of our assessment, the Customer notifies us in writing that they dispute that assessment, the dispute shall be referred to the decision of a valuer (who shall act as an expert and not as arbitrator) appointed, in default of agreement, by the President of the Royal Institution of Chartered Surveyors whose decision shall be final and binding and whose costs shall be payable as they decide.

In the event of a dispute, we shall use our original assessment until the dispute is resolved. We will then re-calculate the charges using the Rateable Value (as agreed or determined) and will adjust the next account accordingly.

If two or more separate premises have a single Rateable Value, a separate Fixed Charge will be payable in respect of each premises.

Assessed Measured Charges

Where it is not reasonably practical to fit a Meter or to fit a Meter would involve unreasonable expense, we may offer an Assessed Measured Charge as detailed in Part 4.

The Assessed Measured Charges will be based on the appropriate Measured Tariff (i.e. Standard Measured) which would have applied if a Meter had been fitted, taking account of the likely occupancy.



Moving home

Please contact us as soon as possible if you are moving home. We require at least 5 working days' notice by telephone or 10 working days' notice by letter to produce a final bill.

When you inform us that you are moving out, you can either agree to provide us with a meter reading or allow us to use an estimated meter reading to calculate your final bill. If you would like us to take a final meter reading on the day that move out you must give us at least 2 working days' notice by calling us, sending us an email or by giving us notice to that effect when you notify us about moving home.

If you fail to provide an accurate meter read and you do not notify us that we take a closing read, you will remain liable for all charges until the first to occur of:

- 28 days after we find out you are no longer at the premises
- the new occupier informs us that they have moved in and are now responsible for paying water/sewerage charges
- the date the meter is normally read.

Once we've got all the information we need, we'll send you your final bill within 6 working days. If there's a credit on your account we'll either transfer your credit to your new account, or process a refund within 5 to 15 days, depending on the amount we owe you and the way you made your payments.

Should you require a water or sewerage supply to be disconnected, you must give us 14 working days notice.

Mixed use premises

Mixed use premises are premises that are used partly as a person's home and partly for business purposes and which receive a single supply of water.

If the premises are being used primarily for business purposes, our commercial tariffs will apply to you as if the whole of the premises was non-domestic premises.

Liability for charges

The occupier of the property (whoever is living in the property) is normally responsible for paying water and sewerage charges unless any other person is liable (i) under the Water Industry Act 1991 or under any other Act of Parliament, as the case may be or as may otherwise be agreed by us in writing.

Charges are applicable when a supply of water is made available to the premises, regardless of whether or not the supply is used, or if the wastewater from the premises drains either directly or indirectly into a public sewer, or the premises benefits from any facilities that drain into a public sewer. This includes surface water drainage.

The occupier is liable for charges applied to each and every connected water and sewage service point where a service is provided by us. If more than one person shares a property, everyone is responsible, even if the bill is only in the name of one occupier. All occupiers are jointly and severally liable, meaning that we can recover its charges from any one or all of the occupiers.

In the case of two premises being supplied by one meter, the occupiers of each of the premises supplied through that meter shall be jointly and severally liable for the whole of the charges calculated by reference to the water passing through that meter.

Tenants

If you're a tenant, you are responsible for paying water and sewerage charges, unless your landlord has made another agreement with us. We will notify you in writing if we have made an agreement with your landlord.

You can also check your tenancy agreement to see who's responsible and contact your landlord to make payment arrangements with us if the tenancy agreement requires the landlord to pay the water and sewerage charges.

Please note however that even if the landlord is responsible, if they don't pay, we will still recover the money owed from you instead as you will have used the services provided by us.



Local authority tenants

If you rent a property from the local authority, they may collect the charges on behalf of Icosa Water Services. This means your rent will include your water and sewerage charges. If you don't pay the charges part of the rent for any reason, the landlord may take legal action against you.

Value added tax

VAT is applied in accordance with prevailing HMRC legislation. There is currently no VAT on domestic charges.

Security deposits for non-domestic customers

We may insist on the payment of a security deposit or other form of security in certain cases to cover payment of future charges. Such a demand may be made where a credit check reveals there is no credit history for the customer or a risk of non-payment or late payment.

The amount of the security deposit will be equal to two times the amount for a normal billing period. The requirement for a deposit or other form of security may be reviewed by us periodically or at your request should changes occur in your usage, occupation or your credit rating.

Bankruptcy

If you are granted an Order for Bankruptcy which encompasses a water and sewerage charge debt, the debt will be limited to the charges that are outstanding as at the date of the Order for Bankruptcy, we will recover any charges that may accrue from the day after the Order for Bankruptcy as if the property had been newly occupied on that day.

Debt Recovery

If a household bill is not paid by the due date or if you default on your agreed payment arrangements, we will issue an appropriate warning reminder notice. If the bill remains unpaid we reserve the right to cancel payment arrangements and the whole of the outstanding debt will become due.

We will take appropriate enforcement action to recover the debt. We will also apply to the court for interest to be added from the date payment was due to be paid at the standard County Court rate if debt recovery proceedings are issued through the court.

We will recharge all third party costs to you the customer that we or our agents incur in the collection of outstanding debts. This includes solicitors' costs, court fees, enforcement and warrant costs where legal action is taken.

We may refer your account to a debt collection agency, working on our behalf, to determine your circumstances and/or to collect the outstanding charges. Before doing so, we will write to you giving you the opportunity to pay the debt in full and avoid a referral being made.

Payment options

You arrange to pay your bill in monthly, fortnightly or weekly instalments by the following methods. All bills are payable within 10 working days of receipt.

By Direct Debit

Get your bills paid on time with the option to either spread the cost monthly or on demand.

If you choose to pay monthly, we will work out how much you need to pay each month and adjust this where necessary to ensure that you are paying the correct amount to cover the charges for your consumption.

The Direct Debit Guarantee means we will notify you at least ten working days in advance if the amount you are paying or the payment date needs to change. If an error is made by either us or your bank or building society you will get a full and immediate refund from your branch.

You can cancel a Direct Debit at any time by writing to your bank or building society – please send us a copy of the letter so that we can manage your account and help you to prevent any arrears.



By Credit/Debit Card

Call us on 0330 111 0780 to use your credit/debit card to pay over the telephone. You can also arrange to pay by telephone in monthly instalments using your credit/debit card. Credit card payments are subject to an administration handling fee to cover card company charges.

By Post

You can pay your bill by cheque either in full or by agreed instalments. Please make your cheque(s) payable to Icosa Water Services Limited and post with the remittance slip on your bill to:

Icosa Water Services Limited
Focal Point
27-25 Fleet Street
Swindon
SN1 1RQ

Note, an administration charge of £14 will be made for cheques or direct debits that are returned by the bank unpaid due to lack of funds.

By Online Banking

Please use the following details to pay your bill via your own online banking services:

Our bank: HSBC
Our account number: 51623656
Sort code: 40-43-21

Please quote your customer reference found on your bill on all online banking transactions.

At the Post Office, Bank or Building Society

You can pay your bill by cash or cheque using the remittance slip at the bottom of your bill. (please note that the Post Office, bank or building society may charge you for this service).

We understand that it can sometimes be difficult to manage your financial outgoings. If you're having problems paying your bills we are here to help.

Please contact us as soon as possible to discuss alternative payment options.

We will send reminders where payments are overdue. We reserve the right to use legal action or debt collection agencies where appropriate to recover outstanding debts. We summarise our debt recovery policy below. Please refer to our Code of Practice for Debt Recovery available at icosawater.co.uk for further details.

WaterDirect

If you receive income support, job seekers allowance, pension credits, or Income Related Employment and Support Allowance from the Department for Work and Pensions, you may be able to arrange to make payments directly from your benefit under WaterDirect. This only applies if you are in arrears with your water bill. Please contact DWP for more details and make sure you let us know.



Connection & infrastructure charges

Please contact us for an application form if you wish to apply for a new or replacement connection to one of our existing water mains, drains or sewers. Charges will depend on the level of work involved and include reasonable costs including (but not limited to) design, third party contractor costs, traffic management costs, admin, inspection and abortive visit fees. We have to negotiate with contractors so will provide costs on application. Connection charges are payable in advance.

We can adopt newly constructed water, sewage and drainage networks on new developments and take responsibility for providing water and sewerage to the site. Please get in touch with us for more information.

Infrastructure charges

Infrastructure charges are set by Ofwat and cover any costs associated with adding the burden of extra connections to the network. They are outside the scope of current VAT legislation.

Standard infrastructure charges are payable on all new water and sewerage connections made for domestic purposes. Infrastructure charges may also apply in instances where a site or property redevelopment or extension/renovation of a property increases the demand experienced in the previous 5 years.

The following standard charges apply to domestic properties and properties where the water service pipe is 20mm or less:

Water £361.00 Sewerage £361.00

Non-standard infrastructure charges apply to properties where water is used for domestic purposes other than in houses or flats, eg sheltered accommodation, schools, student accommodation, or commercial premises with a connection larger than 20mm internal diameter.

Non-standard infrastructure charges are calculated by multiplying the standard infrastructure charges by a 'multiplier' which is determined by the sum of the building's loading units set out in the table below and divided by 24 (the loading figure for the standard infrastructure charges).

Type of water fitting	Loading unit
WC Flushing Cistern	2
Wash basin in house or flat	1.5
Wash basin elsewhere	3
Bath incl. Whirlpool or Jacuzzi (tap nominal size 20mm)	10
Bath incl. Whirlpool or Jacuzzi (tap size greater than 20mm)	22
Shower	3
Sink (tap nominal size 15mm)	3
Sink (tap larger than 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance e.g. washing machine, dishwasher or waste disposal unit. (subject to a minimum of 6 loading units)	3
Communal or commercial appliance eg washing machine, dishwasher or waste disposal unit	10
Any other water outlet (includes a tap, but excludes a urinal/water softener)	3



Domestic measured tariffs

	Water Standing Charge (£ per annum)	Volumetric Water Charge (pence per cubic metre)	Sewerage Standing Charge Full Service (per annum)	Sewerage Standing Charge Foul Water & Highway Drainage Only (per annum)	Volumetric Sewerage Charge (per cubic metre)
West Raynham Standard Household Tariffs	£29.00	153.73p	£87.00	£52.00	165.94p
West Raynham AquaCare Plus	£89.00	73.73p	£153.00	£118.00	68.16p
West Raynham WaterSure	£186.00	n/a	£240.00	£205.00	n/a

Note: Water meters are installed on all premises that are supplied by Icosa Water Services. The volumetric sewerage charge is based on the assumption that 90% of the water consumed is returned to the sewer.

Domestic un-measured tariffs

	Potable Water Fixed Charge p/a	Sewerage Fixed Charge Full Service p/a	Sewerage Fixed Charge Foul Water & Highway Drainage Only p/a
Rateable value up to £1,000 (inclusive)	£239.92	£274.5	£239.50
Rateable value from £1,001 to £5,000	£454.52	£461.30	£426.30
Rateable value above £5,000	£1,098.32	£1,098.32	£1,021.70
Zero or no rateable value	£239.92	£274.50	£239.50



Commercial tariffs

	Recommended Annual Usage (cubic metres)	Water Standing Charge (£ per annum)	Volumetric Water Charge (pence per cubic metre)	Maximum Daily Demand Charge (per cubic metre of peak day demand)	Sewerage Standing Charge Full Service (per annum)	Sewerage Standing Charge Foul Water & Highway Drainage Only (per annum)	Volumetric Sewerage Charge (pence per cubic metre)
Band 1	0-500	£48.00	134.75p	n/a	£119.90	£84.90	£158.80
Band 2	500-5,000	£113.00	120.81p	n/a	£177.95	£130.95	£149.23
Band 3	5,000-10,000	£604.00	113.84p	n/a	£462.59	£349.59	£147.33
Band 4	10,000-25,000	£829.00	69.23p	£93.00	£462.59	£349.59	£147.33
Band 5	More than 25,000	£1,519.00	39.14p	£154.00	£4,459.00	£3,356.00	£132.78

Maximum daily demand charge

The Maximum Daily Demand charge is fixed for the charging year and is calculated on the forecast highest peak rate of flow in a 24-hour period. The charge is subject to an agreement demand will not exceed the peak amount without written consent. If, however you take more than the agreed peak amount in any 24-hour period we will re-calculated and adjust your maximum demand charge upwards. The new peak amount will apply for a minimum of 12 months but will not be entitled to take more than the original agreed peak day requirement unless agreed otherwise.

Commercial un-measured tariffs

	Potable Water Fixed Charge p/a	Sewerage Fixed Charge Full Service p/a	Sewerage Fixed Charge Foul Water & Highway Drainage Only p/a
Rateable value up to £1,000 (inclusive)	£241.33	£276.58	£241.58
Rateable value from £1,001 to £5,000	£462.93	£472.38	£437.38
Rateable value above £5,000	£1,127.73	£1,059.78	£1,024.78
Zero or no rateable value	£243.33	£276.58	£241.58



We offer a number of different tariffs depending on your estimated water consumption and sewerage requirements.

To make sure that you select the right one for you, you will need to calculate your estimated water consumption for the year and the volume of sewage that you intend to discharge. Usually we will assume that 90% of the water recorded at the meter will be discharged as waste, except where we agree a larger allowance or water is discharged into the sewer from another source. The same tariff option must apply to both the water and the sewerage charge.

You will need to specify which tariff you wish to be charged at, and if you would like to change your tariff you will need to contact us on 0330 111 0780 to ask for an application form.

The new tariff will run from the date that the form was received for a minimum of twelve months.

We will monitor non-domestic consumptions on a regular basis and where it appears the criteria for tariff selection are being breached we reserve the right to change the customer's charging Band. The customer will be informed of any such decision and any new Banding will be applied for the next billing period following notification

Trade effluent tariffs

	Recommended Annual Usage (cubic metres)	Fixed Charge Per Year	R-Reception & Conveyance (pence per cubic metre)	VB – Volumetric & Primary Treatment (pence per cubic metre)	B – Biological Treatment (pence per cubic metre)	S – Sludge Treatment (pence per cubic metre)
Band 1	0-500	£1117.90	26.98p	49.59p	41.54p	29.04p
Band 2	500-5,000	£157.50	22.61p	44.68p	37.72p	26.42p
Band 3	5,000-25,000	£429.40	21.36p	42.18p	35.66p	24.99p
Band 4	More than 25,000	£1,592.00	20.21p	36.16p	30.39p	21.37p

Any waste water produced during the course of a trade or industry process (not including domestic sewage) is trade effluent. You will need to obtain our permission before discharging trade effluent into our sewerage system; discharging effluent without first obtaining permission is a criminal offence.

In order to obtain permission, you will need to complete an application form – call us on 0330 111 0780 for more details. If you are on a WATER ONLY site, then you will need to contact Anglian Water to gain permission.



Where the effluent is categorised as 'special effluent', we may need to refer an application to discharge to the Secretary of State. If we decline your application we will give supporting reasons, and if we accept then we may impose certain conditions in order to ensure that the trade effluent is discharged safely.

These conditions will form part of the consent we grant you to discharge trade effluent into our system. These conditions may include specifying the characteristics and composition of the effluent, the maximum volume that you are able to discharge per day, where the effluent can be discharged, the rate of flow, limits on the time of day that the effluent can be discharged, what records need to be kept, what information you will need to provide to us and the provision and maintenance of sampling facilities, testing apparatus and meters. The conditions will also specify the volume of discharge that will be treated as sewage – this may be calculated using a meter or an agreed assumed volume. If the rate, quality, nature or composition of the trade effluent changes, you will need to notify us.

You have the right to appeal to Ofwat if you disagree with any condition imposed - please see page 15 for our contact details. We calculate our charge for the removal of trade effluent based on the strength of the effluent in relation to average sewage strength. This calculation is made using the industry standard Mogden Formula. Our charges are based on the volume of waste discharged and depend on which band you are in.

$$C = R + VB + (Ot/Os)B + (St/SS) S$$

C = the charge payable per cubic metre

R = the charge per cubic metre for the reception and conveyance of Trade Effluent

VB = the charge per cubic metre for volumetric and primary treatment for Trade Effluent discharged to a Sewage Treatment Works (Water Recycling Centre) where biological treatment is given

Ot = the chemical oxygen demand of the settled Trade Effluent expressed in milligrams per litre

Os = the mean chemical oxygen demand expressed in milligrams per litre of settled sewage at Sewage Treatment Works (Water Recycling Centre) within the Anglian Area as assessed by us

B = the charge per cubic metre in relation to the biological oxidation of settled sewage

St = the suspended solids content of the Trade Effluent expressed in milligrams per litre

Ss = the mean suspended solids content of sewage expressed in milligrams per litre at Sewage Treatment Works (Water Recycling Centre) within the Anglian Area as assessed by us

S = the charge per cubic metre for the treatment and disposal of primary sludge from a Sewage Treatment Works (Water Recycling Centre)



Complaints

If you wish to talk to us regarding any aspect of our service, please call us on **0330 111 0780**. We are here to help and will try and sort your problem out as quickly as possible.

If you are not satisfied with the way we have handled your complaint you can request that it is reviewed by an appropriate manager within Icosa Water Services.

If you are still not satisfied following this review you can then ask the Consumer Council for Water (known as CC Water) to investigate your complaint. CC Water are the independent customer watchdog for the water industry.

CC Water's contact details are as follows:

CCWater, First Floor, Victoria Square House, Victoria Square,
Birmingham, B2 4AJ

Telephone: 0121 345 1017

Fax: 0121 345 1010

Email: central@ccwater.org.uk

Opening hours: Mon-Fri 8.30 am - 4.30 pm

If you are still unsatisfied following CC Water's review you have the right to refer your complaint to the Water Redress Scheme known as WATRS.

WATRS contact details are as follows:

WATRS, Centre for Effective Dispute Resolution, International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1E

Telephone: 0207 520 3801
Website: www.watrs.org
Email: info@watrs.org

For more information on the way in which we deal with complaints, please see our Customer Complaints Procedure and Guaranteed Standards Scheme.

Disputes

If you wish to raise a dispute in relation to the way we have charged you please call us on **0330 111 0780** in the first instance.

We are here to help and will try and resolve the dispute as quickly as possible.

If we are unable to resolve the dispute, you may be entitled to refer your issue to Ofwat for determination in some instances, including:

- Meter installation
- Connection charges
- Infrastructure charges
- Trade effluent charges

Ofwat's contact details are as follows:

Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA

Telephone: 0121 625 1300

Email: enquiries@ofwat.gsi.gov.uk



Getting in touch with us

Your bill and account

For queries relating to your bill, change of address, meter readings and other general enquiries, you can speak to our team on 0330 111 0780 Monday to Friday 8.30am to 5.30pm

For water and wastewater enquiries and emergencies you can call our team 24 hours a day on 0330 111 2014

You can write to us at:

Icosa Water Services Ltd, Focal Point, 27-35 Fleet Street, Swindon, SN1 1RQ

You can email us at:

customerservices@icosawater.co.uk

Or go online:

icosawater.co.uk

This booklet is available in Braille or large print on request.

