

# Water and sewerage regulators and watchdogs

There are various regulators and watchdogs that monitor the way water is supplied and sewerage services are provided in England and Wales.

Wessex Water works closely with these organisations which oversee our activities to ensure we meet and where possible exceed industry standards.

This leaflet provides information on the water industry regulators and watchdogs and their contact details. It forms part of our code of practice for household customers.



## The Water Services Regulation Authority

**(Ofwat)** is the economic regulator of the water and sewerage industry in England and Wales. Its role is to ensure companies operate in accordance with their licence conditions.

### Ofwat

Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
Tel: 0121 644 7500  
Fax: 0121 644 7699  
Email: mailbox@ofwat.gsi.gov.uk  
www.ofwat.gov.uk



**The Consumer Council for Water (CCW)** is an independent organisation which represents the interests of water consumers in England and Wales. Its role is to make sure the consumers' collective voice is heard in the national water debate. If you have a complaint and followed Wessex Water's complaints procedure but remain dissatisfied, you can ask CCW to investigate.

### Consumer Council for Water

1st Floor, Victoria Square house, Victoria Square,  
Birmingham B2 4AJ  
Tel: 0300 034 2222  
www.ccwater.org.uk



## The Drinking Water Inspectorate (DWI)

provides independent reassurance that water supplies in England and Wales are safe and drinking water quality is acceptable to consumers. It produces independent annual reports on the quality of public water supplies in England and Wales. These can be obtained from the DWI.

## Contact us

### For billing enquiries

0345 600 3 600 (Monday to Friday, 8am to 6pm).

### For operational enquiries

0345 600 4 600 (Monday to Friday, 8am to 6pm, emergency service at other times).

[www.wessexwater.co.uk](http://www.wessexwater.co.uk)

### Drinking Water Inspectorate

Area 7e, 9 Millbank, Nobel House, 17 Smith Square,  
London SW1P 3JR  
Tel: 0300 068 6400  
Email: dwi.enquiries@defra.gsi.gov.uk  
www.dwi.gov.uk



**The Environment Agency (EA)** has the principal aim of protecting the environment in a way that contributes to sustainable development by managing air, land and water. It is responsible for control of pollution in rivers, underground waters and in coastal waters. The agency oversees the amount of water we take from the environment to supply our customers.

### The Environment Agency

National Customer Contact Centre, PO Box 544,  
Rotherham S60 1BY  
General enquiries: 03708 506 506  
Emergencies: 0800 80 70 60  
Floodline: 0345 988 1188  
Email: enquiries@environment-agency.gov.uk  
www.environment-agency.gov.uk



**Defra** deals with all aspects of water policy in England, including water supply and resources, and the regulatory systems for the water environment and the water industry. These include drinking water quality; the quality of water in rivers, lakes and estuaries, coastal and marine waters; sewage treatment; and reservoir safety.

### Defra

Area 3B, Nobel House, 17 Smith Square, London SW1P 3JR  
Tel: 03459 33 55 77  
Email: defra.helpline@defra.gsi.gov.uk  
www.defra.gov.uk