

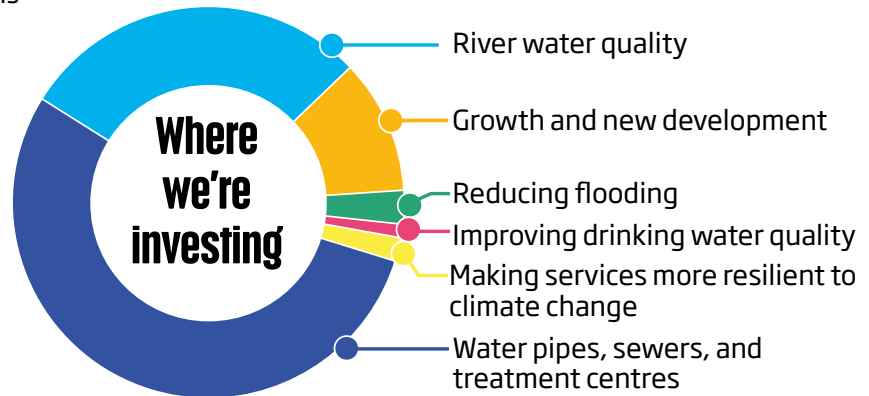


## Where we're investing

Every day we supply you and millions of customers in our region with water that is treated to the highest standard before reaching the tap.

We also take away sewage and wastewater and treat it so it can be returned to the environment safely. We work 24/7 to deliver this essential service.

Between 2020 and 2025 we are investing £1.4 billion to make things even better for both you and the environment.



## Tackling storm overflows

Storm overflows automatically operate during heavy rainfall to release diluted wastewater, mainly rainwater, to prevent homes and highways from flooding.

We believe overflows have no place in the 21st century, but they are a legacy from the past so it will take time and significant investment to resolve them.

We're investing £3 million a month to tackle overflows and reduce how often they operate, with work already underway.

### How you could help

You pay a charge for rainwater draining from your roof to the sewer. However, you could save around £26 off your bill by disconnecting downpipes and distributing any surplus rainwater across your garden or into a soakaway.

That will help ensure rainwater doesn't overwhelm some sewers during intense rainfall and result in storm overflows operating.

Find out more at

[wessexwater.co.uk/overflows](https://www.wessexwater.co.uk/overflows)

## Important information

### Your comments

If you have any comments or complaints about the services we provide please visit:

[wessexwater.co.uk/policy](https://www.wessexwater.co.uk/policy)

or call 0345 600 3 600 for a copy of our core customer information for complaints.

### Our promises

Wessex Water offers customers one of the best overall guarantees in the industry which applies to our water and sewerage services, such as supply interruptions, sewer flooding, and customer services.

For a full list of our promises visit [wessexwater.co.uk/promises](https://www.wessexwater.co.uk/promises) or call 0345 600 3 600.

### Your view matters

We value your opinion so please join our online customer research panel.

You can tell us what you think of our services, how we can improve and help us plan for the future.

Visit: [wessexwater.co.uk/have-your-say](https://www.wessexwater.co.uk/have-your-say)

**have-your-say**

## Your water supply

It's worth knowing which pipes you are responsible for and those that we look after.

You are responsible for the maintenance of the plumbing inside your home. For example, all pipework, water tanks, taps and overflows.

By law you are also responsible for the private supply pipe from your house to the outside boundary of your property. Where your private supply pipe crosses third party land, you are responsible for the pipe from the point where it leaves our water main in the highway.

If you have a leak on your external private supply pipe we might be able to repair it under our free leak repair service.

Our leakage policy explains how we help customers with leakage on their supply pipes.

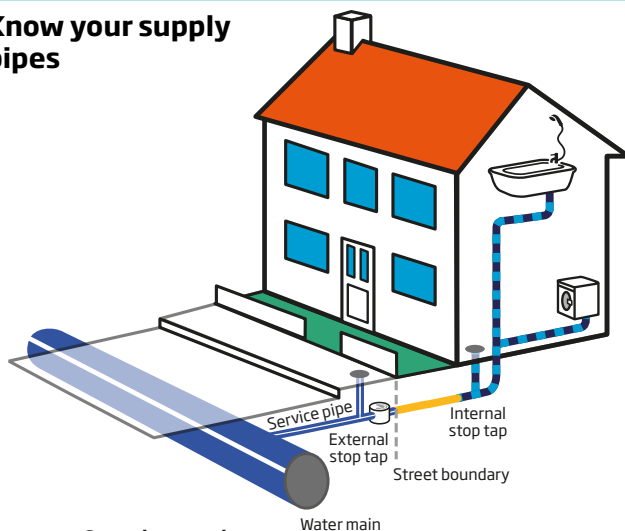
If you spot a leak call our 24-hour Leakstoppers line on 0800 692 0 692.

### Water quality

A free copy of the water quality report for your supply area can be requested by calling 0345 600 4 600.

Alternatively, you can use our online form at [wessexwater.co.uk/contact-us](https://www.wessexwater.co.uk/contact-us)

### Know your supply pipes



#### Our pipework

We maintain it and fix leaks as quickly as we can.

#### Your pipework

Your responsibility, but we'll help you look after it.

#### Your pipework and fittings

Your responsibility, and you'll need to contact a plumber if you have any problems with them.

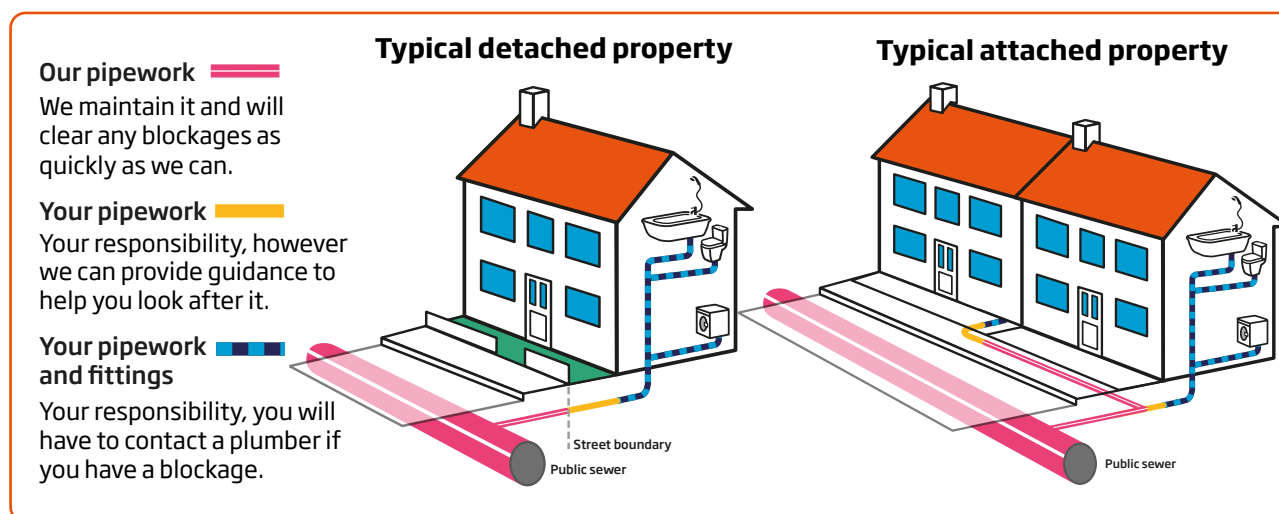
### Strange taste or colour?

Changes within your home can affect the taste of drinking water. For water quality information or advice about discolouration visit

[wessexwater.co.uk/water-quality](https://www.wessexwater.co.uk/water-quality)

## Your drains

While we're responsible for maintaining public sewers, you are responsible for maintaining your private drain - that's the section of pipe which serves only your property and is inside your property boundary. Where your private drain joins other pipework from neighbouring properties it becomes our responsibility. To find out more about sewer ownership visit: [wessexwater.co.uk/pipework](https://www.wessexwater.co.uk/pipework)



#### Our pipework

We maintain it and will clear any blockages as quickly as we can.

#### Your pipework

Your responsibility, however we can provide guidance to help you look after it.

#### Your pipework and fittings

Your responsibility, you will have to contact a plumber if you have a blockage.

### Typical detached property

### Typical attached property

**Stop the block** - protect your home from sewer blockages, by only flushing the three Ps - paper, poo and pee - and avoiding pouring fats, oils and grease down the sink [wessexwater.co.uk/stop-the-block](https://www.wessexwater.co.uk/stop-the-block)

### Be stranger aware

Bogus callers often prey on people in vulnerable circumstances by pretending they work for a water company to con their way into homes. All of our staff or representatives of our company carry photographic identification and rarely need to enter homes, and we operate a password system where requested. If in doubt, keep them out! Find out more at [wessexwater.co.uk/bogus-callers](https://www.wessexwater.co.uk/bogus-callers)