

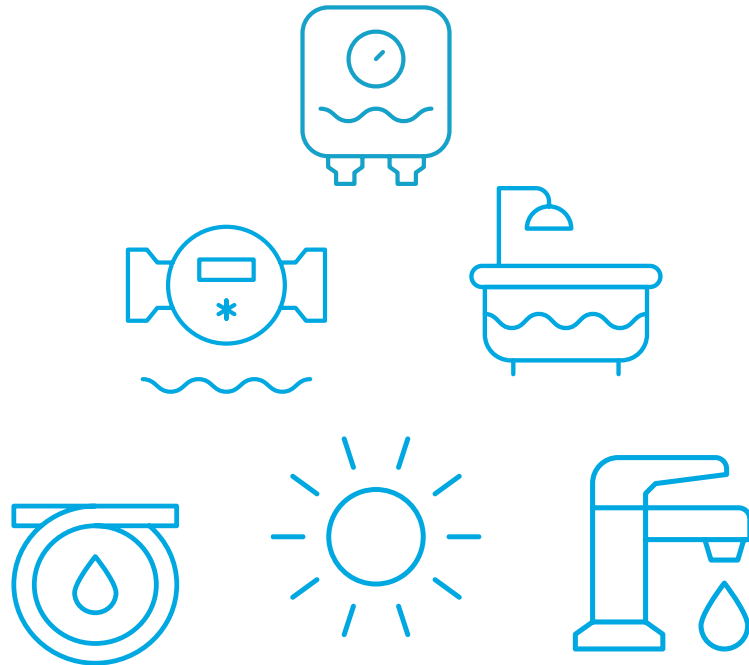


Welcome to IWNL



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About IWNL

We are proud to supply your water and/or wastewater services.

We are committed to providing you with a reliable supply of fresh drinking water, 24 hours a day, seven days a week.

We have a friendly and helpful customer services team who are happy to answer any questions you have.



As an IWNL customer, your charges will not be any higher than the traditional water company. Our prices match, or are lower than, the local supplier.

Find out how we compare at iwnl.co.uk - use our postcode checker or scan the QR code.



Registering with IWNL

To register for an account with IWNL, you will need:

- Your postcode and full address
- Your move in date
- Your meter serial number
- Your meter reading

You can either register online at iwnl.co.uk or call us on 02920 028711 and we will be happy to set it up for you.

If you cannot find your meter or can't take a meter reading, don't worry, call us and we will set you up over the phone.

IWNL take protecting your personal information very seriously and keep to the General Data Protection Regulation (GDPR). Our privacy policy can be found by scanning the QR code or visiting iwnl.co.uk/privacy-policy



How we are regulated

We are regulated by Ofwat, the regulator of the water sector in England and Wales.

Find out more about Ofwat by visiting their website at ofwat.gov.uk.

Ofwat ensures water customers are treated fairly and promotes competition throughout the industry. They also protect customers if their water supplier fails to meet their standards.



Your water meter

Every home that we supply has a water meter. We aim to read your meter at least once a year.

If we estimate your meter reading and you want to make sure your bills are accurate, you can read your meter yourself, if it is safe to do so, and send us your reading.

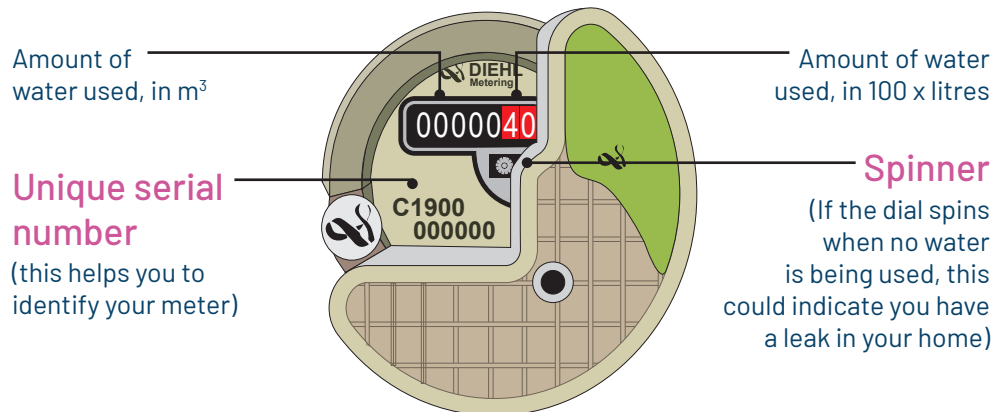
Benefits of having a water meter

- You can monitor how much water you use
- You only pay for the water and wastewater you use
- A meter helps to detect leaks. We will contact you if we notice something unusual, such as you using more water than normal

Reading your meter

Read the five black numbers (don't worry about the red ones). Then give us the reading by:

- Logging into your IWNL online account and clicking on 'submit meter reading'
- Filling in a contact form on our website
- Calling us on 02920 028711



Paying your bills

We have made it easy for you to pay your water bills.

We will either send you a bill every month, or twice a year.

Direct Debit



Millions of people trust Direct Debit to save them time and money with bill payments. You could too!

Switching to Direct Debit means no more hassle having to manually make a payment or forgetting to pay a bill on time. We also offer a £3.50 discount every year for choosing Direct Debit.

Spread the cost of your water bill equally across the year, in set monthly payments, using a fixed Direct Debit. It will be easier to budget as you know how much you will be paying and when.

E-Billing

70% of IWNL customers have chosen to use E-Billing as it is quick and convenient.

- Save £1.50 a year when you switch
- Reduce your carbon footprint by using less paper
- 24/7 available access to our quick and convenient online billing system
- Track monthly water outgoings
- View bills online and receive an email notification when they are ready to view

Payzone

A Payzone card is an easy way to make payments without the need for a bank account.

Online banking

You can pay through online banking using:
Sort code: 20-00-00
Account number: 73619559

24/7 payment line

Call our payment line at any time of the day to pay your bills using your credit or debit card - 02920 028711.



You will receive a £3.50 discount every year when you switch to Direct Debit, and an additional £1.50 a year when you switch to E-Billing.

It's easy to switch - just give us a call and we will be happy to help.

During the 2022 - 2023 charging period, we have applied a 2.5% discount to the water volumetric tariff.

Priority Services Register (PSR)

If you are of pensionable age, disabled, or chronically sick, you may consider joining our Priority Services Register.

We provide a range of services to support customers identified as vulnerable. These include customers who:

- Are blind or partially sighted
- Are deaf or hard of hearing
- Have disabilities
- Have long term illnesses
- Have a child under the age of five living in the home
- Are in financial difficulties
- Have difficulty communicating

Nominate someone to manage your account

You can nominate a third party to discuss your account on your behalf. They can deal with general and bill enquiries, pay your bill, or be contacted if a bill has not been paid.



Doorstep password scheme

Protection from cold callers with the password scheme. Any time a representative of IWNL comes to your property, we will use the password on your account so you know it is us.



Extra help and support we provide



Priority in emergency situations

Receive priority fault repair in the event of a water emergency.

An alternative supply in case of an emergency

If the supply is interrupted for more than 12 hours, we will provide an alternative supply of water for customers registered as vulnerable.

An alternative way to receive documents

We can provide our documents and bills in different formats, such as large print or Braille. We can also provide translated bills or talking bills.



Having difficulty paying your water bills?

We understand at times it can be difficult to manage your finances. If you're having problems paying your bills, please contact us to discuss how we can support you.

For free advice to help you manage your finances, these organisations offer confidential support:

Step Change

Free, independent debt advice:

0800 138 1111
stepchange.org

Citizens Advice

General money, legal and consumer support:

03444 111 444
citizensadvice.org.uk

Money Advice Service

For debt advice and tools for managing budgets:

0800 138 7777
moneyadvice.service.org.uk



How to join our PSR

To sign up to IWNL's PSR, you can log into your IWNL online account, call us, or send us a contact form. You can also chat to us live online using webchat.

T: 02920 028711
W: iwnl.co.uk/contact-us

We are available 8am to 8pm Monday to Friday, and 9am to 1pm on Saturdays.

Reduce your use

With just a handful of small changes you could save water, help the environment, and save money on your water bills.

What you can do in the kitchen

- Save 10 litres of water by waiting to use your washing machine until you have one full load, and not two half loads
- Try washing your fruit and vegetables in a bowl of water rather than under a running tap - this can save up to 15 litres every minute
- Fill up your dishwasher before putting it on. Dishwashers use around 15 litres of water with every wash
- If you do run the tap waiting for the water to cool down, you could collect it and reuse it in your garden

What you can do in the garden



Water butts are a great way to collect water for your garden. Rain could fill up your water butt 450 times a year.



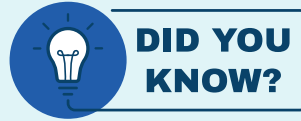
Save water by watering your plants at dawn or dusk, this will reduce the water lost to evaporation.



Use a watering can. A hose or sprinkler can use up to 1,000 litres per hour; that's more than 12 baths.



Recycle the water in your paddling pool. Use it to wash your car, water your plants or wash your dog.



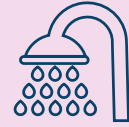
Using water efficiently means that we can minimise the amount of additional water resources being taken out of our rivers and aquifers.

This protects our water resources and the wildlife that live in them and rely on them for their survival.



What you can do in the bathroom

- By turning your tap off whilst you brush your teeth, you can stop up to 15 litres of water going to waste per minute
- Reducing your shower from 10 minutes to 4 minutes will save more than 300 litres of water every week
- Baths use more water than showers. By filling your bath just 1 inch less, you save 5 litres of water
- Check your toilets for leaks. Add food dye in your cistern and leave it overnight. If in the morning, the bowl is coloured, this indicates you have a leak. Internal leaks should be fixed by an approved plumber - find one at watersafe.org.uk



Know your usage

A cubic metre (m³) of water is 1,000 litres. This is equivalent to:

- 13 baths
- 14 loads of washing
- 28 showers, or;
- 111 toilet flushes

The average person in the UK uses 142 litres of water every day (ccwater.org.uk).

You can keep track of how much water you use each day by filling out our Water Audit Checklist, which can be found online at iwnl.co.uk, or by scanning the below QR code.



Stop the block

When we put items down the sink or the toilet that aren't meant to be there, for example cotton wool buds and wet wipes, it can cause serious pipe blockages, which leads to sewer flooding and pollution in and around your neighbourhood.

Prevent pollution from avoidable blockages by making small changes in your kitchen and bathroom. This will make a huge difference to keeping the water flowing and protecting the environment.



If everyone recycles where possible, and disposes of waste in bins, we can all help to keep our sewers and our local environment clear.

Kitchen waste



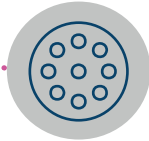
Scrape your plates.

Helpful tip: Scrape your plates of leftover food into the food bin for composting, before washing your plates or putting them in the dishwasher.

BLOCKAGES ARE AVOIDABLE IF WE RECYCLE AND PUT NON RECYCLABLE WASTE IN BINS.

Don't pour oil, fat or grease down the drain.

Instead, wait for it to cool and pour it into a recyclable container (such as a water bottle) and take it to your local household waste and recycling centre.



Use a sink strainer to capture leftover food.

Leftovers, peelings and food scraps should never go down the sink. Use a sink strainer to capture them and then put the waste in a food bin.

Bathroom waste

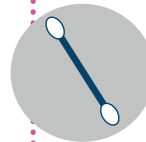
Use the bin, not the flush.

Helpful tip: put a bin next to your loo to encourage items to be thrown away and not flushed.



Bin wipes, cotton wool and floss.

Bin all items which are not toilet paper and human waste. Other items will clog the sewers.



For more information on stopping the block, please visit our website at iwnl.co.uk or scan the below QR code.



Do not flush - put in the bin

- Cotton wool balls
- Cotton buds
- Medicine
- Plasters and bandages
- Dental floss
- Wet wipes
- Kitchen roll
- Sanitary and incontinence pads
- Tampons and applicators



IWNL contact details:

Telephone: 02920 028711

Website: iwnl.co.uk

Live chat: iwnl.co.uk

Our office hours:

GENERAL QUERIES AND BILLING:

Monday – Friday 8am – 8pm

Saturday 9am – 1pm

WATER OR DRAINAGE EMERGENCIES:

Available 24 hours a day, seven days a week

