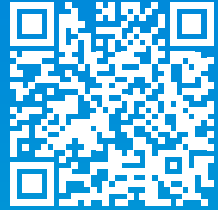




Register for an account



Welcome to Independent Water Networks



Contents

About Independent Water Networks	3
Your water meter	4
Paying your bill	5
Help with paying your bills	6
Priority Services Register	8
Reduce your use	10
Stop the block	12
Contacting us, opening times and emergency number	14

This brochure is available to view and download on our website at www.iwnl.co.uk/homeowners/



We can provide you with a large print, Braille or a translated version of this brochure. We can also supply this in black and white.

About Independent water networks

We are the water supplier for your development.

To find your sewerage supplier, please visit www.water.org.uk/customers/find-your-supplier



Find your sewerage supplier

We work hard to provide you with safe, reliable water and a great customer experience. Our friendly customer contact centre is ready to answer your questions.

We align our charges to the local water supplier in your area. This ensures you never pay more than you would with the traditional supplier. To view and compare our charges, use our postcode checker at www.iwnl.co.uk/#pc or scan this QR code.



Tariff checker

Registering for an account

Register for an account either online at www.iwnl.co.uk or call us on 02920 028711.

When you register you'll need:

- Your postcode and full address
- Your move in date
- How many people live at the address

Register for an account



We'll keep your personal information secure and comply with the General Data Protection Regulation (GDPR). View our privacy policy at www.iwnl.co.uk/privacy-policy

We're regulated by Ofwat

We're regulated by Ofwat, the economic regulator of the water sector in England and Wales. 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. You can find out more about Ofwat by visiting their website at www.ofwat.gov.uk



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. We'll update your bill right away.

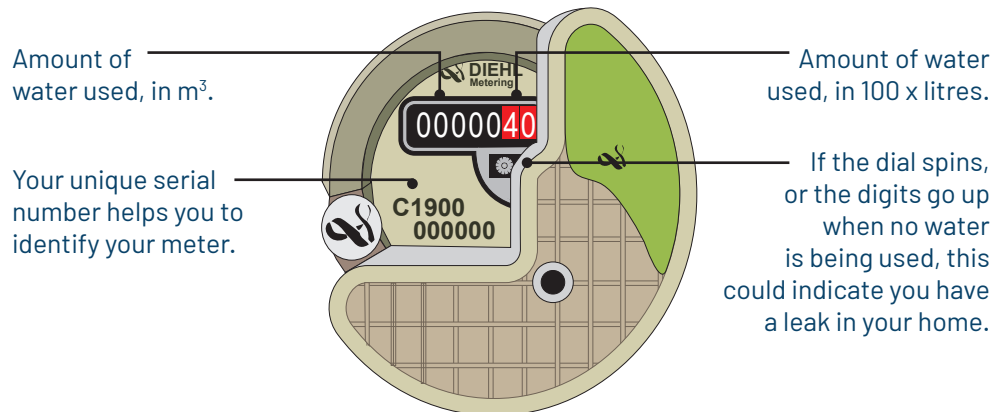
Benefits of having a water meter

- You can monitor how much water you use
- You only pay for the water 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 online account and clicking on 'submit meter reading'
- Contacting us at www.iwnl.co.uk/contact-us
- Calling us on 02920 028711



The make, model and appearance of your meter may vary to the one shown above.

Paying your bills

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

If you pay by Direct Debit we will send you a bill twice a year. If you pay by another method, you will receive your bill every month.

For more information on ways to pay, please visit www.iwnl.co.uk/help-and-advice/paying-your-bill/ or scan the QR code.



Ways to pay

Ways to pay

Direct Debit

Switching to Direct Debit is the easiest way to pay. It saves you time and hassle, so you don't have to remember to pay bills or make payments on time.

- Receive a £3.50 discount every year when paying by Direct Debit
- Spread the cost of your water bill equally across the year, in set monthly payments
- It will be easier to budget as you know how much you will be paying and when
- Get peace of mind with the Direct Debit guarantee

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. Please use your customer account number as your payment reference.

- Sort code: 20-00-00
- Account number: 73619559

24/7 payment line

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

Paperless billing

You can choose paperless billing if you prefer to get your bills electronically instead of by post.

- Receive a £1.50 discount every year
- View and pay your bills online
- Track monthly water outgoings
- Do your bit to help the environment by cutting down on paper

Help with paying your bills

We understand sometimes it can be difficult to pay for all your household bills.

If you're worried about paying your bills, or think you might need a little extra support, we are here to help – please let us know as soon as possible.

Please get in touch with us as soon as you can if you are worried about paying your bills – we can only help if you let us know.



Contact us

Extra help and support we provide



WaterSure scheme

WaterSure is a scheme designed to cap water bills for vulnerable customers who need to use a lot of water.

You may be eligible for the WaterSure scheme if you:

- receive Child Benefit for three or more children under 19 who live in your household; or
- someone in your household uses more water than average because of a medical condition

WaterSure
information



Payment plans

A payment plan can help you spread the cost of your bills, over flexible payment periods, such as weekly, fortnightly or monthly.

If you're behind on payments, the payment plan will cover the cost of what you owe and your water usage.



Breathing space

If you need a bit of time to get back on your feet, we may be able to pause your payments for a short while.

If you've had a change in personal circumstances that's had an unexpected impact on your income, you may be eligible.



WaterDirect

You may be able to arrange for your payments to be taken directly from your benefits under WaterDirect. This only applies if you are behind on payments with your water bill.

If you get income support, job seekers allowance, pension credits, or Income Related Employment and Support Allowance from the Department for Work and Pensions (DWP), you may be eligible. Contact the DWP for more details.



Social Tariffs

Our Social Tariff is aimed at customers struggling with paying their water bills. It offers discounts on water bills to low-income households that meet certain criteria. If your income is below average and you need help, please fill out our application form on our website and we'll check if you're eligible.



Download our Social Tariff
application form

Free and independent advice

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

Step Change

Free, independent debt advice:

0800 138 1111
www.stepchange.org

Citizens Advice

General money, legal and consumer support.

03444 111 444
www.citizensadvice.org.uk

Money Advice Service

For debt advice and tools for managing budgets.

0800 138 7777
www.moneyadviceservice.org.uk

Priority Services Register (PSR)

We're committed to supporting you in every way we can, especially during challenging circumstances. Our Priority Services Register (PSR) is a free service designed to give you extra support when you need it most.

If you have a medical condition, a disability, are a pensioner, or need temporary support, you may want to join our PSR.

We provide various services and support. This includes sending bills in different formats, talking to someone about your account for you, and helping you find ways to pay your bills.

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



Scan for more information on our Priority Services Register

Our PSR offers these benefits:

- We'll keep you informed if an incident affects your water supply.
- Priority fault repairs and an alternative supply after 12 hours.
- Braille, large print, audio or translated documents.
- We offer a doorstep password scheme for home visits, so you can trust our team when we visit.
- We'll arrange for someone of your choice to help you manage your account.
- Financial support available if you're worried about paying your bills.

The help and support we offer



Doorstep password scheme

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



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.



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. Call us to request a nomination form.

How to join our PSR

To sign up to our PSR, you can log into your online account, call us, or contact us through our website. You can also chat to us live online using webchat.

- Phone us on: **02920 028711**
- Visit our website: **www.iwnl.co.uk**
- Chat to us live: **www.iwnl.co.uk/contact-us/**
- Write to us at: IWNL, Driscoll 2, Ellen Street, Cardiff, CF10 4BP
- Send us a WhatsApp message by scanning this QR code:



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



Wash your fruit and vegetables in a bowl of water instead of under a running tap. This can save up to 15 litres each minute.



Fill up your dishwasher before putting it on. Dishwashers use around 15 litres of water with every wash

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 wisely helps us reduce the extra water we take from 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 by 1 inch less, you save 5 litres of water



Check your toilets for leaks. Add food dye to your cistern and leave it overnight. If the bowl is coloured in the morning, this indicates that you have a leak. An approved plumber should fix internal leaks - 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 www.iwnl.co.uk, or by scanning this QR code.



Water Audit Checklist

Stop the block

When we put items down the sink or toilet that shouldn't be there, like cotton wool buds and wet wipes, it can block pipes. This blockage can lead to sewer flooding and pollution in your neighbourhood.

Stop pollution from blockages by making simple changes in your kitchen and bathroom. This will help the water flow and protect the environment.



If everyone recycles when they can and uses bins for waste, we can help keep our sewers and local environment clean.

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



Kitchen waste



Scrape your plates.

Scrape leftover food from your plates into the food bin for composting, before washing them or putting them in the dishwasher.



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

Let it cool, then pour it into a recyclable container. You can either recycle it at home or take it to your local waste and recycling centre.

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 www.iwnl.co.uk/help-and-advice/sewers-and-drains/ or scan this QR code.



Stop the block

Contacting us

General account queries and billing



Phone us on: 02920 028711



Visit our website: www.iwnl.co.uk



Chat to us live: www.iwnl.co.uk/contact-us



Write to us at: IWNL, Driscoll 2, Ellen Street, Cardiff, CF10 4BP



Send us a WhatsApp message by scanning the below QR code:



Our opening hours are:

Monday to Friday - 8am - 8pm

Saturday and Sunday - 9am to 5.00pm

Bank holidays - 9am to 5.00pm

Water or drainage emergencies

Available 24 hours a day, seven days a week

Phone us on: 02920 028711