



### MAKING YOUR WATER CHARGES AS CLEAR AS OUR TAP WATER

Our charges change on 1 April each year. This guide explains how we charge you. For a personalised breakdown of how your own bill is made up, create an online account at [nwl.co.uk](http://nwl.co.uk) or download our easy to use on-the-go app. Go to the app store and search Northumbrian Water.



## WHY YOUR WATER BILL HAS CHANGED

To keep delivering clean, fresh tap water and to protect our environment, we need to continue improving our water and wastewater systems. This means that our prices have increased this year by more than the rate of inflation. However, our rates are still among the lowest in the country.

By the end of 2025, we'll have invested £490 million to upgrade pipelines, treatment plants, and pumping stations across the North East. Our plan for 2025-2030 will eliminate serious pollution and keep sewage out of rivers, waterways, and seas. These upgrades will expand our sewer network, protect the environment, and ensure a reliable water supply, even as the climate changes. To learn more about what's happening in your area, scan the QR code or visit [nwl.co.uk/myarea](http://nwl.co.uk/myarea).



We do understand that an increase in water bill prices can be a concern for some of our customers. That's why we have lots of support available for anyone who might need it. If you're having trouble paying, please talk to us - we're here to help. Find more information at [nwl.co.uk/bill-help](http://nwl.co.uk/bill-help).



### Water charges

Cover the cost of supplying you with clean, clear, great tasting tap water.



### VAT

Household customers aren't charged VAT on their water services.



### Sewerage charges

Cover the cost of removing, treating and disposing of waste and rainwater from your home safely. It also includes a highway drainage charge.



### Surface water drainage

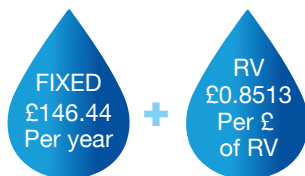
If rainwater from your home doesn't drain into one of our sewers, you can claim an allowance on the sewerage charges you pay. You can apply at [nwl.co.uk/tariffsandcharges](http://nwl.co.uk/tariffsandcharges).

## I don't have a water meter

### Your water charges

You pay a fixed charge and also a charge based on the rateable value (RV) of your property. See our website for a full explanation

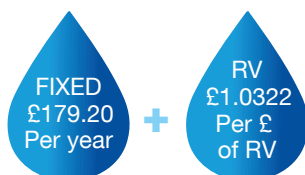
[nwl.co.uk/help/rateable-value](http://nwl.co.uk/help/rateable-value).



### Your sewerage charges

You pay a fixed charge and also a charge based on the rateable value (RV) of your property.

The fixed charge is reduced to £98.90 per year if you're not connected for surface water drainage.

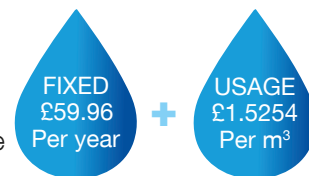


## I have a water meter

### Your water charges

You pay a fixed charge which covers maintaining and reading your meter.

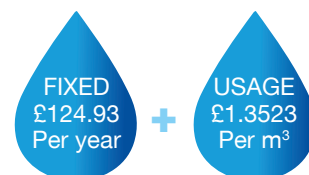
You also pay a usage charge for the water you've used.



### Your sewerage charges

You pay a fixed charge for surface water and highway drainage. You also pay a usage charge for taking away, treating and disposing of the water you've used.

The fixed charge is reduced to £44.71 per year if you're not connected for surface water drainage.



# OUR GUARANTEED STANDARDS OF SERVICE

Our regulator is currently reviewing the Guaranteed Standards of Service we should provide, so the standards detailed below may change during 2025. The latest version of our Guaranteed Standards Scheme can always be found in our leaflet 'Our Promise to You' online at [nwl.co.uk/code](https://nwl.co.uk/code) along with our codes of practice for debt, leaks, complaints and metering.

## Our customers are at the heart of everything we do

If we fall below the high standards we set ourselves, we'll pay for the inconvenience.



## What we'll pay you automatically

### We'll pay £20

- If we don't respond to a **question about your bill** within 10 working days.
- If you write to ask us to **change how you pay** and we're unable to do this and don't let you know within 5 working days.
- If we have access to your meter and don't provide you with a **bill based on an actual reading** (or a bill based on a reading you've provided) between 1 April and 31 March.
- If your water supply is **interrupted by our planned work** and we haven't let you know in advance.

### We'll pay £25

- If your **water pressure drops** below the required standard for over an hour, twice within a 28 day period, as long as we know you've been affected and it was not caused by necessary work (i.e. emergency work to repair a burst main).

### We'll pay £30

- If we need to **make an appointment** to visit you and we don't let you know if your appointment is in the morning (7am to 1pm), afternoon (12 noon to 6pm) or in a 2 hour time slot if you ask for this.
- If we need to **change your appointment** to visit you and can't give you 24 hours notice.
- If you let us know that you're concerned that your water may be **causing illness** in your household and we don't visit you in 4 hours.
- If your **water supply is off due to an emergency** and we don't turn it back on in 12 hours. We'll also pay you an extra £30 for each 12 hour period your water is off.
- If your **water supply is off for more than an hour due to planned work** and we don't restore your supply within the notice period. We'll pay an additional £30 for each 12 hour period your water is off.

### We'll pay £50

- If we don't **reply to your complaint** within 10 working days.

### We'll pay £75

- If the outside of your home is **flooded by one of our sewers**. If your sewerage bill for the year is more than £75, we will pay 50% of this.

### We'll pay £100

- If the main living area of your home is **flooded due to a burst water main**. If your water bill for the year is more than £100, we'll pay this amount instead.

### We'll pay £150

- If the inside of your property is **flooded from one of our sewers**. If your sewerage bill for the year is more than £150, we'll pay this amount instead.
- If we **incorrectly issue a County Court Judgment** against you or **incorrectly register a default** with a credit reference agency.

## What you can claim

### We'll pay £20

- If we've **blocked the access to your home** during our planned non-emergency work and haven't told you in advance.
- If we ask you to **boil your water** for more than 72 hours.

### We'll pay £50

- If we **incorrectly issue a County Court claim** against you when the Department for Work and Pensions (DWP), social services or a debt advice agency have asked us not to.

### We'll pay £100

- If we issue a **County Court claim** and you've already paid your bill. We'll also withdraw the claim.