

EVERYTHING YOU WATER KNOW

STEP THIS WAY...



WELCOME.

TO SOUTHERN ELECTRIC – YOUR NEW WATER SUPPLIER

PUT THE KETTLE ON

Hello. The chances are we might have met before. Our energy has been helping to boil kettles up and down the country for over 50 years. But yours is one of the first we're going to fill. Welcome to Southern Electric – your new water provider.

THE BRAINS BEHIND THE MAINS

During the time that we've been supplying gas and electricity, we've become quite good at what we do. Which is probably why we now have millions of happy customers.

How do we know? Well we've been voted "No.1 UK Domestic Electricity Supplier in Customer Satisfaction*" by J.D. Power and Associates, and we've been voted 'Best Overall Energy Supplier' in the uSwitch satisfaction reports for the 6th consecutive time**.

And it's our goal to give you the same high quality of service. The difference being that it's with our water, as well as energy, that we hope to make you happy.

We're also known for being one of the greenest energy suppliers††. So we're determined to be green suppliers of water too. Throughout this booklet you'll find water saving tips that'll help preserve the Earth's limited fresh water supply and help you to save money.

TRY IT OUT

Water's quite a simple thing really. And yet you can do so much with it. So to give you a chance to try just some of the ways you'll use our water we've put together a little goody bag. It's filled with home essentials to help you settle into your new place.

* Scottish and Southern Energy received the highest numerical score among electric and gas suppliers in the proprietary J.D. Power and Associates 2007 UK Electricity and Gas Supplier Customer Satisfaction Study™. Study based on 2,649 online interviews with domestic electricity customers measuring 6 electric providers and 2,655 online interviews with domestic gas customers measuring 6 gas providers throughout the UK. Proprietary study results are based on experiences and perceptions of consumers surveyed online in August and September 2007. Your experiences may vary. Visit www.jdpower.com

** Southern Electric is part of the Scottish and Southern Energy Group, voted Best Overall Energy Supplier in the 2006 (two Reports), 2007 (two Reports), 2008 and 2009 uSwitch Customer Satisfaction Reports.

†† Based on the Fuel Mix Disclosure of the 6 major energy suppliers for the period 1 April 2007 to 31 March 2008. Source: www.fuelmix.co.uk



CLEARLY BETTER

Keeping your bills accurate

Just like your energy, it's important to make sure you're not paying too much, or too little for the water you are using. After all, no one wants to get to the end of the year to find they've underpaid or been paying money they didn't need to.

That's why we'll come and read your meter every 6 months (provided you give us access to it), rather than only once a year.

Extra readings for vulnerable customers

If you are elderly or have additional needs and would like to keep an even closer track of your water use, we offer up to four free readings a year. Simply call us and we'll arrange to come out to read your meter.

Relocating your meter

If you'd like to move your water meter for any reason the first thing to do is give us a ring. We'll come out within 10 days and do a small survey which will tell you whether it's possible. If it is, we'll come and move your meter within the following 15 days of our visit. If we fail, we'll pay you £35.

We produce a standards leaflet describing the range of circumstances where we will pay compensation, visit www.southern-electric.co.uk for details.

every little drop...
**KEEP A JUG OF WATER
IN THE FRIDGE INSTEAD
OF RUNNING A TAP TO
GET COLD WATER***

Helping you beat the bogus callers

All our water meter readers carry identity cards so when they visit your home to read your meter you will know they are genuine. As further protection against bogus callers we also offer a doorstep password scheme.

You simply set up a password with us (using the registration form enclosed), and our staff will use this password when they visit your property.

If you have any doubt that the person on your doorstep is a genuine employee, contact the police or a neighbour immediately.

every little drop...
**A DRIPPING TAP
CAN WASTE UP TO 90
LITRES A WEEK = 13p!***
**AND THATS JUST
FOR ONE!**

Our Codes of Practice

We produce a range of helpful Codes of Practice about our water and waste water services, including a Code of Practice for Customers, a Code of Practice on Debt Recovery and a Code of Practice on Leakage. These are available on our website at www.southern-electric.co.uk or may be obtained free of charge by calling our customer services team on **0800 980 1391**.

*Source: www.waterwise.org.uk

What we charge for your water

PURE AND SIMPLE.

Yours is one of a growing number of homes in the UK with a water meter. Prior to this, your water would have been determined on the rateable value of your house.

Now, you will be able to see exactly how much water you use every six months.

The charges are simple and straightforward. You pay a basic standing charge for your water supply and also for your sewerage.

Then as a household, you pay a set amount for each cubic metre of water you use.

One of the biggest benefits of having a water meter is that it puts you in complete control. Twice a year you'll be able to see whether your water saving measures are working.

You may also find you are eligible for a discount, for example if you are on certain benefits and have a larger family or a medical condition which requires you to use more water than you would do normally.

A complete explanation can be found in the 'Charges Scheme' document available on our website www.southern-electric.co.uk

...every last drop

It can be a bit tricky trying to figure out just how much to pay for your water. Of course you have a meter, which we'll come to read every 6 months, but how much water does it actually take to fill a bath? Or flush a toilet?

Luckily, we got a few clever people to get their heads together and figure out how to filter some of the facts into clearer terms.



Questions or enquiries about your bill or the charges you pay

0800 980 1391

Monday to Friday 8am to 8pm and Saturday 8am to 2pm.

Enquiries about water quality, leaks or anything else about our pipes

0800 316 2190

365 days a year, 24 hours a day.

Careline – for customers with special needs

0800 980 1387

Monday to Friday 8am to 8pm and Saturday 8am to 2pm.

Approx.

300 flushes	£4.50
92 hot baths	£13.80
120 dishwasher cycles	£6.00
58 loads of washing	£7.00
365 power showers	£54.00

Source: www.waterwise.org.uk

Our Code of Practice for Customers details the options available for paying your water bill, visit www.southern-electric.co.uk for details.

†Source: www.waterwise.org.uk

Southern Electric is a trading name of Scottish and Southern Energy of which SSE Water Limited is a member. Registered Office: 55 Vastern Road, Reading RG1 8BU. Registered in England & Wales No. 6021063. www.southern-electric.co.uk

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COME ON
IN, THE
WATER'S
LOVELY...