

Leep Networks (Water) Limited



Customer Code of Practice

Customer Operations Team

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leep utilities™

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1. Introduction

This Customer Code of Practice explains the services we offer and what you can expect from Leep Water Networks Limited (Leep). It also explains what to do if you have any problems or are unhappy with our service.

This code has been approved for domestic customers by the Water Services Regulation Authority (Ofwat), the economic regulator for water and sewerage companies in England and Wales.

Copies of this code are available on our website. We will also send a copy free of charge if you ask us for one.

2. About us

Leep Water Networks Limited (Leep) supplies treated water and provides sewerage services to customers in designated areas as a new appointments and variations (NAV) company.

Where customers do not receive both services from us, the other service will be supplied and billed by a different company.

3. Who this code applies to

This code applies to all customers billed directly by Leep for water and/or sewerage services. It covers contact arrangements, billing, support, moving home, complaints handling and customer-related service standards.

Operational matters such as water pressure, interruptions, water quality, pipework responsibility, and sewer flooding are set out in our Supply Code of Practice.

Debt recovery processes are set out in our Debt Code of Practice.

4. How to contact us

Over the phone

You can call us about any query including bills, water quality, Priority Services or moving home. Our teams are available between 8am and 6pm, Monday to Friday on 0300 373 3540.

By e-mail

You can email us if you'd prefer to contact us in writing, or if there's documents you need to send. Our email address is hello@leeputilities.co.uk

Through our online portal

You can manage your account, send meter readings, raise queries or tell us about a move using our portal at www.leeputilities.co.uk.

Via post

Leep Water Networks Limited
Level 2, Metro
33 Trafford Road
Manchester
M5 3NN

For any questions relating to this document, please get in touch using any of the above channels.

5. Your bill and our charges

We aim to make your bill clear and easy to understand.

Billing frequency

Domestic customers are normally billed every three months.

Commercial customers are normally billed monthly.

What your bill includes

Your bill may contain charges for:

- water you have used

- sewerage services
- standing charges for the services provided

All customers have a water meter. Charges are based on water used plus a standing charge.

Meters and meter readings

We aim to read your meter regularly and at least once every 13 months. If we cannot read it, we may issue an estimated bill. You may send your own reading at any time.

Some meter reading commitments are covered by the Guaranteed Standards of Service. Details are available at www.leeputilities.co.uk/guaranteed-standards-of-service/

Meter ownership

Meters are owned, maintained and replaced by Leep.

Appointments

We make appointments to carry out meter works, site visits and investigations.

Some appointment commitments are covered by the Guaranteed Standards of Service. See www.leeputilities.co.uk/guaranteed-standards-of-service/

Understanding charges

This section explains how charges work, where to find them and what they mean in simple real-world terms.

Where to find our charges

Our annual Charges Scheme sets out all water and sewerage tariffs, standing charges and social tariffs.

It is approved by Ofwat and published each year on our website.

You can request a copy by contacting us.

How water charges are calculated

Your water charges are made up of:

- a standing charge
- a charge for each cubic metre of water used, measured through your meter

Your sewerage charges follow the same structure, except they relate to wastewater leaving your home.

Fresh water and wastewater explained in simple terms

Fresh water

This is the clean, treated water that comes out of your taps. It has been collected, cleaned and tested to high drinking water standards.

Wastewater

This is the used water that goes down your sinks, baths, showers, toilets and household drains. Wastewater is taken away through the sewer network to be treated and returned safely to the environment.

Being supplied by a NAV (Leep) – what it means for charges

If you live in an area served by Leep as a NAV, you'll pay the same or less than you would with the traditional water company for that area.

This is because:

- Our prices cannot exceed the equivalent charges of the incumbent water company.
- This rule is set and enforced by Ofwat.
- Our prices are fixed annually through our published Charges Scheme.

This means that being a Leep customer costs no more than being with the local water company that would otherwise serve your address. This is part of our 'no worse off' commitment.

6. Payment options

- **Direct Debit** – a recurring, automated monthly payment that we can set up for you.
- **Customer Portal** – where you can make an immediate card payment.
- **Standing Order** – similar to a Direct Debit but set up by you and your bank.
- **Bank Transfer** – done in branch, through online banking or telephone banking.
- **Call us** – our telephony payment line is open 24/7.

If you need to discuss payment difficulties or change your payment plan, call us.

Some response times relating to payment arrangement requests are covered by the Guaranteed Standards of Service. See leeputilities.co.uk/guaranteed-standards-of-service

7. Extra help and support

We know that everybody's needs aren't the same, and this section outlines additional services that are available on request. We've included information on social tariffs, the Priority Services Register and alternative accessibility options.

Social Tariffs (including WaterSure)

A social tariff is a reduced water bill for customers on a low income or facing financial hardship. Leep mirrors the social tariffs of other incumbent water and sewerage companies to make sure our customers are always paying the right amount for their water. The tariffs that are available to you are based on which area of the country your property is located.

Affinity Water Central region

Clean water: LIFT

Sewerage: WaterHelp (Thames Water)

Anglian Water region

Clean water: LIFT, Aquasave

Sewerage: LITE, Aquasave

Bristol Water region

Clean water: Restart, Assist, Low Income Pensioner Discount

Sewerage: Assist (Wessex Water), WaterCare (South West Water)

Essex and Suffolk Water region

Clean water: SupportPlus Reduced Charges, SupportPlus Debt Support

Sewerage: LITE, Aquasave, WaterHelp

Northumbrian Water North region

Clean water and sewerage: SupportPlus Reduced Charges, Debt Support

Severn Trent region

Clean water and sewerage: The Big Difference Scheme

South Staffs Water region

Clean water: Assure, Assure Assist

Sewerage: The Big Difference Scheme

South West Water region

Clean water and sewerage: WaterCare

Thames Water region

Clean water and sewerage: WaterHelp

United Utilities region

Clean water and sewerage: Help to Pay, Back on Track, Low income discounts

Wessex Water region

Clean water and sewerage: Assist Social Tariff

Yorkshire Water region

Clean water and sewerage: WaterSupport

WaterSure is a social tariff that helps households that use a high amount of water for essential reasons, such as medical conditions or having three or more children under 19. It caps your annual water charges so you will not pay more than the average household bill for your region. To qualify, you must receive certain income-related benefits and meet the medical or family criteria. Applying is simple: contact us, request a WaterSure application form and provide evidence of your eligibility. Once assessed, we'll confirm your tariff and review it each year to ensure you still qualify.

Priority Services

Customers who need additional support due to age, disability, health condition or temporary circumstances can join our Priority Services Register.

Some Priority Services commitments are covered by the Guaranteed Standards of Service. See www.leeputilities.co.uk/guaranteed-standards-of-service/

Accessible formats

Large print, Braille, talking bills and nominee billing are available.

Password scheme

We can agree a password with you for added protection during home visits.

8. Moving home

Moving in

Contact us when you take responsibility for a property so we can open your account, record an opening meter reading and ensure accurate billing.

Moving out

Tell us at least 10 working days before you leave so we can close your account correctly. Final bill and refund timescales form part of the Guaranteed Standards of Service.

9. What to do if you are unhappy

Where something goes wrong, we want to make sure we put it right as quickly as possible. We strive to deliver the best customer service in the industry and welcome all feedback on areas where we could improve. You can find a copy of our complaints process online at www.leeputilities.co.uk and a summary below:

Stage 1: Contact us

We will review your issue and respond within our standard timescales. Some complaint response times are covered by the Guaranteed Standards of Service.

Stage 2: Escalation to a manager

A manager will review your case and provide a final outcome. We may also present your case to a 'Customer Champion' to make sure it's been dealt with fairly.

Stage 3: Independent help from CCW

If unhappy after Stage 2, or if eight weeks have passed, CCW may assist.

Some matters may be referred to Ofwat or an independent arbitrator.

10. Independent help and dispute resolution

Depending on the issue, support may come from:

- CCW <https://www.ccw.org.uk/>
- Ofwat <https://www.ofwat.gov.uk/>
- The Environment Agency <https://www.gov.uk/environment-agency>
- An independent arbitrator

We will tell you when a dispute falls into one of these categories.

11. Guaranteed Standards of Service and other service levels

The Guaranteed Standards of Service (GSS) set minimum levels of service you can expect in areas such as appointments, meter reading, complaints handling, vulnerability support and final bill timescales.

Relevant sections of this code explain where GSS applies.

Full details, including when payments may be due, are available at:

<https://www.leeputilities.co.uk/guaranteed-standards-of-service/>

We also have voluntary service commitments which are set out in our website.

12. Glossary of useful terms

Account query

Any question about your bill, charges, payments or meter readings.

Alternative format

Information provided in formats such as Braille, large print or audio.

Appointment

A scheduled visit to your property for meter work or investigations.

Braille bill

A bill produced in Braille for visually impaired customers.

Charges Scheme

The annual document approved by Ofwat that sets out all tariffs and standing charges.

Complaint

Any expression of dissatisfaction with our service requiring a response.

Consumer Council for Water (CCW)

Independent consumer body for water customers.

Final bill

A bill issued when you move out or close your account.

Guaranteed Standards of Service (GSS)

Legally required service standards. Full details on our website.

Large print bill

A bill provided in larger text.

Measured charging

Billing based on water used.

Meter

A device used to measure water consumption.

Meter reading

A reading taken from your water meter.

Moving in / Moving out

The process of notifying us when you start or end responsibility for a property.

Ofwat (The Water Services Regulation Authority)

The regulator for water and wastewater companies in England and Wales.

Opening meter reading

A reading taken when you move in.

Payment arrangement

An agreed plan for paying your bill.

Priority Services Register (PSR)

A register for customers who need extra support.

Refund

Money returned to you if your account is in credit.

Social tariff

A reduced tariff for eligible customers.

Standing charge

A fixed annual charge applied to all accounts.

Supply area

The region where Leep provides services.

Tariff

The price charged for water and sewerage services.

WaterSure

A social tariff that supports households with essential high-water use.
