

# Welcome to your new home

FROM SEVERN TRENT CONNECT



ST Connect



# Welcome to Severn Trent Connect

We are your wastewater services provider. It's our duty to take away and treat your used water before safely returning it to the environment.

Placing customers at the heart of everything we do; we are committed to the delivery of high quality and good value services.

Our Customer Promise sets out the way we will serve you as a valued customer whenever you need to contact us or if we need to contact you:

- ✓ If you have a problem with your pipes or drains, you will only need to contact us once to get help. One of our team will own your problem until it is resolved
- ✓ If you report a problem that requires us to visit your property, we will be there with in six hours of you contacting us. In an emergency we will aim to attend within two hours
- ✓ If we need to visit your property, we will do so at a time that's convenient for you
- ✓ We will keep you fully informed of any work we carry out at your property
- ✓ We will provide advice and guidance on how to look after your pipes and drains to avoid potential future problems
- ✓ We will provide useful updates including details of planned maintenance that may impact you

In this leaflet you will find information about our services, our charges and how to contact us. We hope you find it useful and we look forward to serving you.







## Your Services

For operational queries relating to your wastewater services please contact us direct on 0345 450 9549.

Your water services are provided by South East Water and to keep things simple we have arranged for them to bill for wastewater services on our behalf.

For all billing enquiries and operational queries relating to your water services please contact **South East Water**.

### SOUTH EAST WATER

[www.southeastwater.co.uk](http://www.southeastwater.co.uk)

Billing /Account Enquiries:

**0333 000 0001**

Mon-Fri : 8am - 7pm Sat: 8am - 1pm

Water Supply Enquiries:

**0333 000 0002**

Mon- Fri: 8am - 7pm Sat: 8am - 1pm

Out of Hours Water Supply Emergencies:

**0333 000 0365**

# Your Charges

You can find full details of our charging scheme online at [www.st-connect.co.uk/household-customers/billing](http://www.st-connect.co.uk/household-customers/billing)

## What Services Am I Paying For?

Your bill is made up of three elements:

### Water Services Water Supply

This is shown as 'Water In' on your bill and covers the volume of water you have used.

A reading is taken from your meter to calculate your charges. There is also a Standing Charge which is a fixed annual sum based on the size of your meter. South East Water provide your water services.

### Wastewater Services Used Water Disposal

This charge is also based on the water consumption registered through your meter.

It is shown on your bill as 'Water Out' and covers the treatment of used water from your property.

### Wastewater Services Standing Charge

This covers the costs for sustainably managing the surface water run-off from your property, and also contributes towards the costs for producing bills and dealing with customer enquiries.

## FAQs

### **Q. How often will I receive a bill?**

**A.** You will receive a bill every six months from South East Water

### **Q. How can I pay my bill?**

**A.** There are a range of options for you to choose from and these will be detailed on your bill. The easiest way to pay is by Direct Debit, please give South East Water a call to set this up.

### **Q. When will I receive my first bill ?**

**A.** Once South East Water have received notification that you have moved into your property they will send you a bill within 7 working days.

# Some Useful Tips and Advice

We all have a responsibility to protect the environment. One simple way to do this and help to avoid sewer flooding is to avoid flushing certain items down the toilet and prevent cooking waste (i.e. fat, cooking oil and grease) being poured into your kitchen sink.

## Keep Our Sewers Flowing!

Please don't pour fats, oils and greases down the sink or the toilet - even the tiniest amount can cause problems.

They may be in liquid form going down, but they quickly solidify when they meet the cold sewer walls (even if you pour hot water down after). The fats stick to the side of the sewer forming a concrete-like solid that attracts other debris and eventually causes a blockage.

Food leftovers and vegetable peelings should ideally be composted at home or binned rather than be disposed of in the kitchen sink.

**Best practice advice: Wait for fat to cool after cooking and pour it in to an empty margarine tub then when it's full throw it in the bin.**

**Use a sink strainer to catch any food debris when rinsing your plates. Sink strainers are also perfect for use in the bath or shower to catch hair that can also cause blockages.**

### What you should not flush down the loo:

- |                      |                |
|----------------------|----------------|
| ✗ Sanitary products  | ✗ Cotton buds  |
| ✗ Disposable nappies | ✗ Dental floss |
| ✗ Baby wipes         | ✗ Kitchen roll |



**Best practice advice: For these items use nappy or sanitary bags and then put them in the bin.**

**Only human waste, toilet tissue and a small amount of household cleaning products should be flushed down the toilet.**







## Contact Us



[customer@severntrentconnect.com](mailto:customer@severntrentconnect.com)



Customer Services - 0345 450 9549



[www.st-connect.co.uk](http://www.st-connect.co.uk)



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