



Your water and wastewater services

We're proud to keep your taps running and wastewater moving, every single day. As an essential services provider, we don't just want to meet your expectations – we want to exceed them. We value your experience with us just as much as the precious resource we look after.

We've created this guide to give you all the information you might want to know about our services together, in one place.

We'll cover:

- your water services
- your wastewater services
- access to private property
- Bogus callers

If you need more advice after reading this booklet, please visit thameswater.co.uk/help

In an emergency, call our 24-hour customer service team on [0800 316 9800](tel:08003169800)

If your hearing or speech is impaired, you can contact us using Relay UK:
relayuk.bt.com

Your water services

Every day, we supply around 2.6 billion litres of water through 31,600km of water mains stretching from Gloucestershire, across London and into Kent. About three-quarters of our water comes from rivers, with the rest taken from underground streams and natural underground reservoirs.

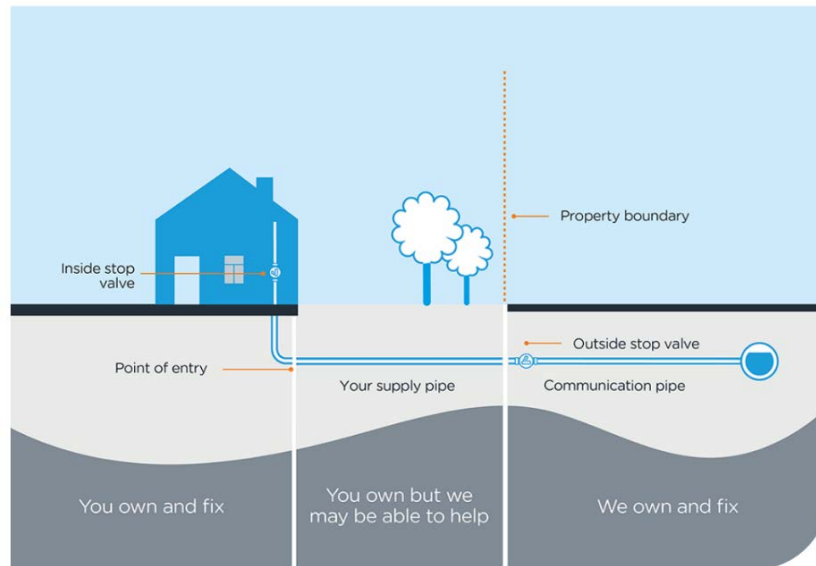
This section tells you about:

1. Water pipes
2. Water quality
3. Lead pipes
4. Finding and fixing leaks
5. Supply interruptions
6. Water pressure and flow
7. Restrictions on water use
8. New water connections

1. Water pipes

Responsibility of the pipes

The diagram below shows how a typical house connects to our water main in the street and who is responsible for which pipes.



Our pipes

We're responsible for the water mains that carry water around our region and the communication pipe, which links your supply pipe to our water main. This pipe usually runs from our water main in the road to the boundary of your property. There may be an outside stop valve and sometimes a water meter, which we also own.

We're responsible for keeping our meters and pipes in good repair. However, if you or your plumber accidentally damage them, you may have to pay any reasonable costs of repair.

Your pipes

The rest of the pipes, inside and outside your home, are your or your landlord's responsibility. This includes your internal stop valve, which you can usually find under your kitchen sink. You can use this valve to turn off your water in an emergency or, for example, when you're fitting a new kitchen. You can find guidance on how to locate and operate your inside stop valve at thameswater.co.uk/wateroff

Inside your property, you're responsible for fixing any leakage or wastage from your pipes, fixtures or fittings, we have a legal duty to make sure water supplied by us isn't wasted.

It's also your responsibility to maintain your water supply pipe, fixing any leaks and replacing or mending the pipe when it bursts. You still need to do this even if your water supply pipe runs under other properties before reaching yours. If you share a water supply pipe with your neighbours, then you and your neighbours are jointly responsible for it.

Even though your water supply pipe is your responsibility, if it does leak, we may be able to help you get it replaced or fixed.

For more information on finding and fixing leaks, visit thameswater.co.uk/leaks

Pipework and appliance regulations

The Water Supply (Water Fittings) Regulations 1999 are national requirements for the design, installation, composition and maintenance of water fixtures and fittings. They're designed to protect consumers and the environment from poor water quality, unnecessary waste, misuse, and the contamination of wholesome water supplies.

All water fittings must comply with these regulations and can be subject to inspection.

If you're planning on doing any work on the water fixtures and fittings at your property, they'll need to meet the requirements of these regulations. For further information, visit [wras.co.uk](https://www.wras.co.uk)

Water pipes used for electrical earthing

To protect against electric shock and fire, all electrical installations must have an effective electrical earth. Before 1967, water supply pipes were often used for electrical earthing. Nowadays, this isn't permitted by law.

Like most water companies, we now fit plastic water pipes that don't provide an electrical earth. When we do this, we'll remind you to check whether your electrical earthing is suitable. If you have any doubts over the safety of your electrical installation, particularly if it was installed before 1967, you'll need to contact your electricity company or a qualified electrician.

Protecting your water pipes for winter

All the pipes, taps and fittings in and around your home need care and attention, especially during cold weather. Make sure your home is ready for cold weather this winter – just follow these simple steps:

- Cover water pipes, valves and tanks with insulating material, especially in unheated areas.
- Fix your pipes securely to walls and joists.
- Repair dripping taps.
- Check you can turn off and on your internal stop valve, usually found under your kitchen sink. It's important to know how to turn your water supply off in an emergency.

For more helpful tips, visit [thameswater.co.uk/winter](https://www.thameswater.co.uk/winter)

2. Water quality

Providing safe, clean drinking water is our absolute top priority. The quality of your water supply is regulated by the Drinking Water Inspectorate (DWI) under the Water Supply (Water Quality) Regulations 2016 (as amended 2018). These regulations cover how the water should taste, look and smell, as well as the chemical content, treatment requirements and monitoring arrangements.

We pride ourselves on the quality of our drinking water. We carry out over half a million quality tests each year to make sure your water is the highest quality. We take samples at our treatment works from our water mains and pipes as well as from our customers' taps.

Since 2010, more than 99.96% of samples taken from our customers' taps have met the standard required by UK and European legislation. We're working hard to continually improve the quality of your drinking water.

Water quality in your area

If you'd like to know more about the water quality in your area, please visit our website [thameswater.co.uk/waterqualitysearch](https://www.thameswater.co.uk/waterqualitysearch) and enter your postcode.

If you're concerned about the quality of your drinking water, call us straight away on [0800 316 9800](tel:08003169800). We'll ask you a few simple questions to help identify the cause of the problem and decide the best course of action.

Occasionally our scientists will need to investigate further, in which case we'll call you back as soon as possible. This is usually within one working day to offer advice and tell you what we're doing. If your concern is about illness, our scientists will normally call you within one hour to respond to your initial enquiry.

To resolve the problem, we may need to inspect your plumbing system or take water samples for testing. If we need to do this, we'll make an appointment that suits you.

If we find anything unusual, we'll call you as soon as the results are available and, if needed, tell you what precautions you should take, such as boiling your water. We'll aim to send you a full written report within ten working days.

Where large numbers of properties are involved, we may use media channels to keep everyone informed.

You can find out more about water quality at thameswater.co.uk/waterquality

Restriction of use notice

Very rarely we may need to issue you with a restriction of use notice. This notice will advise you to either boil your water before use or not use your water at all. If we need to do this because there's a problem with the water being supplied to your property, we'll automatically pay you £30 under our customer guarantee scheme within 20 working days. Visit thameswater.co.uk/ourcommitment for more information.

Cloudy drinking water

If a pipe bursts or we need to carry out essential maintenance, changes in water pressure at our mains can affect water supplies. This can occasionally disturb sediment in our pipes, which, for a short time, may result in brown discoloration to your water. Or air can be trapped in our mains, temporarily causing the water to look milky white. If the problem persists, please let us know.

Water quality advice for internal/private plumbing

If you're concerned about the quality of your hot water or water in your bathroom, your local council's environmental health officer will be able to give advice.

If you have further concerns or are dissatisfied

If you're unhappy with the response we give you, or if you have any further concerns about your water quality, you can contact either CCW – the voice for water consumers or the Drinking Water Inspectorate (DWI), who may investigate on your behalf. Find out more at ccwater.org.uk and dwi.gov.uk

3. Lead pipes

Our water mains aren't made of lead, and there's virtually no lead in the drinking water that leaves our treatment works. However, you may have a lead pipe feeding your property or in your internal plumbing, and if so small amounts of lead may dissolve into your water.

Before the late 1970s, lead pipes were often used to bring water from our mains into a property. If your property was built after the 1970s, or has been modernised since then, the connecting pipes will probably be made of copper or plastic.

We regularly check the lead levels in water samples taken from some of our customers' taps. The regulatory standard for lead content in drinking water is 10 parts per million, or 10mg/l. If a water sample taken from your cold kitchen tap contains a concentration of lead greater than 10mg/l, we must inform you and your local Environmental Health Department.

There's virtually no risk to health from the maximum levels of lead permitted in drinking water, although the Department of Health recommends you should try to reduce lead levels even further – particularly if you're pregnant or have young children.

What are we doing to reduce lead levels?

Lead in the water supply isn't usually a problem in our area. This is because our hard water tends to produce a protective layer of limescale between the water and the pipes. Adding a small yet harmless amount of phosphate, which acts like a limescale, at the water treatment process makes sure lead levels are kept very low.

In addition, we're gradually replacing the lead pipes we own in areas where they're most common. This scheme involves removing the communication pipe, which usually runs from our water main to the property boundary, and then installing a new plastic pipe.

Replacing lead water pipes

If you're replacing your lead pipework, we'll replace any lead pipes that belong to us free of charge. We're responsible for the pipework that extends from your property boundary to our water main.

There are a number of steps you'll need to follow if you're thinking about replacing your lead pipework. Please visit thameswater.co.uk/lead

4. Finding and fixing leaks

It's really important we find and fix leaks as quickly as possible. Not only does it help us to keep your taps flowing, but it means we're saving water too. It's a big job with over 31,600km of water pipes, but it's a top priority for us.

We're always working to improve our round-the-clock programme to detect bursts on our pipes and water mains. But it's a huge undertaking, so it can make all the difference if you let us know you've spotted a leak. Report any leaks at thameswater.co.uk/reportaleak and we'll come out and fix them as soon as possible.

To understand more about our leakage performance, visit thameswater.co.uk/leakage

5. Supply interruptions

When we have to turn off your water supply

We aim to deliver a constant supply of water to your taps, 24 hours a day, 365 days a year, but sometimes your water supply can be interrupted or the pressure drop unexpectedly. This can be caused by a burst main, a pump or its power supply failing, or due to planned work.

If we can't return your supply to normal within 12 hours, we'll arrange for an alternative supply and inform you where this can be located. You can find out more about the work we're doing near you by entering your postcode at thameswater.co.uk/inyourarea

Unplanned changes to your supply

If there's an unplanned interruption to your supply, we always aim to have your supply back to normal within 12 hours of knowing about the problem. If we don't meet this standard, we'll automatically credit your Thames Water account with £30 after the first 12 hours, plus an additional £30 for every further 12-hour period. We'll pay you automatically within 20 working days. To find out more, visit thameswater.co.uk/ourcommitment

Planned changes to your supply

When we need to turn off your water supply to fix a leak, connect new customers or make improvements, we always aim to give you notice so that you can prepare. For planned changes in your supply lasting more than four hours, we'll give you 48 hours' notice before we turn your supply off, and we'll let you know how long we think the interruption will last. If we don't meet this standard, we'll credit your Thames Water account automatically with £30 within 20 working days. To find out more, visit thameswater.co.uk/ourcommitment

6. Water pressure and flow

Water pressure and how it's measured

Water pressure is the force of water as it comes out of your tap when it's turned on fully. We measure water pressure in 'bars' – one bar is the force needed to raise water through pipes to a height (or head) of 10 metres (which is slightly more than the height of a two-storey house).

What affects water pressure?

The amount of pressure at your property can depend on:

- how far you live from the nearest reservoir, water tower or pump
- the height of your property
- if you have a leak on your water supply pipe
- the types of appliances you use
- the time of day and how much water is being used by you or your neighbours – especially if you share a water supply pipe with them
- plumbing work, such as changing the width or texture of a pipe, or increasing or decreasing the level of water in an attic water tank

We're legally bound to provide you with a minimum pressure of 10 metres head, and a flow rate of at least nine litres per minute at the boundary of your property, which should be ideal for day-to-day use.

How to check your water pressure and flow

As a guide, you should be able to fill a one-litre jug with water in 7 seconds, with all the other taps and appliances turned off.

Low water pressure?

If you think your water pressure is too low, please visit our website at thameswater.co.uk/lowpressure for more advice. It may be caused by work in your area, but if not, you can report the issue to us and we'll look into it for you.

If the water pressure in our communication pipe falls below seven metres head (approximately 70% of one bar) for at least one hour on two separate occasions within a 28-day period, we'll compensate you £30. We'll pay this to you automatically within 20 working days. For more information, visit thameswater.co.uk/ourcommitment

Experiencing low water pressure

If you are experiencing water pressure of 10 metres head, and a flow rate of at least nine litres per minute but still experiencing issues, one of the following may help:

- Install a water storage tank, which is gravity fed or pumped. The tank will automatically top-up when water is used, giving you a constant supply of water. You or your plumber will need to let our water regulations team know if you're considering fitting a pump to make sure any changes you make meet the required standards. To contact them directly, please email water.regulations@thameswater.co.uk – or ring our customer centre on **0800 316 9800** and ask for a call back from the team.

If you share your water supply pipe with one or more of your neighbours this may be causing you to experience low water flow and reduced pressure, you can:

- Arrange for your own water supply pipe to be fitted, which is connected directly to our mains pipe. This means you'll no longer rely on a shared pipe – instead, you'll receive your water supply directly from our mains. If you decide to have your own water supply pipe fitted, this will need to be at your cost. For more information, visit thameswater.co.uk/newconnections

7. Restrictions on water use

We have a duty to provide you with a constant supply of water that is suitable for domestic purposes, i.e. drinking, washing, cooking, central heating and sanitation. Exceptional weather conditions could, however, reduce the amount of water we have, which may result in us having to impose the following restrictions to save water.

Temporary use bans: During a temporary use ban, using a hosepipe is prohibited. You can still water your garden using watering cans and buckets.

Ordinary drought order: Ordinary drought order restrictions stop some non-essential uses of water such as washing your car or watering your garden.

Emergency drought order: During an emergency drought order, we limit your supply of water and make alternative supply arrangements, such as erecting a standpipe in the street. If your water supply is interrupted because of restrictions authorised by an emergency drought order, we'll automatically compensate you. If you receive an emergency drought order notice, we'll automatically compensate you with £10 for each part or full day you're impacted within 20 working days.

How you can help save water

We already use billions of litres of water every day, and as our population rises, we'll need millions more litres to go around. We can't rely on rain because of increasingly unpredictable weather, and we can't take more water from our rivers because we need to protect our environment. But we can care for the water we already have by working together to save water where we can. You can find out all about using water wisely at thameswater.co.uk/bewaterSMART

8. New water connection

Our website shows an overview of the connection process, along with details of our charges and how we calculate the total cost. Find out more at thameswater.co.uk/newconnections

If there's an issue with your quote, please call us on **0800 009 3921** to let us know. If you're still unhappy, you can escalate the issue to our complaints team by either calling us or writing to developer.services@thameswater.co.uk. If you're still dissatisfied, Ofwat, and in some cases an arbitrator, has powers to settle some disputes.

Self-lay option: installing your own service connections

You can seek competitive quotes from us and/or independent self-lay providers to install or 'self-lay' new mains and service pipes. We work with self-lay providers accredited through the Water Industry Registration Scheme, run by Lloyd's Register. Find out more at thameswater.co.uk/selflay

Your wastewater services

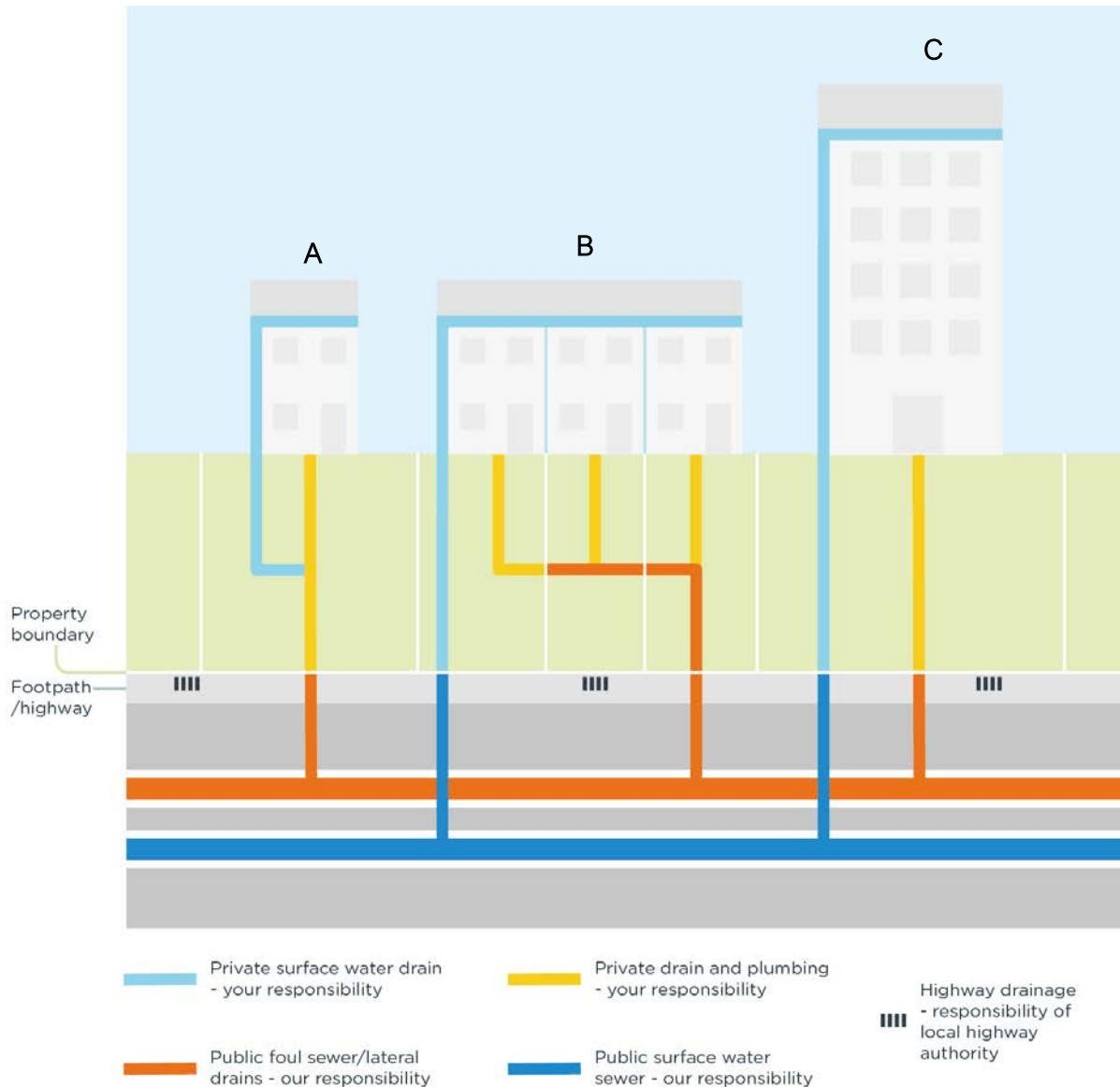
We're proud to provide an essential service that's at the heart of daily life, health and enjoyment for 15 million customers. Every day at our 354-sewage treatment works, we remove and treat more than four billion litres of sewage through our 109,100km of sewers and 5,235 pumping stations. We also have one sludge powered generator and 24 combined heat and power plants generating 292 GWh of renewable electricity – this accounts for 23% of the electricity we use.

This section tells you about:

1. Types of sewers and who is responsible
2. The quality of our treated wastewater
3. Blockages
4. Sewer flooding
5. Rodents
6. Building over/near a public sewer
7. New sewer connections

1. Types of sewers and who is responsible

The diagram below shows you who's responsible for the waste pipes up to and inside of your property boundary, including who is responsible if you share a lateral drain with your neighbours.



Note: most lateral drains/sewers constructed after 1 July 2011 are private unless they are shown on our map of public sewers.

The wastewater from your property will either drain into a single 'combined sewer' (scenario A), or two sewers; one for the foul water, the other for 'surface water' (scenario B and C).

- **Combined sewers** take all foul water from washing machines, sinks and toilets, along with rainwater from your roofs and paved surfaces to be treated at our sewage treatment works
- **Foul sewers** take only the foul water from your washing machines, sinks and toilets to our sewage treatment works
- **Surface water sewers** take surface water or rainwater that drains off roofs, driveways or any hard surfaces and directs it to watercourses
- **Lateral drains** are an extension of private drains that lay outside of a property boundary and connects with our public sewer (scenario B). We're not responsible for lateral drains that discharge into a cesspool or soakaway

If there's a problem with your drains and you're the property owner, you'll need to get your own plumber. If you're a tenant, it is your landlords' responsibility. If you have home emergency cover insurance, you may be covered for this work.

Surface water drainage charge

We include a surface water drainage charge in your fixed charges to cover the costs of removing and treating surface water and rainwater from your property. If all your surface water drains into a watercourse, stream, river or soakaway - then you may not need to pay this charge. To find out more visit thameswater.co.uk/swd

Private sewers

On 1st Oct 2011, we became responsible for many private sewers which were previously the responsibility of the property owner. However, not all private lateral drains/ sewers were included. To help you understand how the sewer transfer affects you visit thameswater.co.uk/privatesewers you can also visit defra.gov.uk for more information.

Surface and underground watercourses

If a watercourse passes through your property or land, you're legally defined as a 'riparian landowner' under the Land Drainage Act 1991 and 1994. This means you're responsible for its maintenance and repair.

Manhole covers

If you have a broken or damaged manhole inside your property boundary and you think it serves only your property, it's your responsibility for fixing and maintaining it. If it serves multiple properties, please report it at thameswater.co.uk/reportaproblem and we'll double check who's responsible for you.

If you discover a broken manhole cover in the road or footpath, please let your local council know. If it's on private land, please report it at thameswater.co.uk/reportaproblem and we'll check who owns it.

Private pumping stations

Pumping stations help pump waste from properties to the nearest sewage treatment works. They could be located in back gardens or on land next to domestic properties and businesses. The stations are usually accompanied by a kiosk, normally green or grey in colour, which contain the electrical equipment.

Some properties, for example small housing developments, are connected to what was previously a private pumping station before they connect to our main sewers. You're likely to know if this is the case with your property. On 1 October 2016, we became responsible for a number of these pumping stations.

2. The quality of treated wastewater

The Environment Agency (EA) regularly checks the treated water we release from our sewage treatment works. The EA maintains a public register of these results. You can ask to inspect this register by calling the EA on 0370 8506 506 or by visiting environment.data.gov.uk/public-register/

3. Blockages

We clear around 77,000 blockages from our sewers every year. Blocked sewers can lead to sewage spilling out of manholes, into homes and even rivers.

Blockages in pipes can be nasty, stopping waste from leaving your property.

You may have a blockage if:

- You find it difficult to flush your toilet
- Your sink or bath empties very slowly
- You notice a bad smell coming from your drains
- You see wastewater escaping from a manhole chamber on your property

Reporting a blockage

If you think you have a blockage in your drains or sewer, we recommend you contact a plumber. Many home insurance providers and home protection policies include drainage cover, so they may also be able to help. If you think the blockage is in a section of pipework that's our responsibility, please report it to us at thameswater.co.uk/blockages and we'll send someone to look at it as soon as we can.

What causes blockages?

Sewers are only designed to take wastewater from your toilets, sinks, baths and showers along with human waste and toilet tissue. Everything else should be put in the bin.

Blockages are normally caused by:

- Fat, oil and food leftovers that build up in pipes
- Wet wipes – even the ones labelled 'flushable' can block your pipes
- Sanitary items, including towels and tampons

When wastewater is unable to flow away, it can come back up from the toilet or sink, flooding your home. It's easy to avoid blockages – just remember to bin any item that's not pee, poo or toilet paper.

Bin it – don't block it

We're working hard to fight fatbergs, prevent blockages and help people understand what can and can't go down the drain. Life flows better when you bin it – don't block it, so we've put together some handy tips on how to prevent blocked pipes around your home. Visit thameswater.co.uk/binit

Who clears blockages?

We clear blockages found in the public sewer or our lateral drains. If we're unsure of where the blockage is, we'll pop out and investigate. If it's found in the public sewer, we'll clear it, and if it's in your private drain, we'll let you know so you can make your own arrangements to remove it. It may be our responsibility if one of the following applies:

- the problem is outside your property boundary
- more than one property is having problems
- there's widespread sewer flooding in your area

If the blockage is in a section of pipework that's your responsibility, our engineer will discuss this with you and may offer to clear the blockage for a fixed fee.

If the blockage is in your drain

Your own plumber should be able to help you clear a blockage from your private drain. Alternatively, some insurance policies cover the cost of blockage clearances. If you have a home policy, you may want to check the terms to find out if you're covered.

4. Sewer flooding

If you're experiencing sewer flooding at your home, please call us straight away on 0800 316 9800. Our lines are open 24 hours a day.

Our sewers work hard

Climate change, population growth and the paving over of green spaces that provide natural drainage are putting increasing pressure on our sewers. This is often made worse by people putting unsuitable products down the sink or loo.

Many areas have separate sewers to take foul waste and rainwater. But in much of London and some other built-up areas, the sewer system is combined. This means foul sewage and wastewater from kitchens and toilets mixes with rainfall.

During a heavy storm, the flow in the sewer is much greater and can reach maximum capacity. When this happens, sewage can overflow from manholes and gullies and flood land, gardens and rivers. In the worst cases, sewage can even flood homes.

Our investment in flood alleviation schemes considers the severity and frequency of flooding in specific areas. It's important you let us know of any flooding you experience so we can keep our records up to date.

If you experience flooding in your home, we'll credit your Thames Water account automatically. Each time this happens, you'll get the equivalent amount of what you'd pay for wastewater that year (minimum £150; maximum £1,000).

If you experience flooding on your land, please claim for compensation within three months of the incident, providing details of any losses, damages, or serious loss of amenity you've experienced. Each time this happens, you'll get the equivalent amount of half of what you'd pay for wastewater that year (minimum £75; maximum £500). We'll respond to your claim within 20 working days.

Please note that these payments do not mean that we have a legal liability for damage caused by sewer flooding, especially when it happens for reasons beyond our control. We'll do everything we can to help put it right, but if you've experienced damage to your property, you should also contact your insurers. We'll take a look at your case and let you know as soon as we can.

For more information on sewer flooding, visit thameswater.co.uk/sewerflooding

5. Rodents

Rodents at your property can be particularly unpleasant and we are aware that our sewers can provide the perfect habitat for them to live and move about. If a rodent infestation is present in sewers affecting your property we will work in conjunction with the local authorities, private pest control companies and the Environment Agency to resolve the issue.

You should contact your local authority in the first instance, they will be able to advise next steps. Some local authorities will offer a pest control service, but most will simply offer advice. Alternatively, you can arrange for a private pest control service to investigate where the rodents are coming from. If the rodents are identified as coming from above ground, you will need to organise appropriate baiting and control.

If it's confirmed that rats are coming from our sewers, we'll lay bait underground. If the sewer has a problem that we're responsible for, we'll ensure that baiting is conducted until the repair is completed. For more information visit www.thameswater.co.uk/rodents

6. Building over or near a public sewer

If you're planning a new building or an extension to your home, and are working either above or near a sewer, it's important you let us know. We need to make sure this won't accidentally affect a sewer or limit our access if we need to repair it.

Once we're happy with your proposals, we'll issue a 'build over' agreement. Find out more at thameswater.co.uk/buildnearpipes

7. New sewer connections

If you're planning to connect to one of our sewers, you'll need our consent before you go ahead. That's because we need to check the connection will work as planned, and that it won't cause problems like sewer flooding or pollution. We have legal duties around this set out in Section 94 of the Water Industry Act 1991.

You'll need to give us details of the drain you're connecting and how the connection will be made. You'll also be responsible for costs associated with the application and carrying out the connection. The connection can be made by your choice of qualified contractors, unless it's to a trunk sewer, in which case we'll need to carry out the work for you.

Find out more at thameswater.co.uk/sewerconnection

Access to private property

Although many of our water pipes and sewers are located across public land, some are on private land. This means occasionally we may need to get access to private land to repair pipes and sewers, or to lay new ones. We may also need to come into your property to:

- investigate a leak
- repair your, or your neighbours, water supply pipe
- read your meter
- fit a meter
- test the quality of drinking water at your taps
- check for faulty drainage connections
- make sure water supply (water fittings) regulations are being met

If we need to access your property, in most cases, we'll have made an appointment with you. Or you'll know we're on our way because you've told us you've got an emergency we're going to help you with.

Pipelaying powers on private land

If we need to access your property to repair, replace or lay new pipework, we'll contact you to:

- let you know what needs to be done
- confirm when we're going to do it
- arrange a mutually convenient time to carry out the work

Wherever possible, we'll give reasonable advance notice of the work we need to do and contact both the owner and occupier of the property to discuss what we need to do and how best to do the work. If we urgently need to carry out work, such as if there's a leak, burst pipe or sewer collapse, we may not be able to give you much notice, but we'll let you know as soon as we can.

Our code of practice ('Pipelaying powers on private land') sets out what we'll always do to protect your property and ensure safety. You can download a copy at www.thameswater.co.uk/pipelaying

Bogus callers

Bogus callers may try to enter your home by pretending to be from your water, electricity, gas or telephone company.

To prevent this, we operate a doorstep password scheme for all our customers. We regularly seek guidance from the UK water industry to make sure we're doing everything we can to protect you.

How to register with our doorstep password scheme

Call us on [0800 316 9800](tel:08003169800). Lines are open 24/7. When registering, you'll be asked to provide your name and address. You'll then be asked to choose a password no longer than eight characters long.

What happens when I register?

Once you've registered, any future callers from Thames Water must be able to quote your password before you let them in. If they're unable to provide you with the correct password or they ask you what it is, please stop them entering your property and call us immediately on [0800 316 9800](tel:08003169800).

Tips for preventing bogus callers

- If you're not expecting a visit and you're unsure, don't answer the door
- Always confirm the caller's name and which company they're from
- Always ask to see their ID card – send them away if they don't have one
- Look for a company van or car with a logo
- If you want to double check their details, ask them to wait in their car while you call the company they're from – if that's us, call [0800 316 9800](tel:08003169800)

This leaflet can be supplied in large print,
braille, or audio format upon request



thameswater.co.uk/extracare



0800 009 3652

