

ANGLIAN WATER

SHOWCARD A

ANGLIAN WATER SERVICE

Average household water bill in 2010 is **£172**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	- £23
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in 10 year	Maintain current service; this includes investing £54 million to fit 124000 water meters for customers who ask for one, and 185000 other meters. This will help customers control their bills by reducing unnecessary water use. Also providing water to 145000 customers as new homes are built in east England. And investing over £40 million to develop new water sources to help meet future demand.	£9
3.	Fish and wildlife at 8 sites suffer from (or are at risk of) low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.96% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£7
5.	Approximately 8,412 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	£1
6.	651 properties at risk of low water pressure at the tap. Supplies to 588 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	Customer service: 99.9% of billing enquiries are answered within 5 days and 100% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but 2.3% calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Ensure assets are better protected from severe weather to reduce the risk of disruption to water supplies	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £8
Average household water bill decreases from £172 in 2010 to £158 in 2015 (excluding inflation)			- £14

ANGLIAN WATER

SHOWCARD B

ANGLIAN WATER SEWERAGE SERVICE

Average household sewerage bill in 2010 is **£216**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
9.	Manage and repair sewers and equipment to ensure customers continue to receive current standards of drainage and sewage treatment	Maintain current service	- £36
10.	Provide effective drainage and sewage treatment to meet current demands from existing and new customers	Maintain current service; this includes investing £94 million to increase the capacity of 18 sewage treatment works to ensure they can cope with extra demand from existing and new customers	£5
11.	422 properties at risk of internal flooding from sewers at least once in ten years	Stop internal sewer flooding at 139 properties. Some of these 139 properties are at risk of flooding now, and some will become at risk as they will flood for the first time after 2010	£1
12.	389 areas at risk of external sewer flooding from sewers at least once in ten years	Stop external sewer flooding at 205 areas. Some of these 205 areas are at risk now, and some will become at risk as they will flood for the first time after 2010	
13.	Sewerage system could occasionally be disrupted e.g. by extreme events	Maintain current service	
14.	570km of river of poor/bad quality, 4,030km of river at risk from weed growth that can be harmful to wildlife, 0 bathing waters which do not meet minimum standards	Continue to manage the effect of wastewater of water quality of rivers, wetland and coast	£14
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £2
Average household sewerage bill decreases from £216 in 2010 to £198 in 2015 (excluding inflation)			- £18

ANGLIAN WATER

SHOWCARD C

Total combined household bill for water and sewerage services: Decreases from £388 in 2010 to £356 by 2015 (excluding inflation)	- £32
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BRISTOL WATER

SHOWCARD A

BRISTOL WATER SERVICE

Average household water bill in 2010 is **£157**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	- £13
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in 15 years	Maintain current service; this includes spending more than £105 million on maintenance, replacing 335km of water mains; reducing leakage levels by 10% to help meet demand from 26000 new properties and joining up two parts of the water supply network so that by 2012-13, 185000 consumers on Bristol will benefit from an increased security of water supply	£9
3.	Fish and wildlife at no sites suffer from (or are at risk of) low water levels caused by abstraction of water	Maintain current service	
4.	99.98% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£8
5.	Approximately 2,927 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	£3
6.	69 properties at risk of low water pressure at the tap. Supplies to 46 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	100% of billing enquiries are answered within 5 days and 100% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but 0.1% calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £13
Average household water bill decreases from £157 in 2010 to £151 in 2015 (excluding inflation)			- £6

BRISTOL WATER

SHOWCARD C1

Total combined bill (Bristol and Wessex): Decrease from £367 in 2010 to £342 by 2015 (excluding inflation)	- £25
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BRISTOL WATER

SHOWCARD C2

Total combined bill (Bristol and Thames): Decrease from £278 in 2010 to £281 by 2015 (excluding inflation)	+ £3
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BRISTOL WATER

SHOWCARD C3

Total combined bill (Bristol and Severn Trent): Decrease from £309 in 2010 to £284 by 2015 (excluding inflation)	- £25
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BOURNEMOUTH & WEST HAMPSHIRE WATER

SHOWCARD A

BOURNEMOUTH & WEST HAMPSHIRE WATER SERVICE

Average household water bill in 2010 is **£133**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	£8
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in 20 year	Maintain current service; this includes fitting water meters at 19000 households. This will help customers control their bills by reducing unnecessary water use in the region where water resources are under serious pressure. Also invest nearly £35 million to maintain a reliable water supply to consumers to include the renewal of more than 100km of water mains.	£4
3.	Fish and wildlife at no sites suffer from (or are at risk of) low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.99% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£1
5.	Approximately 331 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	£0
6.	No properties at risk of low water pressure at the tap. Supplies to 2 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	99.9% of billing enquiries are answered within 5 days and 100% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls and no calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £13
No change in average household water bill which is £133 in 2010 and £133 in 2015 (excluding inflation)			£0

BOURNEMOUTH & WEST HAMPSHIRE WATER

SHOWCARD C

Total combined bill (Bournemouth & West Hampshire - Wessex): Decrease from £343 in 2010 to £324 by 2015 (excluding inflation)	-£19
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BOURNEMOUTH & WEST HAMPSHIRE WATER

SHOWCARD C

Total combined bill (Bournemouth & West Hampshire - Southern): Decrease from £382 in 2010 to £371 by 2015 (excluding inflation)	- £11
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CAMBRIDGE WATER

SHOWCARD A

CAMBRIDGE WATER SERVICE

Average household water bill in 2010 is **£121**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	- £14
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in 20 years	Maintain current service; this includes laying more than 67km of new water mains to provide services to 9000 new customers and fitting more than 6000 water meters for customers who ask to have one fitted	£3
3.	Fish and wildlife at 2 sites suffer from (or are at risk of) low water levels caused by abstraction of water	Maintain current service	
4.	99.98% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water; this includes investing about £7 million in new water treatment plants	£11
5.	Approximately 350 customer complaints to water company about the appearance, taste or smell of tap water each year	Maintain current service	£1
6.	17 properties at risk of low water pressure at the tap. Supplies to 39 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	100% of billing enquiries are answered within 5 days and 100% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls and no calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £12
Average household water bill decreases from £121 in 2010 to £110 in 2015 (excluding inflation)			- £11

CAMBRIDGE WATER

SHOWCARD C

Total combined average household bill (CAMBRIDGE and ANGLIAN):
decreases from **£337** in 2010 to **£308** by 2015 (excluding inflation)

- £29

DEE VALLEY WATER

DEE VALLEY WATER SERVICE

Average household water bill in 2010 is **£128**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	£1
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers. Risk of hosepipe ban at about one month every 71 years	Maintain current service; this includes renewing 64km of water mains (about 3% of the network) to prevent an increase in the number of burst mains. Invest £16m to upgrade the Llwyn Onn water treatment works to ensure a safe and reliable facility.	£2
3.	Fish and wildlife at 0 sites suffer from (or are at risk of) low water levels caused by abstraction of water	Maintain current service	
4.	99.97% of drinking water samples tested meet the current quality standard	Ensure the continued safety of tap water	£1
5.	Approximately 493 customers complain to the company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	
6.	62 properties are at risk of low water pressure at the tap. No properties to be affected by unplanned water supply interruptions lasting more than 12 hrs	Maintain current service	
7.	Customer service: 100% of billing enquiries are answered within 5 days and 99.4% of written complaints are answered within 10 days. Customers generally satisfied with handling of telephone calls and no calls receive an engaged tone	Maintain current service, improving service where possible by working more effectively	£0
8.	Water supplies could occasionally be disrupted eg by extreme events	Invest £1m to improve flood defences at water extraction sites on the River Dee to reduce the risk of service failure for nearly 180,000 customers.	
Minus savings made by working more efficiently (e.g. due to advance in technology)			- £7
Average household water bill decreases from £128 in 2010 to £125 in 2015 (excluding inflation)			- £3

DEE VALLEY WATER

SHOWCARD C1

Total combined average household bill (Dee Valley + Dŵr Cymru Welsh Water) decreases from £361 in 2010 to £342 by 2015 (excluding inflation)	- £19
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DEE VALLEY WATER

SHOWCARD C2

Total combined average household bill (Dee Valley + Severn Trent Water) decreases from £280 in 2010 to £258 by 2015 (excluding inflation)	- £22
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DEE VALLEY WATER

SHOWCARD C3

Total combined average household bill (Dee Valley + United Utilities) decreases from £334 in 2010 to £316 by 2015 (excluding inflation)	- £18
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DŴR CYMRU WELSH WATER

SHOWCARD A

DŴR CYMRU WELSH WATER SERVICE

Average household water bill in 2010 is **£171**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service.	- £13
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in every 20 years	Maintain current service.	£2
3.	Fish and wildlife at no sites suffer from (or are at risk of) low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.95% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water; this includes investing £100m in water treatment works to improve drinking water quality	£10
5.	Approximately 14,682 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	£0
6.	220 properties at risk of low water pressure at the tap. Supplies to 3,518 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service; this includes replacing 600km of water mains to end repeated interruptions to supply for some customers	
7.	100% of billing enquiries are answered within 5 days and 99.2% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls and no calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £19
Average household water bill decreases from £171 in 2010 to £151 in 2015 (excluding inflation)			- £20

DŴR CYMRU WELSH WATER

SHOWCARD B

DWR CYMRU WELSH WATER SEWERAGE SERVICE

Average household sewerage bill in 2010 is **£233**

Current Service Level		Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
9.	Manage and repair sewers and equipment to ensure customers continue to receive current standards of drainage and sewage treatment	Maintain current service	- £14
10.	Provide effective drainage and sewage treatment to meet current demands from existing and new customers	Ensure drainage and sewage treatment works can cope with extra demand from existing and new customers	£3
11.	365 properties at risk of internal flooding from sewers at least once in ten years	Stop internal sewer flooding at 203 properties. Some of these 203 properties are at risk of flooding now, and some will become at risk as they will flood for the first time after 2010	£1
12.	2,276 areas at risk of external sewer flooding from sewers at least once in ten years	Stop external sewer flooding at 203 areas. Some of these 203 areas are at risk now, and some will become at risk as they will flood for the first time after 2010	
13.	Sewerage system could occasionally be disrupted e.g. by extreme events	Maintain current service	
14.	130km of river of poor/bad quality, 790km of river at risk from weed growth that can be harmful to wildlife, 2 bathing waters which do not meet minimum standards	Invest £30 million in sewage treatment works and overflows from the sewerage system to further improve the high standards of bathing and shellfish waters around the Welsh coast. Reduce greenhouse gas emissions through improved sludge treatment to save £7 million a year in running costs which would otherwise be paid for by customers.	£8
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £14
Average household sewerage bill decreases from £233 in 2010 to £217 in 2015 (excluding inflation)			- £16

DŴR CYMRU WELSH WATER

SHOWCARD C

Total combined household bill for water and sewerage services: Decreases from £404 in 2010 to £368 by 2015 (excluding inflation)	- £36
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ESSEX & SUFFOLK WATER

SHOWCARD A

ESSEX & SUFFOLK WATER SERVICE

Average household water bill in 2010 is **£169**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service; this includes working with landowners to make better use of farmland. This will improve the quality of the raw water which goes into treatment works by for example, reducing pesticide levels. This will benefit over 730000 consumers.	£14
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in every 20 years	Maintain current service; this includes increasing the capacity of Abberton Reservoir by almost 60% to relieve pressure on existing strained water resources and ensure consumers receive a reliable supply in the future. Also spend about £3million to improve the supply network because sea water is threatening to seep into a source of fresh water used to supply nearly 3000 households.	£7
3.	Fish and wildlife at 1 site suffer from (or are at risk of) low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.96% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£1
5.	Approximately 541 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	- £1
6.	60 properties at risk of low water pressure at the tap. Supplies to 338 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	99.6% of billing enquiries are answered within 5 days and 99.7% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls and no calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £6
Average household water bill increases from £169 in 2010 to £184 in 2015 (excluding inflation)			+£15

ESSEX & SUFFOLK WATER

SHOWCARD C1

Total combined average household bill (ESSEX & SUFFOLK + ANGLIAN): Decrease from £385 in 2010 to £382 by 2015 (excluding inflation)	- £3
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ESSEX & SUFFOLK WATER

SHOWCARD C2

Total combined average household bill (ESSEX & SUFFOLK + THAMES):
Increase from **£290** in 2010 to **£314** by 2015 (excluding inflation)

+ £24

FOLKESTONE & DOVER WATER

SHOWCARD A

FOLKESTONE AND DOVER WATER SERVICE

Average household water bill in 2010 is **£197**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	- £12
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - no restrictions in usage	Maintain current service; this includes laying about 8km of new trunk mains to reduce leakage and interruptions to supply and providing a source of water for 24500 properties. Also replacing 15km of distribution mains to reduce leakage. And fitting 9300 water meters to help customers control their bills by reducing unnecessary water use in this 'water scarce' company area.	£6
3.	Fish and wildlife at 0 sites suffer from low water levels caused by abstraction of water	Maintain current service	
4.	100% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£11
5.	Approximately 285 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	£0
6.	2 properties at risk of low water pressure at the tap. Supplies to no properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	Customer service: 99.8% of billing enquiries answered within 5 days and 99.3% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but no calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted eg by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £25
Average household water bill decreases from £197 in 2010 to £177 in 2015 (excluding inflation)			- £20

FOLKESTONE & DOVER WATER

SHOWCARD C

Total combined average household bill (FOLKESTONE AND DOVER and SOUTHERN): Decrease from £446 in 2010 to £416 by 2015 (excluding inflation)	-£30
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NORTHUMBRIAN WATER

SHOWCARD A

NORTHUMBRIAN WATER SERVICE

Average household water bill in 2010 is **£131**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	£7
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - No risk of hosepipe ban	Maintain current service	£4
3.	Fish and wildlife at 0 sites suffer from (or are at risk of) low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.94% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£1
5.	Approximately 1,927 customer complaints to water company about the taste or smell of tap water each year	Manage appearance, taste and smell of tap water; this includes investment of £26 million to clean 165km of trunk mains, renewing 24km of trunk mains and flushing 1,355km of water mains to reduce discoloured water supply incidents for people in Newcastle and Gateshead.	- £1
6.	181 properties at risk of low water pressure at the tap. Supplies to 653 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	Customer service: 99.3% of billing enquiries answered within 5 days and 99.9% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls and no calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted eg by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £3
Average household water bill increases from £131 in 2010 to £139 in 2015 (excluding inflation)			+ £8

NORTHUMBRIAN WATER

SHOWCARD B

NORTHUMBRIAN SEWERAGE SERVICE

Average household sewerage bill in 2010 is **£167**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
9.	Manage and repair sewers and equipment to ensure customers continue to receive current standards of drainage and sewage treatment	Maintain current service	- £7
10.	Provide effective drainage and sewage treatment to meet current demands from existing and new customers	Ensure drainage and sewage treatment works can cope with extra demand from existing and new customers	£3
11.	454 properties at risk of internal flooding from sewers at least once in ten years	Invest £113 million to stop internal sewer flooding at 1060 properties. Some of these 1060 properties are at risk of flooding now and are included in the 454 figure on the left. Others are not included in the 454 as they will flood for the first time after 2010	£2
12.	2266 areas at risk of external flooding from sewers at least once in ten years	Maintain current service	
13.	Sewerage system could occasionally be disrupted eg by extreme events	Maintain current service	
14.	60km of river of poor/bad quality, 830km of river at risk from weed growth that can be harmful to wildlife, 0 bathing waters which do not meet minimum standards	Improve the quality of bathing water at Newbiggin North, Spittal and Blyth to make sure it meets European standards. For example by installing storage tanks in the sewerage network.	£3
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £6
Average household sewerage bill decreases from £167 in 2010 to £162 in 2015 (excluding inflation)			- £5

NORTHUMBRIAN WATER

SHOWCARD C

Total combined household bill for water and sewerage services: Increases from £298 in 2010 to £301 by 2015 (excluding inflation)	+£3
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PORTSMOUTH WATER

SHOWCARD A

PORTSMOUTH WATER SERVICE

Average household water bill in 2010 is **£93**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	- £9
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in 50 years	Maintain current service; this includes connecting 24000 new properties to the supply network	£1
3.	Fish and wildlife at 1 site suffer from (or are at risk of) low water levels caused by abstraction of water	Maintain current service	
4.	99.97% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water; this includes spending £3.6 million to address problems caused by algal growth at the River Itchen treatment works. This will ensure that 120000 people in Gosport and Fareham continue to receive a high-quality drinking water supply.	£1
5.	Approximately 214 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	£0
6.	66 properties at risk of low water pressure at the tap. Supplies to no properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	100% of billing enquiries are answered within 5 days and 100% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but 0.3% calls receive engaged tone	Maintain current service, improving service where possible by working more effectively; this includes replacing water meters for 15000 households so that customers continue to receive accurate bills	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advance in technology)			- £6
Average household water bill decreases from £93 in 2010 to £80 in 2015 (excluding inflation)			- £13

PORTSMOUTH WATER

SHOWCARD C

Total combined average household bill (Portsmouth + Southern) Decrease from £342 in 2010 to £319 by 2015 (excluding inflation)	- £23
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SEVERN TRENT WATER

SEVERN TRENT WATER SERVICE

Average household water bill in 2010 is **£152**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Maintain existing water supply pipes and equipment to keep current supplies flowing and ensure quality of drinking water	Maintain current service	-£7
2.	Ensure there is enough water to go around for everyone now and in the future by investing in new water supplies, repairing leaks and helping customers use water efficiently. Risk of hosepipe ban on average 3 in one hundred years	Maintain current service; this includes reducing leakage by 66 million litres of water a day by 2015	£2
3.	Fish and wildlife at 3 sites suffer from (or are at risk of) low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.97% of drinking water samples tested meet the current quality standard	Ensure the continued safety of tap water	£3
5.	Around 13000 customers complain to the company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	£2
6.	Around 1500 properties are at risk of low water pressure and supplies to 16454 properties are affected by unplanned interruptions lasting more than 12 hrs	Invest about £10 million to survey nearly one million households to identify and then solve low water pressure caused by shared supply pipes	
7.	Customer service: Nine out of ten letters about billing enquiries are answered within 5 days Nearly all (99.9%) of written complaints are answered within 10 days. Customers generally satisfied with handling of telephone calls but 6.3% calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Invest more than £100 million to reduce the risk of water supply being disrupted by floods to about 1.5 million customers	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £4
Average household water bill decreases from £152 in 2010 to £148 in 2015 (excluding inflation)			- £4

SEVERN TRENT WATER

SEVERN TRENT SEWERAGE SERVICE

Average household sewerage bill in 2010 is **£152**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
9.	Manage and repair sewers and equipment to ensure customers continue to receive current standards of drainage and sewage treatment	Maintain these current services and reduce odours from 16 sewage treatment works	-£24
10.	Provide effective drainage and sewage treatment to meet current demands from existing and new customers	Ensure drainage and sewage treatment works can cope with extra demand from existing and new customers	£2
11.	1372 properties at risk of internal flooding from sewers at least once in ten years	Stop internal sewer flooding at 383 properties. Some of these 383 properties are at risk of flooding now, and some will become at risk as they will flood for the first time after 2010	£1
12.	2729 areas at risk of external sewer flooding from sewers at least once in ten years	Stop external sewer flooding at 321 areas. Some of these 321 areas are at risk now, and some will become at risk as they will flood for the first time after 2010	
13.	Sewerage system could occasionally be disrupted e.g. by extreme events	Invest about £6million to protect treatment works from floods to benefit 650000 customers	
14.	370 km of river of poor/bad quality, 4470 km of river at risk from weed growth that can be harmful to wildlife	Additional stretches of river can better support fish and other wildlife; plus wetlands and lakes are restored and protected to support wildlife	£7
Minus savings made by working more efficiently (e.g. due to advances in technology)			-£5
Average household sewerage bill decreases from £152 in 2010 to £133 in 2015 (excluding inflation)			-£19

SEVERN TRENT WATER

SHOWCARD C

Total combined household bill: decreases from average of **£305** in 2010 to **£281** by 2015 (excluding inflation)

-£24

SOUTH EAST WATER

SHOWCARD A

SOUTH EAST WATER SERVICE

Average household water bill in 2010 is **£169**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service; this includes the renewal and refurbishment of more than 420km of water mains and maintenance at six raw water reservoirs and 85 treatment works.	- £9
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in 10 years	Maintain current service; this includes investing £24 million to provide water meters for 40000 customers who ask to have one fitted, and 66430 other customers. This will help customers control their bills by reducing unnecessary water use in this region where water resources are under serious pressure.	£9
3.	Fish and wildlife at 0 sites suffer from (or are at risk of) low water levels caused by abstraction of water	Maintain current service	
4.	99.96% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water by investing £9 million in treatment plants	£2
5.	Approximately 4,081 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	
6.	126 properties at risk of low water pressure at the tap. Supplies to 181 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	Customer service: 98% of billing enquiries answered within 5 days and 92% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but no calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	£0
8.	Water supplies could occasionally be disrupted eg by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £11
Average household water bill decreases from £169 in 2010 to £160 in 2015 (excluding inflation)			- £9

SOUTH EAST WATER

SHOWCARD C1

Total combined average household bill (SOUTHEAST and SOUTHERN):
decrease from **£418** in 2010 to **£399** by 2015 (excluding inflation)

-£19

SOUTH EAST WATER

SHOWCARD C2

Total combined average household bill (SOUTHEAST and THAMES):
increase from **£290** in 2010 to **£291** by 2015 (excluding inflation)

+£1

SOUTH STAFFORDSHIRE WATER

SHOWCARD A

SOUTH STAFFORDSHIRE WATER SERVICE

Average household water bill in 2010 is **£124**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	- £1
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in 40 years	Maintain current service; this includes fitting water meters for 30500 customers who ask for a meter – this will help customers control their bills by reducing unnecessary water use. Also fitting 15900 water meters at properties following a change of occupier.	£3
3.	Fish and wildlife at 3 sites suffer from (or are at risk of) low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.99% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water; this includes replacing around 6600 of the lead pipes which connect properties to the water mains.	£1
5.	Approximately 2,987 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	£0
6.	No properties at risk of low water pressure at the tap. Supplies to 193 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	98.3% of billing enquiries are answered within 5 days and 99.8% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but 1% calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £6
Average household water bill decreases from £124 in 2010 to £121 in 2015 (excluding inflation)			- £3

SOUTH STAFFORDSHIRE WATER

SHOWCARD C

Total combined household bill for water and sewerage services: Decreases from £276 in 2010 to £254 by 2015 (excluding inflation)	- £22
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SOUTH WEST WATER

SHOWCARD A

SOUTH WEST WATER SERVICE

Average household water bill in 2010 is **£205**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	- £6
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in 10 years	Maintain current service	£2
3.	Fish and wildlife at 1 site suffer from (or are at risk of) low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.98% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£4
5.	Approximately 22,226 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water. This includes investing £22 million to reline water mains to reduce the risk of water discolouration.	£0
6.	290 properties at risk of low water pressure at the tap. Supplies to 552 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	97.6% of billing enquiries are answered within 5 days and 99.9% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but 0.3% calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £13
Average household water bill decreases from £205 in 2010 to £192 in 2015 (excluding inflation)			- £13

SOUTH WEST WATER

SHOWCARD B

SOUTH WEST SEWERAGE SERVICE

Average household sewerage bill in 2010 is **£283**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
9.	Manage and repair sewers and equipment to ensure customers continue to receive current standards of drainage and sewage treatment	Maintain current service	- £30
10.	Provide effective drainage and sewage treatment to meet current demands from existing and new customers	Ensure drainage and sewage treatment works can cope with extra demand from existing and new customers	£9
11.	87 properties at risk of internal flooding from sewers at least once in ten years	Invest £26 million to stop internal sewer flooding at 87 properties. Some of these 87 properties are at risk of flooding now and are included in the figure of 87 to the left. Others will flood for the first time after 2010 and are not included in the figure of 87.	£1
12.	195 areas at risk of external sewer flooding from sewers at least once in ten years	Stop external sewer flooding at 127 areas. Some of these 127 areas are at risk now, and some will become at risk as they will flood for the first time after 2010	
13.	Sewerage system could occasionally be disrupted e.g. by extreme events	Maintain current service	
14.	40km of river of poor/bad quality, 660km of river at risk from weed growth that can be harmful to wildlife, 3 bathing waters which do not meet minimum standards	Invest £35 million to improve the environment in the South West. This will help reduce the most serious pollution incidents in the region's lakes and rivers and ensure the quality of the beaches in the region is maintained.	£6
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £3
Average household sewerage bill decreases from £283 in 2010 to £266 in 2015 (excluding inflation)			- £17

SOUTH WEST WATER

SHOWCARD C

Total combined household bill for water and sewerage services: Decreases from £488 in 2010 to £458 by 2015 (excluding inflation)	- £30
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SOUTHERN WATER

SHOWCARD A

SOUTHERN WATER SERVICE

Average household water bill in 2010 is **£131**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	- £5
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - target risk of hosepipe ban is once in 10 years - actual achievement is less at 4 times in 10 years	Maintain current service; this includes investment of £70 million to increase supply by 35 million litres of water per day in peak periods. Install over 450,000 meters to help reduce customer demand by 16 million litres per day and help defer the need for future investment in water resources.	£13
3.	Fish and wildlife at 1 site suffers from (or is at risk of) low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.94% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£1
5.	Approximately 4,167 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	£0
6.	386 properties at risk of low water pressure at the tap. Supplies to 142 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	Customer service: 96.7% of billing enquiries answered within 5 days and 64.8% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but 21.4% calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted eg by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £6
Average household water bill increases from £131 in 2010 to £134 in 2015 (excluding inflation)			+£3

SOUTHERN WATER

SHOWCARD B

SOUTHERN SEWERAGE SERVICE

Average household sewerage bill in 2010 is **£249**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
9.	Manage and repair sewers and equipment to ensure customers continue to receive current standards of drainage and sewage treatment	Maintain current service	- £28
10.	Provide effective drainage and sewage treatment to meet current demands from existing and new customers	Maintain current service; this includes investment of £30 million to increase the capacity of 41 sewage treatment works to ensure drainage and sewage treatment works can cope with extra demand from about 70,000 new customers	£4
11.	2,630 properties at risk of internal flooding from sewers at least once in ten years	Stop internal sewer flooding at 136 properties. Some of these 136 properties are at risk of flooding now, and some will become at risk as they will flood for the first time after 2010	£0
12.	2,841 areas at risk of external flooding from sewers at least once in ten years	Stop external sewer flooding at 19 areas. Some of these 19 areas are at risk now, and some will become at risk as they will flood for the first time after 2010	
13.	Sewerage system could occasionally be disrupted eg by extreme events	Maintain current service	
14.	180km of river of poor/bad quality, 1,200km of river at risk from weed growth that can be harmful to wildlife, 0 bathing waters which do not meet minimum standards	Carry out over 150 improvements required by the Environment Agency to improve the quality of water in rivers, lakes and around the coast	£30
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £17
Average household sewerage bill decreases from £249 in 2010 to £238 in 2015 (excluding inflation)			- £11

SOUTHERN WATER

SHOWCARD C

Total combined household bill for water and sewerage services:
Decreases from **£381** in 2010 to **£373** by 2015 (excluding inflation)

- £8

SUTTON & EAST SURREY WATER

SHOWCARD A

SUTTON & EAST SURREY WATER SERVICE

Average household water bill in 2010 is **£165**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	- £11
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban when there is a 1 in 10 year drought or worse	Maintain current service; this includes fitting around 32000 water meters to help customers control their bills by reducing unnecessary water use in this area of serious water stress. Also replace 134km of water mains to help reduce leakage and improve the reliability of water supplies.	£5
3.	Fish and wildlife at no sites suffer from (or are at risk of) low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.99% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water; this includes replacing around 6600 of the lead pipes which connect properties to the water mains.	£3
5.	Approximately 415 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	£0
6.	40 properties at risk of low water pressure at the tap. Supplies to 17 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	99.9% of billing enquiries are answered within 5 days and 99.7% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but 0.7% calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £10
Average household water bill decreases from £165 in 2010 to £152 in 2015 (excluding inflation)			- £13

SUTTON & EAST SURREY WATER

SHOWCARD C1

Total combined average household bill (S&ES and THAMES): Decrease from £286 in 2010 to £282 by 2015 (excluding inflation)	- £4
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SUTTON & EAST SURREY WATER

SHOWCARD C2

Total combined average household bill (S&ES and SOUTHERN): Decrease from £414 in 2010 to £391 by 2015 (excluding inflation)	- £23
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TENDRING HUNDRED WATER

SHOWCARD A

TENDRING HUNDRED (VEOLIA WATER EAST) WATER SERVICE

Average household water bill in 2010 is **£175**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	- £11
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - no restrictions in usage	Maintain current service; this includes replacing about 10km of trunk mains and 20km of distribution mains to maintain service, reliability of water supplies and ensure leakage does not rise. Also investing £2.2 million in a new treated water reservoir and pumping station at Dovercourt, which will increase the security of water supplies for about 12000 people.	£1
3.	Fish and wildlife at no sites suffer from (or are at risk of) low water levels caused by abstraction of water	Maintain current service	
4.	99.99% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£1
5.	Approximately 233 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance taste and smell of tap water	£1
6.	No properties at risk of low water pressure at the tap. Supplies to 3 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	Customer service: 100% of billing enquiries answered within 5 days and 100% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but 2.8% calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted eg by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £13
Average household water bill decreases from £175 in 2010 to £154 in 2015 (excluding inflation)			- £21

TENDRING HUNDRED WATER

SHOWCARD C

Total combined average household bill (TENDRING HUNDRED and ANGLIAN): Decrease from £391 in 2010 to £352 by 2015 (excluding inflation)	-£39
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THAMES WATER

SHOWCARD A

THAMES WATER SERVICE

Average household water bill in 2010 is **£183**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service; this includes the programme to replace or renew over 1,000 km of water mains	- £14
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in 17 years	Maintain current service	£10
3.	Fish and wildlife at 2 sites suffer from (or are at risk of) low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.99% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£5
5.	Approximately 7,892 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	£0
6.	349 properties at risk of low water pressure at the tap. Supplies to 1,568 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	99.8% of billing enquiries are answered within 5 days and 99.6% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but 0.1% calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £11
Average household water bill decreases from £183 in 2010 to £173 in 2015 (excluding inflation)			- £10

THAMES WATER

SHOWCARD B

THAMES SEWERAGE SERVICE

Average household sewerage bill in 2010 is **£121**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
9.	Manage and repair sewers and equipment to ensure customers continue to receive current standards of drainage and sewage treatment	Maintain current service	- £20
10.	Provide effective drainage and sewage treatment to meet current demands from existing and new customers	Ensure drainage and sewage treatment works can cope with extra demand from existing and new customers	£8
11.	2,630 properties are at risk of internal flooding from sewers at least once in ten years	Invest £269 million to remove the risk of internal sewer flooding at 1,914 properties. Some of these 1,914 properties are already at risk, and some will become at risk as they will flood for the first time after 2010.	£3
12.	3,673 areas are at risk of external sewer flooding from sewers at least once in ten years	Stop external sewer flooding of 797 areas. Some of these 797 areas are already at risk, and some will become at risk as they will flood for the first time after 2010.	
13.	Sewerage system could occasionally be disrupted e.g. by extreme events	Maintain current service	
14.	280km of river of poor/bad quality, 2,850km of river at risk from weed growth that can be harmful to wildlife, no bathing waters which do not meet minimum standards	Invest £1.7bn to reduce pollution entering River Thames which includes investment in the London Tideway Tunnels and work at 5 sewage treatment works. Invest in renewable energy schemes to generate 95Gwh per year.	£21
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £3
Average household sewerage bill increases from £121 in 2010 to £130 in 2015 (excluding inflation)			+£9

THAMES WATER

SHOWCARD C

Total combined household bill for water and sewerage services: No change from £304 in 2010 to £304 by 2015 (excluding inflation)	£0
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THREE VALLEYS WATER

SHOWCARD A

THREE VALLEYS WATER SERVICE

Average household water bill in 2010 is **£160**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	-£6
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in 10 years	Maintain current service; this includes renewing about 130km of water mains a year to maintain a reliable supply of water to customers and spending £8million on 50000 water meters for customers who would like to have one fitted.	£1
3.	Fish and wildlife at 2 sites suffer from (or are at risk of) low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.98% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£4
5.	Approximately 5,556 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water; this includes £5 million to clean about 850km of distribution mains to reduce discoloured water.	£0
6.	106 properties at risk of low water pressure at the tap. Supplies to 812 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	Customer service: 99.2% of billing enquiries answered within 5 days and 99.6% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but 0% calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted eg by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			-£17
Water bill decreases from £160 in 2010 to £142 in 2015 (excluding inflation)			- £18

THREE VALLEYS WATER

SHOWCARD C1

Total combined average household bill (Three Valleys and Anglian): decreases from £376 in 2010 to £340 by 2015 (excluding inflation)	-£36
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THREE VALLEYS WATER

SHOWCARD C2

Total combined average household bill (Three Valleys and Thames):
decreases from **£281** in 2010 to **£273** by 2015 (excluding inflation)

- £8

UNITED UTILITIES

SHOWCARD A

UNITED UTILITIES WATER SERVICE

Average household water bill in 2010 is **£171**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service	- £9
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in 20 years	Maintain current service; this includes completion of the 55km pipeline stretching across Merseyside and Greater Manchester to carry 100 million litres of water per day improving water quality and reliability of supplies.	£3
3.	Fish and wildlife at 7 sites suffer from (or are at risk of) low water levels caused by abstraction of water	Work with farmers, landowners and others to manage 50,000 hectares of land around rivers, lakes and reservoirs to improve the quality of raw water and keep treatment costs down.	
4.	99.94% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£6
5.	Approximately 26,045 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	£0
6.	509 properties at risk of low water pressure at the tap. Supplies to 5,625 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	91.9% of billing enquiries are answered within 5 days and 99.4% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but 0.1% calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £3
Average household water bill decreases from £171 in 2010 to £168 in 2015 (excluding inflation)			- £3

UNITED UTILITIES

SHOWCARD B

UNITED UTILITIES SEWERAGE SERVICE

Average household sewerage bill in 2010 is **£206**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
9.	Manage and repair sewers and equipment to ensure customers continue to receive current standards of drainage and sewage treatment	Maintain current service	- £31
10.	Provide effective drainage and sewage treatment to meet current demands from existing and new customers	Ensure drainage and sewage treatment works can cope with extra demand from existing and new customers	£3
11.	434 properties at risk of internal flooding from sewers at least once in ten years	Stop internal sewer flooding at 405 properties. Some of these 405 properties are at risk of flooding now, and some will become at risk as they will flood for the first time after 2010	£1
12.	1,258 areas at risk of external sewer flooding from sewers at least once in ten years	Stop external sewer flooding at 299 areas. Some of these 299 areas are at risk now, and some will become at risk as they will flood for the first time after 2010	
13.	Sewerage system could occasionally be disrupted e.g. by extreme events	Maintain current service	
14.	430km of river of poor/bad quality, 2,270km of river at risk from weed growth that can be harmful to wildlife, 3 bathing waters which do not meet minimum standards	Improve discharges from 273 overflows from the sewerage system during particularly heavy rainfall to better protect the quality of the rivers and beaches in the North West.	£26
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £14
Average household sewerage bill decreases from £206 in 2010 to £191 in 2015 (excluding inflation)			- £15

UNITED UTILITIES

SHOWCARD C

Total combined household bill for water and sewerage services: Decreases from £377 in 2010 to £359 by 2015 (excluding inflation)	- £18
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WESSEX WATER

SHOWCARD A

WESSEX WATER SERVICE

Average household water bill in 2010 is **£202**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service which includes investing to replace or reline more than 300km of mains	- £9
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban less than once every 30 years	Maintain current service; this includes investment of about £190 million to improve the security of water supplies and meet the demands of a growing population by supplying about 25000 new properties with water	£20
3.	Fish and wildlife at 5 sites suffer from low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.97% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£6
5.	Approximately 3,407 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage appearance, taste and smell of tap water	£1
6.	157 properties at risk of low water pressure at the tap. Supplies to 296 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	Customer service: 100% of billing enquiries answered within 5 days and 100% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls but 0.4% receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events.	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £8
Average household water bill increases from £202 in 2010 to £212 in 2015 (excluding inflation)			+£10

WESSEX WATER

SHOWCARD B

WESSEX WATER SEWERAGE SERVICE

Average household sewerage bill in 2010 is **£210**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
9.	Manage and repair sewers and equipment to ensure customers continue to receive current standards of drainage and sewage treatment	Maintain current service	- £36
10.	Provide effective drainage and sewage treatment to meet current demands from existing and new customers	Invest to reduce sewer collapses by replacing 18km of sewers and renovating 91km of sewers. Ensure drainage and sewage treatment works can cope with extra demand from existing and new customers	£5
11.	343 properties at risk of internal flooding from sewers at least once in ten years	Invest about £24 million to stop internal sewer flooding at 175 high risk properties and 117 lower risk properties. Some of these properties are at risk of flooding now, and some will become at risk as they will flood for the first time after 2010	£2
12.	688 areas at risk of external flooding from sewers at least once in ten years	Stop external sewer flooding at 170 areas. Some of these 170 areas are at risk now, and some will become at risk as they will flood for the first time after 2010	
13.	Sewerage system could occasionally be disrupted eg by extreme events	Maintain current service	
14.	140km of river of poor/bad quality, 1,780km of river at risk from weed growth that can be harmful to wildlife, 0 bathing waters which do not meet minimum standards	Meet environmental standards and improve the quality of bathing waters, including work on 63 sewer overflows to improve watercourses in the Bristol area.	£15
Minus savings made by working more efficiently (e.g. due to advances in technology)			-£5
Average household sewerage bill decreases from £210 in 2010 to £191 in 2015 (excluding inflation)			- £19

WESSEX WATER

SHOWCARD C

Total combined household bill for water and sewerage services:
Decreases from **£412** in 2010 to **£403** by 2015 (excluding inflation)

- £9

YORKSHIRE WATER

SHOWCARD A

YORKSHIRE WATER SERVICE

Average household water bill in 2010 is **£154**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
1.	Manage and repair water pipes and equipment to maintain current supplies and quality of drinking water	Maintain current service; this includes the renewal or relining of 470km of water mains to improve the quality of drinking water, reliability of supplies and reduce leakage	- £8
2.	Invest in new water supplies, tackle leakage and help customers use water efficiently to provide reliable water to existing and new customers - risk of hosepipe ban no more than once in 25 years	Maintain current service	£1
3.	Fish and wildlife at no sites suffer from (or are at risk of) low water levels caused by abstraction of water	Manage the amount of water taken from the environment	
4.	99.95% of samples meet the current quality standards for drinking water	Ensure the continued safety of tap water	£3
5.	Approximately 16,283 customer complaints to water company about the appearance, taste or smell of tap water each year	Manage the appearance, taste and smell of tap water	£1
6.	102 properties at risk of low water pressure at the tap. Supplies to 532 properties affected by unplanned interruptions lasting more than 12 hrs	Maintain current service	
7.	100% of billing enquiries are answered within 5 days and 99% of written complaints answered within 10 days. Customers generally satisfied with handling of telephone calls and no calls receive engaged tone	Maintain current service, improving service where possible by working more effectively	
8.	Water supplies could occasionally be disrupted e.g. by extreme events	Ensure critical water treatment works can cope with severe weather	
Minus savings made by working more efficiently (e.g. due to advances in technology)			- £4
Average household water bill decreases from £154 in 2010 to £147 in 2015 (excluding inflation)			- £7

YORKSHIRE WATER

SHOWCARD B

YORKSHIRE SEWERAGE SERVICE

Average household sewerage bill in 2010 is **£178**

Current Service Level		Investment or Service Level Proposed by 2015	Change in bill by 2015 (excluding inflation)
9.	Manage and repair sewers and equipment to ensure customers continue to receive current standards of drainage and sewage treatment	Maintain current service. Renew or renovate 120km of sewers to ensure continued delivery of reliable sewerage services.	-£20
10.	Provide effective drainage and sewage treatment to meet current demands from existing and new customers	Ensure drainage and sewage treatment works can cope with extra demand from existing and new customers	£3
11.	196 properties at risk of internal flooding from sewers at least once in ten years	Stop internal sewer flooding at 454 properties. The 454 properties includes some which are at risk of flooding now (included in the 196 figure on the left) and others which will flood for the first time after 2010 (not included in the 196 figure)	£4
12.	1,077 areas at risk of external sewer flooding from sewers at least once in ten years	Stop external sewer flooding at 137 areas. Some of these 137 areas are at risk now, and some will become at risk as they will flood for the first time after 2010	
13.	Sewerage system could occasionally be disrupted e.g. by extreme events	Maintain current service. Investigate drainage problems and flood risk in Hull, Sheffield and Leeds	
14.	290km of river of poor/bad quality, 1,470km of river at risk from weed growth that can be harmful to wildlife, no bathing waters which do not meet minimum standards	Invest £110m in sewerage services to reduce odour levels and the number of pollution incidents. Improve the quality of coastal bathing water so that nine coastal waters can achieve an 'excellent' rating in the revised bathing quality guidelines.	£15
Minus savings made by working more efficiently (e.g. due to advances in technology)			-£1
Average household sewerage bill increases from £178 in 2010 to £179 in 2015 (excluding inflation)			+£1

YORKSHIRE WATER

SHOWCARD C

Total combined household bill for water and sewerage services: Decrease from £332 in 2010 to £326 by 2015 (excluding inflation)	- £6
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