

**ESSEX & SUFFOLK**  
**WATER** *living water*

# OUR GUIDING PRINCIPLES, INFORMATION AND ADVICE

While we work in your area

This leaflet explains how we intend to provide you with **outstanding service** while we work in your area, gives useful advice and information and tells you how to contact us if you need to.

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

 [@eswater\\_care](https://twitter.com/eswater_care)

Essex & Suffolk Water invests hundreds of millions of pounds every year to maintain and upgrade our water network so we can ensure we provide you with a top quality product, and safeguard our water services well into the future.

We want you to receive an outstanding service while we work in your area, and to help us deliver this, we have some guiding principles for our employees and contractors.

## OUR GUIDING PRINCIPLES

1. When our work directly affects you, we will **seek your views** during the planning stage.
2. We will work with the local community and all other relevant stakeholders to **minimise the impact** of what we need to do.
3. When working next to your home or business, we will do our best to contact you before the work begins and **update you on progress** and about any changes that may occur.
4. We will make sure **work is carried out safely** and that our working areas are **secure and tidy**.
5. If we need to work on your land or in your property, we will **return your land and/or property back to the condition they were** immediately before the work began. We will agree this with you before we begin.
6. Our employees and contractors will always act in a **professional, courteous and helpful manner**, keep their promises and ensure that any issues are resolved within a reasonable and agreed timescale.
7. **Your opinion is important to us.** We will ask for feedback on the performance of our employees and contractors, as well as the impact our work has had on you and your community.
8. We will deal with all communication with you in line with our document 'Our promise to you'. Any complaints will be dealt with in line with 'Our codes of practice on complaints' which can be found on our website [www.eswater.co.uk](http://www.eswater.co.uk).

We are committed to reducing any disruption associated with this work and recognise, that as with most construction work, noise and traffic disruption is difficult to avoid. Please be assured that we will do our best to reduce any inconvenience to you.

We recommend that you speak to us by calling our customer centre on **0345 782 0999** if you have any concerns before or during the course of our work, as we can often resolve issues more accurately and quickly if we can discuss them in detail with you.

**Our aim is to provide you with outstanding customer service and we welcome your views on how we are doing.**

## ANSWERS TO FREQUENTLY ASKED QUESTIONS

### Q. Will the work cause disruption?

A. With large construction work, it is inevitable that there will be some disruption in the immediate vicinity of the work. There will also be an increase in heavy traffic in the area, with vehicles transporting materials to and from the working sites and site compound.

### Q. Will there be dust, vibration and noise?

A. The construction work we undertake can involve using large machinery, digging up ground, pouring concrete and working with granular material. It is inevitable these activities will result in some dust, vibration and noise.

### Q. Will my water supply be affected by this work?

A. As we are carrying out work at a reservoir or water treatment works, we do not expect your water supply to be affected by this work.


### Q. Why does the work take so long?

A. Work of this nature usually involves a significant amount of construction work, which takes time. Time and care must be taken to ensure that the work is carried out safely.

### Q. Who should I contact if I need further advice or information about the work?

A. Please call us on **0345 782 0999** or tweet **@eswater\_care**. We will be pleased to help you.

**You can give us feedback by:**

- completing a form on our website: [www.eswater.co.uk](http://www.eswater.co.uk)
-  [@eswater\\_care](https://twitter.com/eswater_care)
- calling us at **0345 782 0999**

# HOW YOU CAN PROTECT YOURSELF AND YOUR PROPERTY

Please be aware that bogus callers, people who claim to be employed by Essex & Suffolk Water or 'the water board', but who are only interested in stealing from your home, are known to operate in our supply area.

All our employees carry official identity cards which we strongly advise you to check before letting anyone into your home.

If you are in doubt about the validity of a caller claiming to be from Essex & Suffolk Water, do not let them into your property. Call the police immediately to report this, or our customer centre on **0345 782 0999** to confirm they are genuine. Our employees will not object to waiting outside while you carry out these checks.

**For extra peace of mind customers can register a password with us - if we need access to your home we will know and use this word.**



Call us on **0345 782 0999**  
to register today.

Essex & Suffolk Water  
Sandon Valley House  
Canon Barnes Road  
East Hanningfield  
Chelmsford  
CM3 8BD

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

 [@eswater\\_care](https://twitter.com/eswater_care)