

# Welcome to your new home





# Welcome to your new home

Moving into your new home is an exciting time.

The smell of new carpet, your appliances all plumbed in, trying to agree where the furniture should go and choosing pictures for the wall to make this house your home.

But then there's the all important things you have to do to get up and running in your new home. Water being key to get you that all important cuppa on a morning!

## **We want to help.**

We've prepared a short checklist to move you from the boring sorting stage to the enjoying having your feet up, in front of the TV with a nice cup of tea stage as quickly as possible.

Visit [anglianwater.co.uk](http://anglianwater.co.uk)

## Things to do when you first move in

When you first move into your new home, you might notice a slight musty taste or smell to the water.

**Don't worry**, this is quite normal and often happens when the water has been sat in the internal pipework of your new home for a while.



### 1. Run your cold water tap

Remember to collect the water to use for your plants rather than let it go to waste down the sink.



### 2. Read your water meter

You'll find the serial number of your meter and where to find it on the back page of this booklet.



### 3. Set up your new account

Existing Anglian Water customers can use your **MyAccount** log in to update your details and to send us your water meter readings.

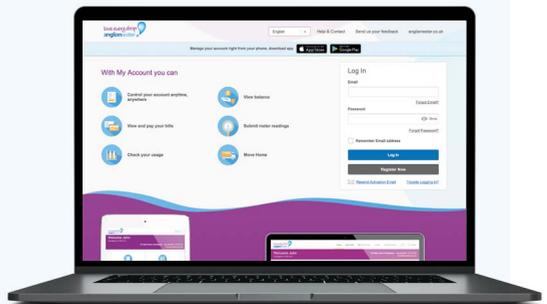
If you're new to the region or you're an existing customer who hasn't signed up to **MyAccount**, the easiest and quickest answer is to call us on **03457 91 91 55**.

We'll then set up your account and your preferred way to pay your bills.

Please have the following information to hand when you call, to make getting set up easier:

1. The full postal address of your new property
2. Your meter reading and the serial number
3. Your previous account number (if you were an Anglian Water customer before)
4. Your bank account details so you set up a direct debit.

Once you have your new account details, you'll be able to set up your **MyAccount**.



# Reading your meter

We fit the majority of water meters in the footpath or close to the boundary of the property.

The meter itself sits at the bottom of a chamber where it's connected to your water supply pipe. But occasionally they are fitted inside your home under the kitchen sink, in an airing cupboard or behind a toilet.

We currently use three different types of water meters:

Serial number



## Standard meter

On the face of the meter, you'll see a series of eight digits. The first five white digits indicate cubic metres. The last three red digits are units of 10 litres.

Example



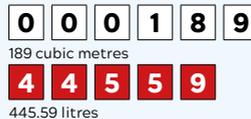
Serial number



## Digital Elster meter

On the LCD screen, you'll see a series of six large digits showing full cubic metres used and a smaller series of numbers in a red box showing litres used.

Example



## Digital Sensus meter

For newer Sensus meters, the numbers on the left show cubic meters used and the last three digits on the right hand side (after the comma) show the number of litres used.

Example



Serial number

## Where's the water meter serial number?



Every meter has a unique 10 digit serial number, which you should quote in any correspondence with us.



### Top tips on getting the most from your water

Once you're in and settled in your new home, there are a few other things you can do to get the most from your water.

The water we supply is some of the best water quality in the country, so to help keep yours in tip top condition.

#### 1. Check out our 'check valve' factsheet

Visit [anglianwater.co.uk/keepwaterhealthy](https://anglianwater.co.uk/keepwaterhealthy)

This will help you understand whether you have a check valve fitted to your washing machine and dishwasher connection hoses. These check valves stop water in your appliances making its way back into your drinking water supply.

#### 1. Discover your water hardness

Visit [anglianwater.co.uk/dwq](https://anglianwater.co.uk/dwq)

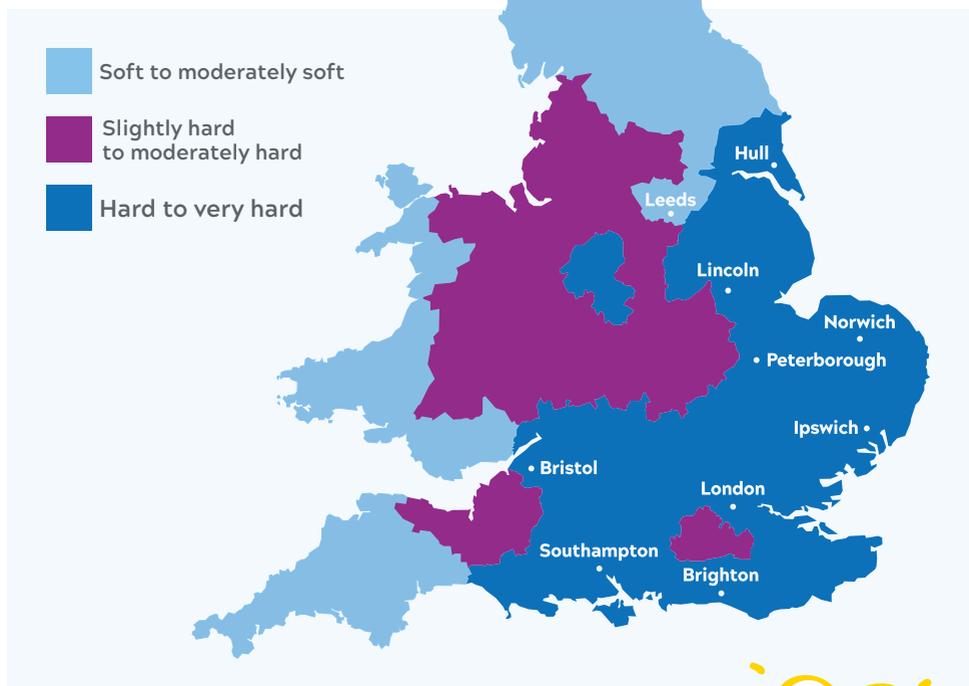
Your washing machine and dishwasher set up may also need adjusting depending on the hardness of water in the area where you live.

# Water in this region

The water here is classed as being hard to very hard (see map).

The ground in our area contains rocks which have high chalk (calcium carbonate) content.

As water moves through these rocks it dissolves some of the chalk and this makes the water hard.



## Did you know?

Hard water is perfectly safe to use and drink and there is lots of evidence that it can even be good for our health.



# Taking care' of every drop

Our region is a beautiful and busy one, and we're proud to supply safe drinking water to **4.3 million of you**.

But our precious water resource is being squeezed from all angles – due to a growing population, ever-increasing demand and the lowest rainfall in the country.

And when something is precious to you, you do everything you can to protect it. That's why we're tirelessly looking for better ways to save water.

We can't make it rain more, but we can all do everything possible to save water for ourselves, our neighbours and our local environment.

Just by turning off your tap when you brush your teeth in the morning and shortening your shower by 1 minute you can save up to 27 litres of water.

That's enough for 80 cups of tea each – a simple saving we can all make.

There are more water saving tips for you to try on our website [anglianwater.co.uk/tips](http://anglianwater.co.uk/tips)



And if you see a water leak in the road, you can report it on our website too [anglianwater.co.uk/reportaleak](http://anglianwater.co.uk/reportaleak)

**Or give us a call on 0800 771 881**

Supplying you with water is just one side of our business and for many of you, we take care of your used water too.



Visit [anglianwater.co.uk](http://anglianwater.co.uk)

# We're here to help

Got a general question?



[anglianwater.co.uk](https://www.anglianwater.co.uk)



**03457 919 155**

8am-8pm  
Monday-Friday  
and 8am-4pm  
Saturday

Struggling to pay your bill?



[anglianwater.co.uk/account-and-bill](https://www.anglianwater.co.uk/account-and-bill)



**0800 169 3630**

8am-8pm  
Monday-Friday  
and 8am-4pm  
Saturday

Problem with your water?



Report it at  
[anglianwater.co.uk/tell-us](https://www.anglianwater.co.uk/tell-us)



Emergency?  
**03457 145 145**  
Lines open 24  
hours a day

If you need practical support, our Priority Services Register is here for you



[anglianwater.co.uk/priority-services](https://www.anglianwater.co.uk/priority-services)



**03457 919 155**

Meter serial number

Meter location

Address/plot number