

CHOLDERTON & DISTRICT WATER COMPANY

Collection of Charges – Household Customers

1. Paying for Water Services

Cholderton and District Water Company provides high quality water to customers 24 hours a day, 365 days a year. Water services must be paid for promptly. We appreciate the difficulties some customers may face paying bills and we will do all that we can to agree the most suitable method of payment.

This document explains how we can help. It also sets out to explain what will happen if you do not pay. Please contact us if you have payment difficulties as prompt action allows us to help you.

Our office is open between 9am and 5pm Monday to Friday. The daytime telephone number is: 01980 629203. Out of hours we can be contacted on: 07437 445863

2. Responsibility for Payment of Charges

The occupant(s) of a premise will be the person(s) responsible for making payment of water service charges unless a separate agreement has been made with the Company.

3. What happens if you are a tenant?

If you live in rented accommodation, it is not always easy to see who is legally responsible for the bill. Our water charges have to be paid and this is usually by the person who lives in the property and uses the water. Check your tenancy agreement. If your landlord is responsible for the bill and owing to his non-payment we start to take recovery action against you, or if the bill is for a previous tenant please call us straight away on the weekday daytime telephone number.

4. How we can help you

Although we cannot reduce the amount you have to pay, we will always tell you what payment options are available to you. It is important for you to contact us without delay if you are having difficulties in making your payment. We can only help if we are aware of your difficulties.

If you have low water usage (for example if you live on your own or if you live in a high rateable value property) it may be possible for you to reduce the amount of your water bill by opting to have water supplied through a water meter. For further information, please contact us on 01980 629203.

If you contact us, we will always try to reach a mutually acceptable payment arrangement with you. This will be based on clearing your current annual bill within a set period together with a payment scheme for reducing any arrears. This ensures that the debt will progressively reduce over an agreed period of time.

If you find it difficult to make a payment to us because of illness or disability, we can arrange for one of our representatives to collect the payment at your home.

If you are in receipt of Income Support, income-based jobseeker's allowance or pension credit it may be possible for the Department of Work and Pensions to arrange payments directly to us. For further information, contact your local Department for Work and Pensions. If you are awaiting a decision regarding third party deductions you must advise us so that we can ensure that the charges recovery process is put on hold whilst you are in contact with the DWP.

The Company operates a Vulnerable Group Tariff known as WaterSure for those qualifying customers where the property is supplied through a meter. This tariff could help reduce your water charges. Customers must satisfy certain conditions to qualify for this tariff, details of which are available by contacting the office on 01980 629203.

If you would prefer independent advice, you can contact your local Citizens Advice Bureau (CAB), who will work with us to sort out your debt for water services and provide advice in managing your financial affairs. The telephone number for your local CAB is shown below in paragraph 9.

Further support and assistance can be found by contacting the Social Services Department of your local authority. The telephone number can be found in the telephone directory.

5. Payment Options

The charge for water supplies other than through a meter is due six monthly in advance. You can pay the bill as follows:

- One payment – in full.
- Two payments.
- Monthly instalments.
- Weekly payments.

6. How to Pay

- Payment can be made directly to the Company's bank account by standing order

Lloyds Bank plc.
38 Blue Boar Row
Salisbury, Wilts SP1 1DB

Account number: 0351582. Sort Code: 30 97 41

If you take this option, please ask the bank to quote your customer ID number, which will be found on your bill.

- Payments can be made over the counter at Shipton Bellinger Post Office. You may leave cash or cheques. Please place your payment in an envelope with your customer ID number on the front. Please put your ID number on the back of cheques at all times.
- Payments may be brought to the office, which can be found on the farmyard at Cholderton Estate. On entering the farm from the A338

drive in for about 100 yards, take a track to the left and the office is located in a cream coloured bungalow at the top of the track.

- Instalment plans can be set up, please telephone the office for details

7. Action we take for Non-Payment

If you do not pay your water bill or keep to an agreed instalment arrangement, we will take a number of steps prior to taking legal action.

- If payment is not received by a due date, we will issue a 'reminder notice' asking you to bring the account up to date within the next 14 days.
- If you do not respond to the reminder notice, we will issue a 'final reminder notice'.
- If you do not respond to the 'final reminder notice' we will then issue you a notice warning of impending legal action unless payment in full or part is received within a specified date.
- Before any further action is taken we will attempt to make further contact prior to issuing a County Court Claim. This contact will be by one or more of the following means:
 - . Telephone
 - . Home visit
 - . Letter
- Should this final attempt fail to result in payment or an agreed payment plan a County Court Claim will be instigated within 28 days.

8. County Court Action

If we take legal action through the County Court you will incur any additional costs that this action entails.

If you do not pay the full amount of a Claim issued by the County Court within 28 days or apply for settlement by instalments, we will apply for judgement to be lodged against you.

THIS MAY AFFECT YOUR ABILITY TO OBTAIN CREDIT IN THE FUTURE.

If you do not pay the account in full after the judgement has been obtained, we will normally ask the Court to enforce judgement. This can involve any of the following:

- Requesting you attend Court for an "Oral Examination" to answer questions about your financial affairs.
- Issuing a "Warrant" for seizure of goods.
- Applying for an "Attachment of Earnings".
- Obtaining a "Charging Order against the sale of your property

REMEMBER – You can contact our office on 01980 629203 for advice between 9am and 5pm Monday to Friday.

9. If You Dispute Your Bill

If you dispute the amount of your bill or you do not think you are liable for the charges, you must tell us immediately and we will investigate the matter. While our enquiries are going on your account will be placed on hold and no further collection proceedings will take place. This is also the

case should you seek advice from an independent body such as the CAB or Social Services. The nearest CAB offices are:

Hampshire:

Wylie Road, Shipton Bellinger SP9 7YE; Tel No. 01980 843377

Wiltshire:

Wylie Road, Tidworth, SP9 7QQ; Tel No. 01980 843377

However, if we are still unable to agree, and mutually resolve the matter, we can refer your case to Trustees of the Cholderton Estate Trust who are independent and will investigate the dispute. They can be contacted by post addressed to the company 's offices or through the company's email address. All communications will be forwarded in the form they are received.

10. How to Contact Us

Address: Cholderton & District Water Company Ltd
Estate Office, Cholderton, Salisbury,
Wiltshire SP4 0DR

Telephone: 01980 629203

E-mail: admin@cholderton-estate.co.uk

Through the 'Contact us' tab on the website: www.choldertonwater.co.uk

11. Complaints

If you have a complaint about our service you should always contact us first. Please either telephone, email or write to us. In the case of written complaints, we will respond within 72 hours

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