



ESP WATER
WOULD LIKE TO
CONGRATULATE
YOU ON MOVING
INTO YOUR NEW
HOME.

WELCOME



DO YOU NEED SOME EXTRA HELP?

We offer a free service called the Priority Services Register to provide extra support for our vulnerable customers. To check if you are eligible and register with us visit us on

www.espwater.co.uk/priority-services-register-application

or contact us on 0333 000 0059.

We can also arrange for paper bills to be sent by post in large font or braille.

In the unlikely event of an emergency, our Customer Services Team will do everything they can to keep you updated and provide you with the best care possible.

CONTACT US

📞 For general enquiries: 0330 123 4201
For billing queries: 0333 000 0059

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Waterquality@espwater.co.uk
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🖱️ www.espwater.co.uk

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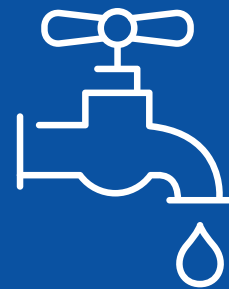
HELLO

WELCOME TO
YOUR NEW HOME

WE'RE HERE TO HELP

We know moving home can be stressful, so we've prepared a few simple steps to ensure your water supply runs smoothly.

Listed below are a few things we recommend you do when you first move in:

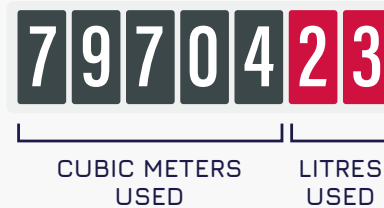
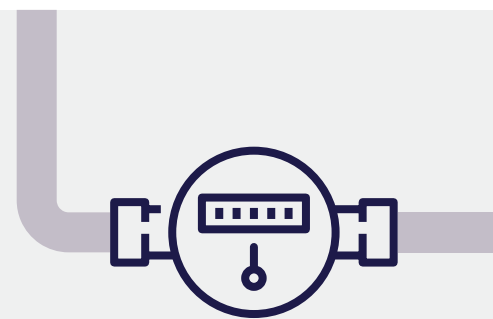


01 RUN YOUR COLD-WATER TAP

Turn on your cold water tap for a few minutes to flush out any water that may have been standing in your internal plumbing system. Remember to collect the water as it can be used in your garden rather than letting it go to waste.

02 READ YOUR WATER METER

On the meter face you will see two sets of numbers, the first five numbers are white on a black background and the last two are white on a red background.



WHERE TO FIND YOUR METER

Wherever possible your water meter will be installed outdoors, below ground – please look for a small metal or plastic cover close to the footpath. Alternatively, if you live in an apartment, then the meter may be located indoors typically in a meter cupboard or under your kitchen sink.

SUBMITTING YOUR READING

When using our online service to submit a meter reading, only read and tell us the first five digits on the black background. You do not need to supply the digits on the red background.



03 SET UP YOUR NEW ACCOUNT

To ensure that you can settle into your new home and access your water bills as soon as possible, please follow the steps below:

REGISTER YOUR PROPERTY

To register your property with us please visit www.espwater.co.uk and input your details.

Alternatively, you can call us on **0333 000 0059**

Please have the following information to hand when you call:

- The full postal address of your new property
- Your bank account details for Direct Debit set-up

ACCESS YOUR BILLS

For your convenience, where ESP Water provide you with both water and wastewater services we have combined these bills into one. Where your wastewater services are provided by another water company, ESP Water will only bill you for water and you will receive a separate bill for wastewater from your wastewater company.

STAY CONNECTED

Check our website for regular updates about your water.

Follow us on Twitter www.twitter.com/esp_water for information about emergency works and incidents happening in your area.

