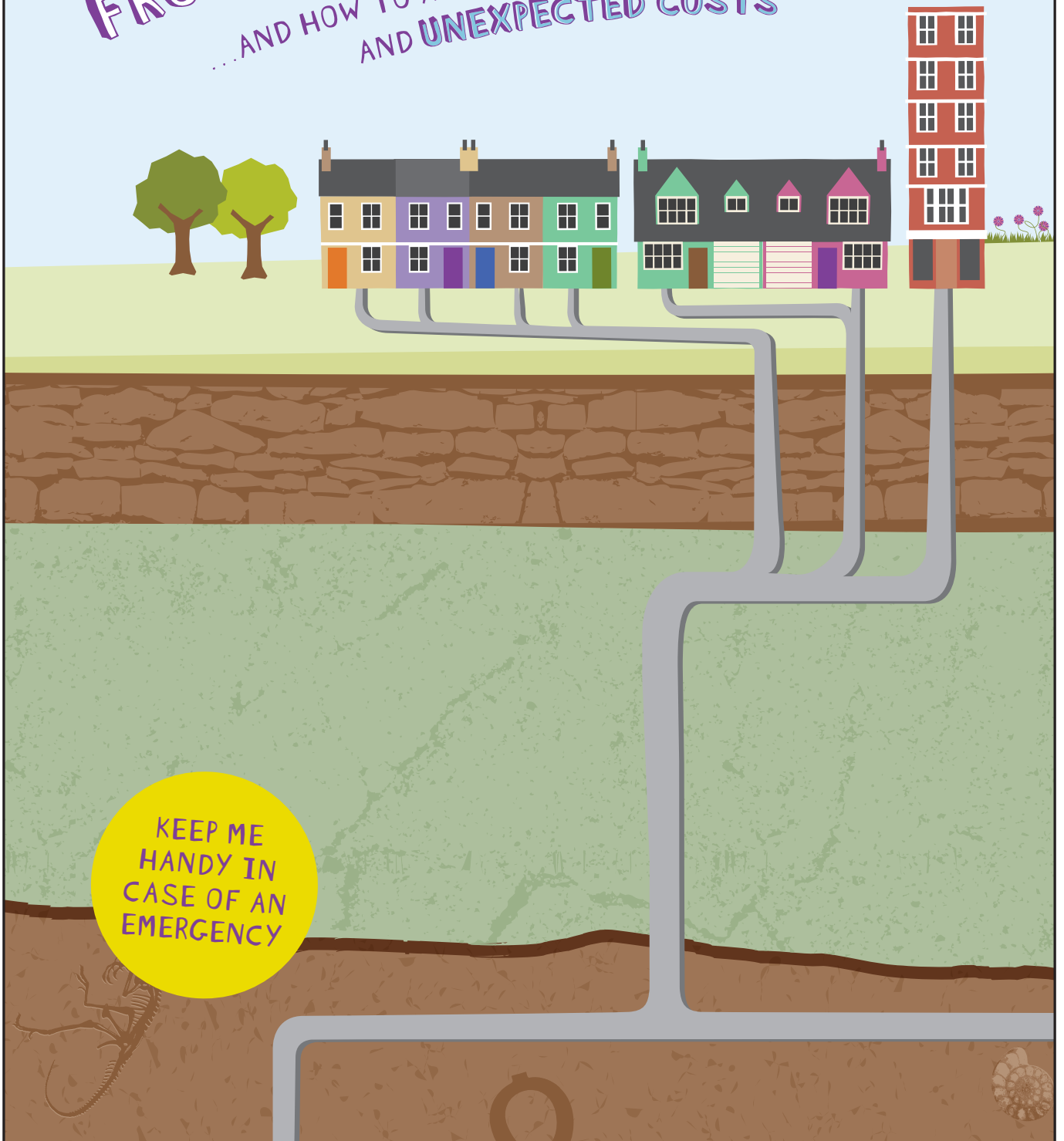


# HOW SEWER OWNERSHIP IS CHANGING FROM 1 OCTOBER 2011

...AND HOW TO AVOID SMELLY BLOCKAGES  
AND **UNEXPECTED COSTS**

love  
every  
drop.  
anglianwater



# INTRODUCTION TO WHAT'S HAPPENING



## DID YOU KNOW?

At the moment if there's a blockage in a sewer or wastewater pipe outside the boundary of your property, but connecting to the main sewer, you're probably responsible for sorting it out.

## A NEW LAW

From **1 October 2011**, we'll be looking after many more sewers and pipes that take wastewater from loos and sinks. This is a result of a change in the law.

If you're connected to the public sewer system, we'll be taking ownership of any pipes that you share with neighbours as well as any pipes that are outside your property boundary.

## BUT YOU'LL STILL HAVE RESPONSIBILITY...

...for those pipes within your property boundary that take wastewater away from only your home. Any pipes which don't connect to our system will also remain in private ownership. See the picture opposite for how this works for your property.

# WHO OWNS WHICH PIPES

We can all do things to keep the water flowing when it leaves our homes. But after 1 October 2011, responsibilities for sewers and pipes will be changing. Want to know more? Visit [www.anglianwater.co.uk/sewerswitchover](http://www.anglianwater.co.uk/sewerswitchover)



PUBLIC  
SEWER

These pipes are  
the responsibility  
of Anglian Water.

ALL  
CHANGE

Responsibility  
passing to Anglian  
Water from  
1 October 2011.

PRIVATE  
PIPES

These pipes  
will remain the  
responsibility of  
the homeowner.



# QUESTIONS?

WE'LL TRY TO ANSWER THEM HERE



FACT

We spend over £6 million every year just clearing blockages, which adds to your bill.

## WHY ARE THE CHANGES HAPPENING?

The Government decided it would make things easier for customers if water and wastewater companies took responsibility for shared public sewers.

## WHAT IS BEING TRANSFERRED?

The sections of sewers and pipes you share with your neighbours, and pipes outside of your property boundary which connect to Anglian Water's existing network will change to our ownership and responsibility from 1 October 2011. The picture in this leaflet shows what is and isn't transferring.

## WHY AM I RECEIVING A LEGAL NOTICE?

As part of the Government's decision to change the law around sewer ownership, all water and wastewater companies need to notify their customers of the legal changes ahead of the transfer date of 1 October 2011. The legal notice is nothing to worry about, and the information in this leaflet should answer your questions about the upcoming changes.

## WHAT AM I STILL RESPONSIBLE FOR?

Wastewater pipes that are situated within your property boundary (such as beneath your house, garden and driveway), and which take away

the flows from only your property to the point where they connect to pipework serving another property. The picture in this leaflet shows how things will change.

## WHEN WILL THINGS TRANSFER?

From 1 October 2011.

## I HAVE AN EMERGENCY DRAINAGE INSURANCE POLICY – DO I STILL NEED IT?

Following the transfer you'll still be responsible for problems affecting wastewater pipes within your property boundary, so it's best to check what's covered in your policy details.

## I DON'T HAVE A DRAINAGE POLICY – DO I NEED ONE?

Repair or unblocking of sewers within your own property can be expensive. For more information on how to take out insurance cover against these potential costs visit [www.anglianwater.co.uk/sewerswitchover](http://www.anglianwater.co.uk/sewerswitchover).

## DO I NEED TO DO ANYTHING ABOUT THE TRANSFER?

No. But by making sure you follow the top tips on what should and shouldn't go down the drain, you can reduce the risk of blockages on or near your property.

## WHAT IF I WANT TO RETAIN RESPONSIBILITY?

Read the information on appeals in the enclosed legal notice.

## WILL MY BILL INCREASE?

Because of the Government's decision to transfer sewer ownership, all customers will see a small increase to their bill from 2014 so that we all share the costs of looking after this much larger network of sewers. The Government predicts an annual rise of between £3 and £14, but if we all do the simple things that can avoid blockages we can minimise this potential future increase.

## WHAT CAN WE DO TO KEEP BILL INCREASES TO A MINIMUM?

Putting food waste and sanitary products down sinks and loos causes a lot of blockages that are costly to remove and clean up. Putting things like soups, gravies, oils, wipes and sanitary products in the bin helps keep costs and bills down for everyone.

## WHAT IF I HAVE A PRIVATE PUMPING STATION SERVING MY PROPERTY?

We need to survey and assess all private pumping stations – if you're served by one, please register your details at [www.anglianwater.co.uk/sewerswitchover](http://www.anglianwater.co.uk/sewerswitchover)

Shared pipes and sewers served by a private pumping station will transfer on 1 October 2011, with private pumping stations and rising mains transferring by 2016.

## WHAT ABOUT SEPTIC TANKS, CESSPITS AND PRIVATE SEWAGE TREATMENT WORKS?

These are not subject to transfer and remain in private ownership, as will the pipes that drain into them.

## DO THESE CHANGES ALSO APPLY TO BUSINESS PREMISES?

Yes, you can find out more at [www.anglianwater.co.uk/sewerswitchover](http://www.anglianwater.co.uk/sewerswitchover)

## WHAT SHOULD I DO IF I HAVE A BLOCKED SINK, TOILET OR DRAIN?

If it isn't an immediate flooding emergency, you can get lots of advice on how to identify and solve the problem at [www.anglianwater.co.uk/sewerswitchover](http://www.anglianwater.co.uk/sewerswitchover)

If you hold an Anglian Water Direct policy arranged by HomeServe and need to make a claim please call their 24-hour claim line on **0800 247 999**.

## ANY OTHER QUESTIONS?

If we haven't answered your query here, please visit [www.anglianwater.co.uk/sewerswitchover](http://www.anglianwater.co.uk/sewerswitchover)

# HOW TO AVOID BLOCKAGES AND KEEP COSTS DOWN



The change of sewer responsibility means you're less likely to face unexpected repair costs. But because we'll own and manage tens of thousands more miles of sewers, we'll need to increase everyone's bill by a small amount.

This won't happen until 2014, and there are simple things we can all do right now to help keep this future increase as low as possible.

## KEEP IT CLEAR

By making sure the right things go in the bin and stay out of the sewer, we can reduce the number of blockages. This will keep costs down and avoid floods and nasty smells in the pipes you look after too.



### DOWN THE LOO, PLEASE:

Wee, poo, toilet paper, flush water and nothing else!



### DOWN THE SINK, PLEASE:

Wastewater, that's it - nothing else!



### IN THE BIN, PLEASE:

Fats, oils, greases (like soups, sauces and gravy), sanitary products and wipes.  
(Even if the label says you can flush them!)

Most of the 15,000 blockages we fix each year are caused by a build-up of fats, oils, greases, sanitary products and wipes.

FACT

Get lots more tips and information at [www.anglianwater.co.uk/sewerswitchover](http://www.anglianwater.co.uk/sewerswitchover)



# GET IN TOUCH

Learn more about changes to sewer responsibilities and avoiding blockages at [www.anglianwater.co.uk/sewerswitchover](http://www.anglianwater.co.uk/sewerswitchover)

If you haven't got web access, you can call **0845 026 5232** to find out more about the changes.



The transfer means we'll be responsible for thousands more miles of sewers.



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