



Water & Wastewater Services Welcome Leaflet



Welcome to Icosa Water. We provide the water and wastewater services to your new home.

Who are we?

We are a statutory water and wastewater undertaker appointed by Ofwat to provide services to your home. For more information about us, please visit our website icosawater.co.uk/our-company.

What you can expect from us

- ✓ Develop and maintain an efficient and economical system of water supply
- ✓ Maintain, improve and extend our water mains such as to manage our network resources effectively

Do I need to register?

Yes. We ask all new customers to register their details with us.

Once you have registered with us, we will send your Welcome Pack which will include information about water quality, pipework responsibility, water meters, billing and our customer promise.

Helpful tip: When you first move into your new home, you might notice a slight musty taste or smell to your cold water. Don't worry this is quite normal and often happens when the water has been standing in the internal pipe work of your new home for some time. All you need to do is run your kitchen tap for up to five minutes before drinking the water or using it for cooking.

You can find more information about who we are, our charges and the services we provide to your home by visiting our website icosawater.co.uk/do-we-supply-your-home/

Get in touch with us!

There are a number of ways you can contact us.

Telephone If you have any questions and would like to speak to our Customer Service Team, call **0330 111 0780**.

If you have a flood or leak you can call our 24 hour Emergency line: **0330 111 2014**

Email your question to
customerservices@icosawater.co.uk