

## Tracker contract key points

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### Contract basics

Your contract is binding from the date we accept your agreement. We'll start to supply retail services to you from your go-live date. The contract will run for the length of time you agreed, either one, two or three years. You can request a copy of your contract by emailing [contractsupport@water-plus.co.uk](mailto:contractsupport@water-plus.co.uk) and we will send a copy within 5 business days.

### Charges

There are two parts that make up the overall Tracker contract charge:

**Variable wholesale fees** – While in contract, the price you pay for the water you use is set and published by the wholesaler for your region(s), not by us, and can go up or down.

**Fixed retail fee** – This is a fixed amount you pay each year for the retail services we provide. It stays the same during the contract term, it's charged daily and is shown as a separate line item (broken down at an individual site level) on your bill.

### Changes to your charges

As the variable wholesale charge tracks the published wholesale charges for your region(s), it can go up or down. Wholesalers typically update their charges on an annual basis in April and we'll update your prices in line with this.

Your regional wholesaler will publish the prices on their website, and you can find [updated information and schemes of charges](#) on our website.

### What we provide

We provide retail services for your water and/or wastewater supply. These services include:

- Billing
- Meter reading
- Account management
- Customer services
- Water efficiency help and advice

You can find out more information about [wholesaler, retailer and customer responsibilities](#), and [who to contact](#) on our website.

### Go-live date

You'll start to receive your retail services from us on your go-live date.

If you are a new customer to us, your go-live date is the date we become registered as your supplier. If you have multiple business premises, your go-live date will be the earliest date that one of them is registered to us.

If you're an existing customer, your go-live date is the date your new Water Plus contract is set up. We'll write to you to confirm once your contract has gone live.

### Switching

If you're moving to us from another retailer and your switch is stopped for any reason, we'll

write to you to let you know why and what to do next. This could be because you're already in contract with another water retailer or have an outstanding amount with them that is over 90 days old.

## Log in to your online MyAccount

MyAccount is how you keep up to date with your Water Plus account. You can view all your latest and historic bills, set up Direct Debits, make payments, submit meter readings and more, all at any time that's best for you.

Setting up your MyAccount is easy, if you haven't already, you can [sign up here](#).

## Bills

All your bills will be in [MyAccount](#), and you can download and print them if you want to. We'll send an email when your latest bill is ready to view.

## Direct Debit

If you're paying by Variable Direct Debit, we'll automatically take payments 14 days after we issue each bill.

If you're paying by Fixed Direct Debit, we'll automatically take payments on your chosen date.

## Other ways to pay

If you're paying by BACS, please remember to pay within 14 days of your bill issue date, otherwise we may charge late payment fees.

Our payment details are:

Water Plus Limited

Sort code: 01-09-17

Account number: 66033152

Use your account number and invoice number as a reference.

## Late payment fees and what to do if you're struggling to pay

You need to pay your bill within **14 days** of the bill issue date or by your agreed payment date. If you haven't paid on time, we'll charge you late payment fees. We may also charge you interest at 8% above the Bank of England's base lending rate on the amount you owe. It's calculated every day and added to your account once a month.

We charge late payment fees because, as a water retailer, we've already paid the wholesaler in advance for your water/wastewater. We've got more information on [what happens if you don't pay your bill](#) on our website.

If you're having difficulty paying your bills, please call us on 0345 072 6072, so we can discuss payment plans that could help you.

## Paying VAT

You usually only have to pay VAT on your water if your business is involved in chemicals, construction, engineering, manufacturing, mining, textiles or utilities. If your main business activity is one of these, as defined in divisions 1 to 5 of the 1980 Standard Industrial Classification (SIC) list, you must pay VAT. This is standard for all water retailers.

You don't have to pay any VAT on your wastewater. You can find out more about [VAT, SIC codes and your water bill](#) on our website.

If you're not sure if you must pay VAT, please get in touch so we can help you.

## Meter reading

We aim to read your water meter at least twice per year, unless your meter is larger than 80mm or if your contract specifies a different reading schedule. If your meter is located inside your premises, our team or an authorised third-party meter reader will require access to your property.

To help minimise estimated billing, the easiest way to submit your own meter readings is through your [MyAccount](#). You can upload multiple readings and include images, which is especially helpful. For best results, we recommend submitting your reading 3–5 days before your account is due to be billed. Please only take a meter reading if it is safe to do so.

## What happens when the contract ends

We'll write to you at least 30 days before your contract ends to explain how you can renew your contract. If you don't renew, when the contract ends, you'll go on to our [Standard](#) prices for sites in England, or we'll bill you on the default charges for sites in [Scotland](#).

## Cooling-off period

If you have changed your mind about the contract, in England you have a 7 calendar day cooling off period and in Scotland a 10 business day cooling off period, which starts on the day you receive your contract confirmation email.

## Leaving your business premises

If you're leaving your business premises, please let us know 30 days beforehand for England sites and 20 days beforehand for Scotland sites. If you don't, you'll still be responsible for the water/wastewater bills after you have left.

Please take a final meter read on the day you leave, which you can submit through your [MyAccount](#) or by using the contact details at the bottom of this document. If you know the new occupier details (ideally company name and a contact), please let us know.

If your change is backdated, we may need further proof of sale or transfer of ownership. If you're moving to a new premise, please let us know this address and any new contact details.

If your account closes and you stop being a Water Plus customer, while you have a monthly Direct Debit in place, we'll:

- Calculate and send you a final bill that includes your water/wastewater up to the date your account ends, plus any amount that's left to pay on your payment plan.
- Cancel your existing payment plan and use your payment details to take a one off Direct Debit payment, 14 days after the bill issue date, for the full final balance amount.

If you'd prefer to pay the final bill in another way, you can contact us to discuss payment options and support.

## Change to property use

If you change how your premises is used, for example it becomes a residential property, you need to let us know as it may mean we can no longer provide your retail services.

## Changes to your agreement

We base your contract on the information you give us. If this information turns out to be incorrect, or you need to change your contract information such as adding or removing sites, we may need to adjust the agreement and the terms and conditions of your contract. This means your retail fee may change.

## Commonly asked questions

If there's something you'd like to know that you've not found the answer to here, why not check the [commonly asked questions](#) on our website. If you can't find the answer there, feel free to get in touch with us.

## How to contact us

We're here to help. If you need support with your account, you can get in touch with us by:

- Website: [www.water-plus.co.uk/contact-us](http://www.water-plus.co.uk/contact-us)
- Telephone: 0345 072 6072
- Email: [service@water-plus.co.uk](mailto:service@water-plus.co.uk)

We're available 8:30am - 5:30pm, Monday - Friday (excluding bank holidays). Please allow 5-10 working days for a response from our contact form or email address, and 10 working days for a complaint.

## What to do if you're unhappy

We work hard to ensure you get an excellent service – you can find our standards of service in [our promise to you](#), and in the [Default service standards Scotland](#).

We hope you won't ever need it, but you can find our complaints procedure [here](#).

If you've followed our complaints process but are still unhappy, you can get advice and assistance from the [Consumer Council for Water](http://www.ccwater.org.uk) ([www.ccwater.org.uk](http://www.ccwater.org.uk)), or if you're in Scotland, the [Scottish Public Services Ombudsman](http://www.spsso.org.uk) ([www.spsso.org.uk](http://www.spsso.org.uk)).

## What to do if you have a water emergency

If you have any problems with your water supply, such as discoloured water, loss of water pressure or your supply stops, then you should contact the wholesaler in your region directly. If you don't know your wholesaler, you can find who it is in our website's [help and emergency section](#).

Ofwat's Summary of the Customer Protection Code of Practice can be found [here](#).