

## STANDARD TERMS AND CONDITIONS FOR THE SUPPLY OF WATER AND WASTE WATER SERVICES TO BUSINESS CUSTOMERS IN ENGLAND

These **Conditions**, together with the other **Contract Documents**, set out the terms and conditions on which **we** will provide the **Services** to **you** in respect of the **Property**.

Certain of the words or phrases used in these **Conditions** are highlighted in bold and italics. This means that **we** have given those words or phrases specific meanings, which are set out in **Condition 11**.

### 1) THE CONTRACT

- a) The **Contract** is entered into between **you** and **us** on the **Contract Date**.
- b) The **Contract** comprises of the **Contract Documents** listed below. In the event that there is any conflict or inconsistency between the terms of any of the **Contract Documents**, the **Contract Document** which appears earliest in the list below shall have precedence:
  - i) these **Conditions**;
  - ii) the **Contract Schedule**;
  - iii) the **Charging statement**; and
  - iv) the **Default Standards**.
- c) **You** acknowledge that **we** are entitled to amend the terms of any of the **Contract Documents** at any time on providing notice to **you**. **Our** notice to **you** will specify the effective date of the relevant amendment(s), and **you** will be deemed to have accepted any such amendment(s) if **you** continue to receive the **Services** after that date.
- d) As well as your responsibilities under these terms and conditions, you agree that you will keep to any laws, permits and consents which apply to you in relation to the **Services**, including but not limited to, any consent needed for trade effluent, **Water Regulations** and, in relation to any meter or metering equipment at the **Property**.
- a) You accept that you have responsibility for the water and waste water pipework in, on or under any **Property**, including responsibility for any loss of water or for any water or waste water flooding arising from the condition of that pipework. You will become the owner of and responsible for (including for risk of loss and risk of flooding), the water supplied to you at the **Connection point**. However, nothing in this condition will transfer any risk we or **Water Undertakers** have under any duty placed on us or on **Water Undertakers** by any law.
- b) You agree to let us know about any change to any **Property**, or to how it is used, that would result in it no longer being an **Eligible Property**. You also agree that you will let us know about any reassessment (including the date that reassessment applied from) of the rateable value of any **Property** resulting from any change of use, extension or addition to that **Property**.
- c) These terms and conditions apply from, the date on which you sign this agreement. They then continue unless our agreement with you ends in line with condition 7.
- d) In providing the **Services** to you, we must keep to the **Directions** and, where relevant, the **Disconnections document** and the **Codes**.

### 2) OUR CHARGES

- a) You will find our charges, and the basis on which we work out our charges, in our **Charging statement**.
- b) As well as our charges, we may also recover our reasonable costs. If you fail to keep to your responsibilities under these terms and conditions. These may include, but are not limited to, costs in connection with:
  - i) recovering unpaid charges;
  - ii) going to a **Property** because you have failed to keep to our terms and conditions;
  - iii) you failing to keep an agreed appointment at a **Property**;
  - iv) you failing to allow access to a **Property** under condition 5e; or
  - v) any unauthorised removal of, obstruction of, damage to, or tampering with a meter or metering equipment or in connection with fitting a device to a meter or metering equipment.

- c) All our charges will also have UK tax or duty charged on them, including VAT at the current rate, where applicable
- d) We may offer you **Services** on top of those for which charges are set out in our **Charging statement**. If we do, we will explain our charges for those **Services**. We may bill you for those **Services** separately, or along with your bills for water or sewerage **Services** or trade effluent **Services**.

### 3) PAYMENT

- a) You agree to pay us for the **Services** and to pay any other charges properly due in connection with these terms and conditions.
- b) We can send you a bill or adjust any bill we have already sent you if:
  - i) you let us know about any reassessment of the rateable value of a **Property** resulting from any change of use, extension or addition to that **Property**;
  - ii) we become aware of any reassessment; or
  - iii) we become aware that you own, lease or otherwise use a **Property** for which you have not paid charges for **Services** which we have supplied to that **Property**.

We can adjust the bill back to any date permitted by our Water and Sewerage Supply Licence terms and conditions.

- c) All bills must be paid by direct debit, unless previously agreed by Everflow in writing.
- d) If you cancel a Direct Debit and do not reinstate Direct Debit as your payment method within 5 Business Days without the express permission of Everflow in writing then the prices on your **Charging Statement** will be increased by 5% to cover the additional operating costs incurred by a non Direct Debit payment method.
- e) If you are on the Standard payment terms then your billing date will be your switch date and your first bill will be for two month's usage. All subsequent bills will be issued monthly for one month's usage. To facilitate your payment process we shall commit to rendering our invoice at least 3 business days prior to the collection date.

- f) The following conditions will apply to bills we send you.

- i) If a **Property** is metered your bills for water and waste water **Services** will be based on meter readings or estimated meter readings. We normally send bills out every month, every three months or every year.
- ii) Any bills for trade effluent **Services** will take account of the nature of the effluent discharged and will be made up of:
  - (1) an availability charge; and
  - (2) an operational charge based on meter readings or estimated meter readings.

We normally send out bills every month, every three months or every year.

- iii) If we install an extra metering device on the meter at a **Property** and this is activated for billing purposes, bills for water, waste water and trade effluent **Services** may be based on automated meter readings. However, we can carry out a yearly check based on a manual reading. We will normally send out bills every month, every three months or every year.
- iv) If a **Property** does not have a meter, your bill for water and waste water **Services** will be based on the **Property's** rateable value or assessed usage and we will normally send this out once a year.
- v) If one meter serves a **Property** and also serves other properties, either your landlord (if you have one) or we will arrange for you to be billed for water and waste water **Services**.
- vi) We normally charge for **Property** drainage and roads drainage as often as we charge for your water and waste water **Services** and these charges will normally be based on the **Property's** rateable value.

- g) Unless we have agreed otherwise, you must pay your bill in full as soon as we send you the bill. If you disagree with part of a bill, you must pay us the amount for the part you do agree with.

- h) If you do not pay your bill (or the part of it you do agree with) when we remind you, we can charge you interest at the rate of 4% a year above the Bank of England bank rate in force from 10 days after we sent you the original bill. You can ask us for our policy on charging interest. In addition we will also charge our reasonable costs for recovering any money you owe us that becomes overdue.

- i) If you do not pay your bills as agreed, we will follow the procedures set out in the **Disconnections document**. We can also require you to pay using another payment method.

- j) We will be entitled, every month or over longer periods, to change the amount you owe to reflect the value of the amounts we have billed you for under conditions 3d and 3e. (We do not have to give you notice to do this and the change will take place immediately.) If your bank fails to honour a payment because you do not have enough money in your account, we may change the payment arrangements immediately. You will then be legally responsible for paying all water and sewerage **Services** supplied in line with the new payment arrangements, together with all other costs we have to pay in connection with the new arrangements.

- k) If we supply you with both water and sewerage **Services** and our agreement with you ends for either of them, you will pay the relevant price for the supply which still continues.

- l) If we supply you with both water and sewerage **Services** and you make a payment but do not tell us that it relates to particular charges, and that payment is not enough to cover all charges due, we will use your payment in the following order:

- i) to pay water or sewerage charges which are still due 90 days or more after being billed for them (paying the oldest debt first);
- ii) we then use any amount equally between water and sewerage charges until the charges for either are fully paid; and
- iii) if there is any amount left over, we use it to pay any charges which are still owed.

### 4) REFUNDABLE DEPOSIT

- a) At any time, we may ask you to pay a refundable deposit. If we do this, we will explain the reason why we are asking for it and the purpose for which we will use it. You must pay the refundable deposit within 14 days of our request. If you do not pay a refundable deposit when we ask, we may disconnect your supply.
- b) We will hold, and repay, any refundable deposit in the way explained in our request to you. However, we can use your refundable deposit, including any interest, to pay charges you owe under our agreement with you.

### 5) METERS, ACCESS AND PROVIDING INFORMATION AND HELP

- a) If a **Property** is metered, we may ask you to give us meter readings. If you agree to do so, and then fail to provide a meter reading when we ask, you will allow us (or one of our agents) to take a meter reading.
- b) You agree to us making any arrangements needed on your behalf in connection with the **Services**, including (but not limited to) installing, maintaining, testing, repairing, replacing, removing, disconnecting and reconnecting meters and metering equipment. If we need the permission of someone else (for example, if you are a tenant under a lease, permission from the landlord) so we can carry out any work in connection with the **Services**, you must get that permission (and pay any costs involved). If we ask, you must show us proof that you have this permission.
- c) Unless we agree otherwise in writing, the meter and metering equipment will be provided by and remain the **Property of Water Undertakers** and you must not remove the meter or the metering equipment. You must take reasonable care to keep the meter and metering equipment free from obstruction or damage and interference. Unauthorised tampering with a meter is an offence under **Water Regulations**. If you fit any device to a meter or metering equipment, including a data logger, you must give us details of that device.

- d) If damage to a meter or metering equipment is caused by frost, or by any device you have fitted to the meter or metering equipment, or by anyone other than us or **Water Undertakers** or our or their employees or agents, we may recover from you any loss of charges we suffer as a result of that damage. For this purpose, we will assess the amount of charges lost during the period of damage by referring to the most recent average daily use at the **Supply point** before the meter stopped recording usage accurately.
- e) At all reasonable times, you must allow us, **Water Undertakers** and our or their employees or agents, safe and unobstructed access (by vehicle in appropriate cases) to any **Property** covered by our agreement with you, and to the meter, metering equipment and associated pipework to:
- do anything in connection with a meter, metering equipment and associated pipework, including reading, inspecting, testing, repairing, exchanging, installing, disconnecting, removing or reconnecting a meter, metering equipment or associated pipework;
  - disconnect your supply;
  - disconnect the supply of another customer with whom you share that supply;
  - get back the meter or other equipment we or **Water Undertakers** own (if you stop receiving a supply from us);
  - inspect or test a meter or connection not owned or provided by or for us or **Water Undertakers**;
  - allow us to keep to the **Disconnections document**, the **Codes** and the **Directions**;
  - sample water quality; or
  - sample or monitor trade effluent.
- ix) We can have access at any time if there is danger to life, health or **Property** in connection with the supply; or we need access by law.
- f) We are not responsible for:
- any faults in a meter or metering equipment which we, or **Water Undertakers** do not own or have not provided, or for any resulting loss, cost, damage or injury;
  - any faults in a meter or metering equipment resulting from you fitting any device to or tampering with that meter or metering equipment;
  - any loss, cost, damage or injury resulting from you fitting any device to or tampering with a meter or metering equipment; or
  - any loss, cost, damage or injury resulting from installing a meter or metering equipment, unless the meter or metering equipment is installed by us or our employees or agents.
- g) So that we can keep to the **Disconnections document**, the **Codes** and the **Directions** or so we can carry out our responsibilities under these terms and conditions, our **Charging statement** and **Service standards**, we may require you to give us information or other help. You agree that you will do all you reasonably can to give us this information or help within the timescales we ask.

## 6) DISCONNECTIONS AND RECONNECTIONS

- a) We can temporarily disconnect your supply of water **Services** to a **Property**, but only in line with the **Disconnections document**, if:
- you do not pay an amount properly due for water **Services** (we must issue you with a **Disconnection warning notice**);
  - you do not allow us access to a water meter (we must issue you with a **Disconnection warning notice**);
  - you refuse to provide a refundable deposit (we must issue you with a **Disconnection warning notice**);
  - you do not keep to **Water Regulations**; or
  - you ask us to disconnect your supply on a temporary basis, for example if the **Property** is being refurbished.

If we do disconnect your supply temporarily, you must pay the appropriate disconnection charge.

- b) We can temporarily disconnect your supply of trade effluent **Services**, if you have one, at a **Property** only in line with the **Disconnections document** if:
- you do not pay an amount properly due for sewerage **Services** (we must issue you with a **Disconnection warning notice**);
  - you refuse to provide a refundable deposit (we must issue you with a **Disconnection warning notice**);
  - you do not keep to any consent needed for trade effluent;
  - you do not keep to **Water Regulations**; or
  - you ask us to disconnect your supply on a temporary basis, for example if the **Property** is being refurbished.

If we do temporarily disconnect your supply of trade effluent **Services**, you must pay the appropriate disconnection charge.

- c) We can permanently disconnect your supply to a **Property**, only in line with the **Disconnections document** if:
- you illegally use water or sewerage **Services** (if the illegal use is of water **Services**, we will disconnect your supply of water **Services** and if the illegal use is of sewerage **Services**, we will disconnect your supply of trade effluent **Services** (if you have one));
  - you ask us to disconnect you on a permanent basis, for example, if the **Property** is being demolished; or
  - we have disconnected you on a temporary basis (whether your water or trade effluent **Services**) for three months or more, in which case the disconnection automatically becomes permanent. If we permanently disconnect a **Property**, our agreement with you for that **Property** will end at the date of disconnection, apart from charges and responsibilities due at that time, including the appropriate disconnection charge.
- d) If we have disconnected your supply of water **Services** to a **Property** or, if they apply, trade effluent **Services**:
- on a temporary basis due to non-payment, denying access to a water meter or failure to provide a refundable deposit, and you ask us to reconnect your supply, we will do so as long as the situation leading to disconnection has been dealt with and you have paid the appropriate reconnection fee;
  - on a temporary basis for not keeping to **Water Regulations** or any consent needed for trade effluent, and you ask us to arrange for your supply to be reconnected, we will do so as long as **Water Undertakers** is satisfied that the problem has been sorted out and you have paid the appropriate reconnection fee;
  - on a temporary basis after you asked us to disconnect your supply, and you ask us to arrange for your supply to be reconnected, we will do so as long as you have paid the appropriate reconnection fee; or
  - on a permanent basis, you must apply for a new connection to the water or sewerage network.

## 7) ENDING OUR AGREEMENT WITH YOU OR CHANGING OR LEAVING A PROPERTY WE SUPPLY

- a) Except as set out in condition 6c, our agreement with you can be ended, or any **Property** supplied changed, only in line with this condition 7.
- b) If you are moving from a **Property** to another **Property** or are leaving a **Property**, you may end our agreement with you for that **Property** by letting us know in writing at least 20 days before you move. If you do not do so, our agreement with you will continue in force for that **Property**, and you will continue to be legally responsible for our charges, until:
- you let us know in writing that you have left that **Property**; or
  - we become aware that another person has taken a supply at that **Property**, whichever is earlier.
- c) If you do not give us an accurate final meter reading, you may be legally responsible for the difference between the meter reading upon which we based the final bill, or the final estimated bill, and the next meter reading.
- d) If we disconnect your supply permanently in line with condition 6c, our agreement with you will end on the date of disconnection.
- e) If an administrator, administrative receiver, nominee, supervisor of a voluntary arrangement, liquidator, provisional liquidator, trustee in bankruptcy, judicial factor 9) or other similar office-holder is appointed to you or over all or any of your assets, our agreement with you will end on the date of their appointment. A new agreement, on the same terms as the previous agreement, will begin on that date.
- f) If our agreement with you ends for any reason, neither of us will lose any rights which we have already gained, and we will no longer have to provide **Services** to you.
- g) After the initial term expires as denoted by the **Contract End Date** on your **Contract Schedule** your contract will continue in full force for another 12 months unless you give us more than 28 days notice that you wish to exit your contract with us prior to the **Contract End Date**. Such notice cannot be given until you are within 6 months from the **Contract End Date**.

h) In the case that your contract rolls over as per 7g your new **Contract End Date** will be 12 months after the initial one. You will automatically switch to our default tariff at that point, the rates of which will be provided in your renewal letter, and the contract will continue to renew every 12 months unless you provide us with notice that you wish to exit your contract at least 28 Business Days notice prior to the current **Contract End Date**.

- i) If you are a micro-business (a business with fewer than 10 employees) you are entitled to cancel this contract without penalty for the first 7 calendar days from the Contract Start Date.
- j) If you end your agreement with us prior to your switch date to Everflow for any other reason than that:

- You no longer have any **Eligible Premises**; or
- Your business has gone into administration.

Then you will be liable to pay a cancellation fee of £75 in order to cover our costs of processing your sale.

k) If you end your agreement with us after your switch date to Everflow for any other reason than that:

- You no longer have any **Eligible Premises**; or
- Your business has gone into administration.

Then you will be liable to pay a penalty which shall be 3 months of water and wastewater services. Where the charges include a variable component that shall be calculated at the average daily consumption over the past year up to the date of termination.

## 8) OUR RESPONSIBILITY FOR LOSS OR DAMAGE

- a) We guarantee standards as set out in our **Service standards**. If we fail to meet those standards, we will pay you compensation in line with our **Service standards**.
- b) Except as set out in our **Service standards**, we will not be legally responsible to you, as a result of not keeping to our agreement with you, for:
- any loss of revenue, loss of profit, loss of contract, business interruption or any consequential or indirect loss, however it is caused, even if it could have reasonably been foreseen, and whether it is caused by our negligence or not; and our negligence or deliberate misconduct or that of any person for whose acts we are responsible.
  - any other loss or damage (including for lack of, or defective quality of, water);
- c) Except in the case of if you suffer loss or damage in line with condition 8bii as a result of our negligence or deliberate misconduct (or that of any person for whose acts we are responsible), or if condition 8b does not apply, the most we will pay you will be £50,000 for each incident or series of related incidents.
- d) Except as set out in our **Service standards**, if any act or failure to act by **Water Undertakers** causes any loss or damage to you, we will limit our liability to you (if any) to the amount (if any) that we are entitled to recover from **Water Undertakers**.
- e) Nothing in our agreement with you will exclude or limit our legal responsibility for death or personal injury resulting from our negligence or that of any of our officers, employees or agents.
- f) If our agreement with you ends, this condition will continue to apply.

## 9) PERSONAL INFORMATION

- a) This condition 9 applies to information which is classed as 'personal data' within the meaning of the Data Protection Act 1998. The terms of this condition apply as well as any other permission you may have given us about using your information, for example using the privacy policy on our website.
- b) We, and the organisations we release information to (see condition 9c) may use information you provide, or which we hold about you (whether or not under our agreement with you) to do the following:
- Identify you when you contact us.
  - Contact you (unless you have told us that you do not want to be contacted) and give you information or promotional and other offers from us or certain other organisations whose products or **Services** we believe may interest you. For these purposes, we may use an automatic scoring system which uses the

information you have provided, any information we hold about you and information from other agencies, including credit reference agencies. We may contact you by mail, email, phone, visit, text or multimedia messages.

- iii) Help run any accounts, **Services** and products we provided before, now or in the future.
- iv) Carry out analysis and assess who our customers are and create statistical and testing information.
- v) Help to prevent and detect fraud or loss.
- vi) Release any information we have to release by law, regulation or court order.
- vii) Release information to any regulatory organisation (such as the **OfWat**) or anyone employed by or contracted to that organisation.
- viii) Create, defend or enforce legal rights, or for or in connection with legal proceedings.
- ix) Protect the health and safety of the public in an emergency or in the interests of national security.

- c) We may release your information to other people and organisations, including (but not limited to):
  - i) any of our group companies;
  - ii) any contractor we have appointed to process that information on our behalf, including any contractor we have paid to carry out any part of our business or of any part of our systems or which we have appointed to provide **Services** to support our systems or any other part of our business;
  - iii) credit reference and fraud prevention agencies (see condition 9e);
  - iv) any possible or actual buyer of our business or assets or shares;
  - v) any regulatory organisation (such as the **OfWat**) or anyone employed by or contracted to that organisation, the courts and emergency **Services**; or our professional advisors.
  - vi)

These other people and organisations may be outside the European Economic Area in countries that do not have the same standards of protection for personal information as the UK.

- d) We may monitor and record communications with you (including phone conversations and emails) for quality assurance, compliance and to detect and prevent fraud or money laundering.
- e) We may check your details with one or more licensed credit reference and fraud prevention agencies. We and they may keep a record of this search and the payment details from your account, and share it with other organisations. If a person provides false or inaccurate information and we suspect fraud, this is also recorded. We and other organisations may search these records to:
  - i) trace debtors, recover debt, prevent fraud, and manage your accounts or insurance policies;
  - ii) check your identity to prevent money laundering, unless you give us other satisfactory proof of your identity; and
  - iii) carry out statistical analysis about credit, insurance and fraud.We, and other credit and insurance organisations, may also use technology to detect and prevent fraud. If you need details of those credit agencies and fraud prevention agencies from which we get, and with which we record, information about you, please write to our Data Protection Manager at:

Everflow Limited  
The Old Brewery  
Castle Eden  
TS27 4SU

- f) If you give us information on behalf of someone else, you confirm that you have given them the information set out in condition 9, and that they have agreed to their personal information being used in the way described in this condition. If you give us sensitive information about yourself or others (such as details of special needs for bills), you agree (and confirm that the relevant person the information is about has agreed) to us processing this information in the way set out in this condition.
- g) If you are making a joint application or you have told us about some other financial association with someone else, a 'financial association' between you and that other person (or people) will be made at the credit reference agencies. This will link your financial records with that other person (or people) so that we will take account of both (or all) of your records in all future applications either or both (or all) of you make. This will continue until one of you successfully sends a notice to the credit reference agencies asking for the financial association with that person to be removed.

## GENERAL

- a) You may not legally transfer any of your rights or responsibilities under our agreement with you to another person without our written permission. We may transfer any of our rights or responsibilities to another supplier.
- b) If, at any time, we do not insist that you keep to any part of our agreement with you, this will not prevent us from doing so in the future.
- c) If any part of these terms and conditions cannot be enforced, it will not affect any of the other conditions.
- d) We may serve any notice in connection with our agreement with you by leaving it at your last known address or place of business (in the case of a company, at its registered office) or at any **Property** covered by our agreement with you, in each case addressed to you, or by post addressed to you at any **Property** covered by our agreement with you, or by fax to your last known fax number or by email to your last known email address. You may serve any notice in connection with our agreement with you by leaving it at, or posting it to:

Everflow Limited  
The Old Brewery  
Castle Eden  
TS27 4SU
- e) The law of England and Wales will apply to our agreement with you and any disputes may only be dealt with in the English Courts.

Words and phrases used in these terms and conditions:

**Business day** – any day other than a Saturday or Sunday or a bank holiday under the Banking and Financial Dealings Act 1971.

**Charging statement** – the statement of tariff charges which we produce that sets out our charges and the way we work them out, supplied at the time the offer of contract was made, and subsequently available upon request made in writing to Everflow.

**Codes** – the **Market arrangements code** and the **Operational Code**.

**Connection point** – in relation to any **Supply point**, the point at which the private pipework supplying water for the **Supply point** connects to the public water supply system.

**Default standards** – the standards which water and sewerage service providers must meet as described in the Guaranteed Standards Scheme as published by Ofwat (the English water regulatory body) from time to time.

**Directions** – the **Water Industry Act 1991**, and the **Ofwat published Water and Sewerage Supply Licence conditions**.

**Disconnections document** – any document published by the English and Welsh water industry regulator setting out the allowed procedures for disconnecting a water supply for any legitimate reason given.

**Disconnection warning notice** – the notice that we have to send you in certain circumstances before we disconnect your supply. The form and content of this notice as set by the English and Welsh water regulator from time to time.

**Eligible Property** – in terms of supplying water, means premises which are (or are to be) connected to the public water supply system; and in terms of providing sewerage or sewage disposal, means premises which are (or are to be) connected to the public sewerage system. These are premises which are principally used as non-household premises.

**Market arrangements code** – the code named under the Water and Sewerage Supply Licence (WSSL) conditions which sets out the arrangements to establish a market operator.

**MeterCo** – any organisation which may be set up, whether by **Water Undertakers** or otherwise, to own, operate, lease, manage or maintain meters or metering equipment.

**Operational Code** – the Wholesale-Retail Code as defined by Ofwat. A statutory code which sets out the business terms, market terms and operational terms that will apply to all two-way arrangements between a wholesaler and a licensed retailer.

**Property** – and premises you own, lease or otherwise occupy.

**Water Undertakers** – the organisations granted licences to supply water and wastewater services to customers in England and Wales

by maintaining the water and wastewater infrastructure. An up-to-date list of Water Undertakers can be found on Ofwat's website.

We, us, our – Everflow Limited with company number 09651912, registered in England, and with our registered office at 1<sup>st</sup> Floor 2 Woodberry Grove, Finchley, London, N12 0DR

**Water Supply (Fittings Regulations) 1999 (Water Regulations)** – the byelaws in force from time to time and made by **Water Undertakers** under section 70 of the Water (Scotland) Act 1980 to prevent waste, undue consumption, misuse or contamination of water.

**Services** – supplying water and sewerage (in other words, waste water, property drainage, roads drainage and, if they apply, trade effluent) services, meter services and other services which we, Everflow Limited, may provide to you.

**Service standards** – the document we issue from time to time providing information about our **Service standards**.

**Supply point** – in terms of water **Services** or sewerage **Services**, this is the **Supply point** for a **Property** which is registered to us for providing water **Services** or sewerage **Services**.

**Ofwat** – the organisation with that name set up by the English government. Its general role is to promote the interests of people whose premises are connected to the public water supply system or the public sewerage system, or both.