



Frequently Asked Questions (FAQs)

Change of ownership of SSE's Water & Wastewater Networks

We understand that you may want to validate this letter to ensure this information is correct. To do so, please contact SSE using the contact details you would normally use, or the numbers listed on their website <http://www.sseandme.co.uk/water>

Contact Information Questions

Q - Who are Leep Utilities?

A – Leep Utilities was formed as a result of a partnership between The Peel Group and Ancala Partners. For 13 years, Leep Utilities operated as Peel Utilities within the Peel Group until 2017, when Ancala recognised the potential in the business and invested in Peel Utilities to create Leep Utilities.

The Peel Group is one of the leading infrastructure, transport and real estate investors in the UK, a major shareholder in intu properties, owners of The Trafford Centre, and many other large retail properties.

Ancala Partners is a London based principal investment firm holding significant investments in Utilities businesses across the UK, including the recent acquisition of Portsmouth Water.

Q - How do I contact you?

A – For the time being, telephone contact details will remain the same for all customer enquiries and emergencies. When this changes, Leep Utilities will contact you directly with the updated telephone numbers.

All water and wastewater companies are governed by the regulatory body, Ofwat, and are required to comply with a set of standards to ensure that all customers are entitled to guaranteed minimum standards of service. All responses from both SSE and Leep Utilities will be in line with these standards; more information on these are available on the websites of SSE, Leep Utilities and Ofwat.

Existing contact details below

Telephone: 0344 078 3200 (Mon- Fri 8am-8pm, Sat 8am-2pm)

Emergency telephone: 0345 071 9664

Email: water@sse.com

Address:

SSE Water
EU Customer Service
PO Box 261
Havant
PO9 9FE

The new email address you will need to contact as of 31/05/2019 is water@leeputilities.co.uk

Billing Questions

Q - Will my bills increase because of the change of ownership?

A - No, your charges will not increase as a direct result of this change of ownership. Charges will however be subject to review from time to time, as they are now.

Q - Will my payment dates change?

A - No, your payment dates will remain the same.

Q - Will I need to complete a new Direct Debit Mandate / Standing Order?

A - No, you will **not** need to complete a new Direct Debit Mandate / Standing Order as this will automatically be transferred to Leep Utilities by your Bank.

Q - How often will I receive a bill?

A - The frequency with which you receive your bills will remain the same.

Q - I am about to move out of my property, how do I arrange for the meter to be read?

A - For the time being, telephone contact details will remain the same for all customer enquiries and emergencies. When this changes, Leep Utilities will contact you directly with the updated telephone numbers.

Q - I have an on-going complaint how will this be dealt with?

A - All on-going complaints will be passed to Leep Utilities by SSE and we will do our utmost to resolve the problem to your satisfaction. In any event, all Leep Utilities' responses will be in line with legally required standards of service. These can be found on Leep Utilities' website (<https://www.leeputilities.co.uk>).