

Annual Report 2013



GuernseyWater

A DIVISION OF THE PUBLIC SERVICES DEPARTMENT



PUBLIC SERVICES

A STATES OF GUERNSEY GOVERNMENT DEPARTMENT

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EXECUTIVE SUMMARY

2013 was a successful year for Guernsey Water, and saw the recording of **our highest ever water quality result** - 99.94% of water samples taken during the year passed the strict criteria set by the UK's Drinking Water Inspectorate. Considering that **we took nearly 8,000 samples over the 12-month period**, this is an exceptional result.



Other operational successes during 2013 included:

- Joint-lowest number of burst water mains on record (24)
- Network leakage below target (633ML v 650ML)
- 2.5km of foul water sewer relined
- Number of cesspit loads reduced by 2,000 compared to the previous year

We also **scored highly against Ofwat's Director General indicators**, which are used for all UK water/sewerage companies (see page 14).



2013 was a busy year for Guernsey Water in terms of capital projects. The most significant of these was **the completion and commissioning of the Belle Greve Wastewater Centre**, which consists of an inlet works with mechanical screens to remove material from the wastewater flow, and a storm tank to hold high rainwater flows before they are discharged to sea. Another key project was bringing the Kings Mills Water Treatment Works up to modern day standards (*left*).

Other completed projects included the redevelopment of our Marais Stream raw water pumping station, and **we also began the public sewer extension project in Les Naftiaux area of St Andrews**.

Guernsey Water regularly gets involved in community events, and 2013 was no different. We provided drinking water standpipes to allow walkers to rehydrate during the ITEX Walk, and **we provided drinking water tanks for the Chaos Festival (*below right*) and GSPCA's Seafront Sunday event**. We also supported Water Aid for another year by sending out donation forms to all of our customers.

During 2013 **we were proud to launch our brand new website (www.water.gg)**. The new site has a fresh modern look and a responsive template which means that **the site will alter its layout according to whether it is viewed on a desktop computer, a tablet or a smart phone**. The site is also integrated with our social media channels, and offers an interactive version of the water treatment cycle.



Photo credit - www.tallpictures.com

Guernsey Water **had a strong financial year in 2013** with a positive operating surplus which will be reinvested into the capital programme to ensure that our clean and wastewater infrastructures are resilient, sustainable and efficient. Bad debt was reduced to a minimum, and **efficiencies were sought when considering expenditure on revenue items and capital projects**.

VISION & AREAS OF RESPONSIBILITY

Guernsey Water is a trading entity with its own set of externally-audited accounts. Although under the 'umbrella' of the Public Services Department (who act as a 'holding' or 'parent' company) **Guernsey Water is accountable for its actions, operations and resources.**

At Guernsey Water, our vision informs everything we do as a business, from the simplest of operational tasks to the highest level of strategy. Our vision is:



"To deliver to its customers a reliable supply of high quality drinking water in sufficient quantities that satisfy normal daily demand at the lowest cost, consistent with meeting a high level of customer service and confidence"

Our areas of responsibility are:

● Our Clean Water Network...

Guernsey Water oversees the maintenance, improvement and extension of around 490km of raw and treated water main. This transports water between our three water treatment works, four service reservoirs, 17 raw water storage reservoirs and 13 pumping stations. Our aim is to provide a reliable, high quality supply of drinking water whenever and wherever it is needed.

● Our Wastewater Network...

We also oversee the maintenance, improvement and extension of around 200km of foul and surface water sewer. Assets within the network include our Wastewater Centre at Belle Greve (which deals with 99%+ of all flows in the Island), 57 foul water and 9 surface water pumping stations. Our aim is to provide a reliable wastewater network which disposes of foul and surface flows in the safest and most efficient way possible.

● Our Environment...

We aim to manage our impact on the environment, particularly concerning the protection of the Water Catchment Area, the quality of bathing water and the elimination of inappropriate wastewater discharges. We also keep a close eye on developments in climate change forecasting, which has a big impact on how we deliver water in the future.

● Our Customers...

We strive to ensure that customers receive a high quality product and service. We aim to fund our capital and operational programmes in such a way that provides value for money for our customers.

● Our People...

At Guernsey Water, people are our most important asset. Staff at all levels are encouraged to participate in business improvement initiatives and are appreciated for their contribution. We are keen to ensure that all staff are challenged and stimulated in their jobs.

Within this report we also detail our interactions with the community, and we outline our operational and financial performance.

OUR CLEAN WATER NETWORK

We completed a number of capital projects on our clean water network in 2013. One of the most significant of these was the completion of redevelopment works at Kings Mills WTW (right). A number of improvements **to bring the plant up to modern-day standards** were carried out from August 2012 - July 2013, which not only allows the provision of high quality drinking water during peak demand, but also allows **the opportunity for essential maintenance to be carried out** at the other WTW's without having to risk a shortfall in water supply.



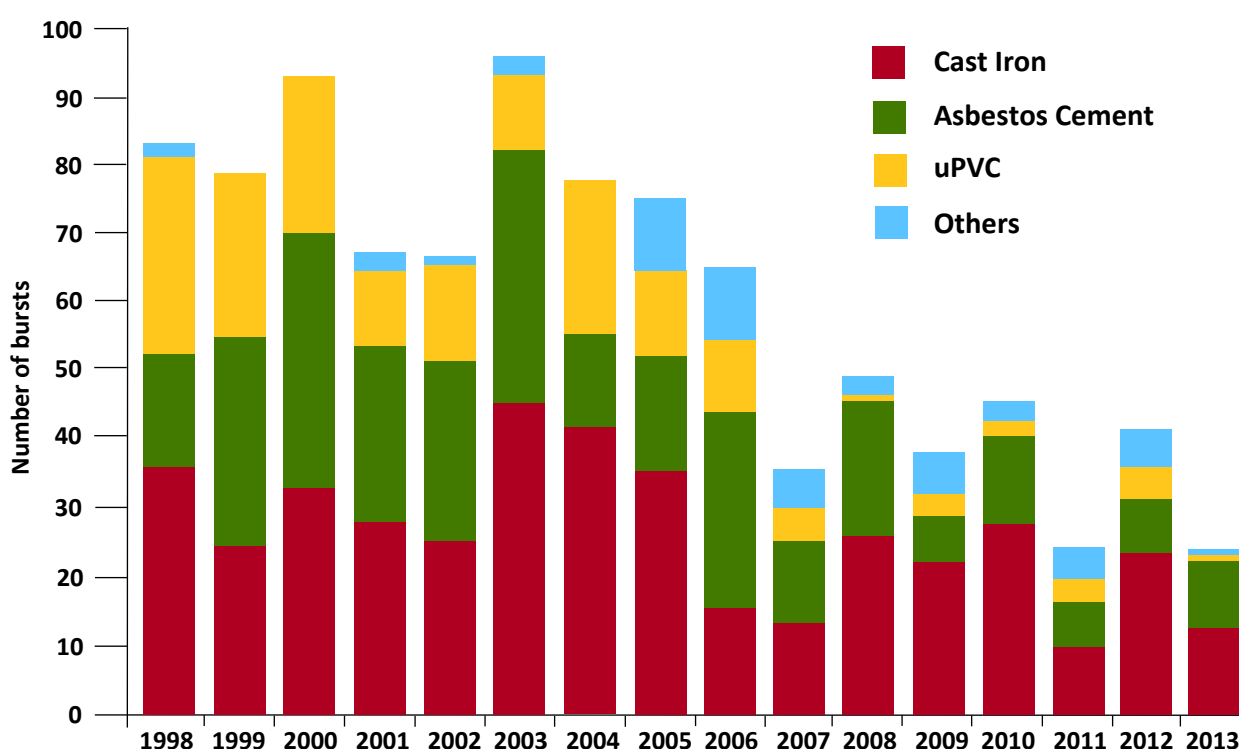
2013 also saw the completion of a key capital project at our Marais Stream facility in St Sampsons, which involved upgrading the facility to become **our first fully multifunctional site**. The upgrades, which cost around £1.5million, allowed the facility to be:

- A modern raw water pumping station
- A washwater provider to clean the screens at our Belle Greve Wastewater Centre
- A flood alleviation system to prevent local area flooding

● Network Performance

As previously mentioned, Guernsey Water oversees nearly 500km of water main, and there is **an ongoing programme of network maintenance** to make the mains as resilient as possible. Older pipe materials such as cast iron are being replaced by more modern polyethylene materials to the extent that approximately 20% of water mains are now constructed from polyethylene. Good indicators of the performance of the network are the **number of burst mains** and the **level of leakage**.

Fig.1 - Number of Burst Mains from 1998 - 2013

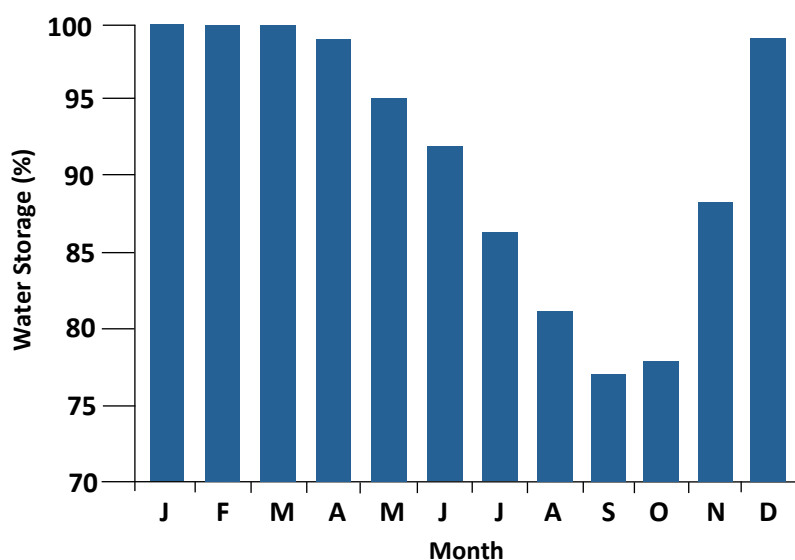


Reported leakage in 2013 was 633ML against our target of 650ML. **Whilst this compares favourably with our target, it is higher than the 628ML for 2012 and but lower than 636ML for 2011.** Comparison with earlier years is not possible as the reporting mechanism for leakage was changed in order to align more with the UK.

● Water Storage

The amount of raw water that we are able to collect is clearly very reliant on the amount of rainfall that we receive (see page 11 for more details on rainfall figures in 2013). However, when precipitation does fall, we have some control over how much of it we can collect and put into storage. **A well-monitored and protected water catchment area** combined with **pumping stations that utilise state-of-the-art mechanical screens** mean that we are able to collect a higher proportion of water than previously. Our **water storage** figures for 2013 are shown below:

Fig.2 - Water Storage Figures - 2013



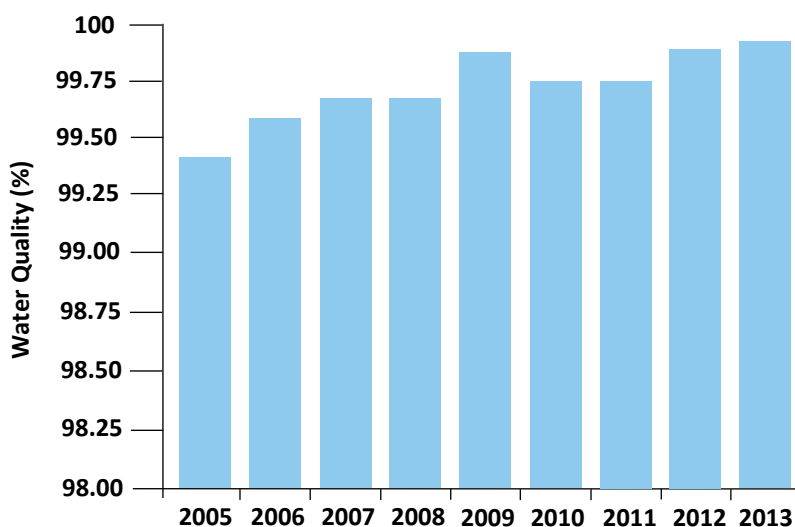
The figures as presented in the graph show the typical pattern - storage is full at the beginning of the year due to the recharge from the previous few months.

The storage level drops off during the summer due to the combination of **lower rainfall and higher customer usage**, before the autumn/winter recharge kicks in again.

● Water Quality

The production of high quality drinking water is fundamental for Guernsey Water. It is therefore pleasing to report that our **drinking water compliance for 2013 was our highest on record with 99.94%** of samples meeting the stringent water quality standards set by the UK Drinking Water Inspectorate. In total, 7,870 samples were taken over the 12-month period, and these were tested against over 140 bacteriological and chemical parameters. The graph on the right demonstrates how 2013 water quality compares against previous years.

Fig.3 - Water Quality Compliance 2005 - 2013



OUR WASTEWATER NETWORK

2013 saw the beginning of an important project to extend the wastewater network in La Naftiaux area of St Andrews (*right*). The project formed part of the ongoing programme of network extensions, with the intention of trying to connect **as many of the remaining 25% of Island properties that currently utilise cesspits** to the public sewer, bearing in mind financial constraints and property distance from the sewer.



The project started in June 2013 and was completed by the summer of 2014, and **allowed around 110 properties to connect to the main sewer**. This was the second phase of the project in the St Andrews area, with a strategic foul water rising main being installed in Les Mauxmarquis in 2011.

Another important project during 2013 was the continuation of **a number of sewer lining installations** in various areas throughout the Island. Working with contractors Environmental Techniques, sewers which had been identified through CCTV surveying as being in need of repair were either lined or patched using the latest 'no-dig' techniques.

The process involves inserting a lining into the existing sewers to extend their life and improve performance. The lining material is a soft felt tube coated with special resins and placed into the sewer pipe using either water or air pressure. The resins are then hardened to leave the new lining 'cured in place'. The main advantage of this approach is that, as the name suggests, **no digging is required to get to the sewer** - the linings can instead be slid in from manhole to manhole. **This reduces cost, time and inconvenience to customers.**

In total, **2.5km of sewer was relined during 2013**, in addition to 38 localised 'patch repairs' where the sewer repair is in a small area of the pipe.

● Network Performance

Guernsey Water maintains the Island's sewers through a Service Level Agreement (SLA) with States Works. In order to measure the performance of the network, a number of serviceability indicators are recorded and monitored, as shown in the table below:

Fig.4 - Wastewater Serviceability Indicators 2012 v 2013

Serviceability Indicator	2013	2012
Number of sewers cleaned	174	187
Number of blocked sewers	3	4
Third party damage caused	5	1
Pumping station blockages	122	140

The table shows that there has been general improvement. In addition, States Works jetted (cleaned with water jetting equipment) over 40km of sewer in 2013.

● Network Connections

As mentioned on the previous page, the St Andrew's wastewater network extension project allowed up to 110 properties to connect to the public sewer. **To date, 73 properties have connected**, while 8 are exempt from connection. Properties are exempt from connection if they are more than 100 feet from the sewer, or if they require a private pumping station to pump their wastewater to the sewer (i.e. it can't be gravity-fed).



Another sewer extension project which was still open for connections during 2013 was at L'Eree. At the end of 2013, **of the 70 properties that were able to connect, 45 had connected and 17 were exempt**. Properties that are not exempt and do not connect within 12 months are liable to pay the full charge for cesspit collections, which is roughly three times the Guernsey Water-subsided cost paid otherwise.

As a result of the increased number of properties connected to the public sewer, the number of cesspit loads collected reduced by 2,000 during 2013 compared to 2012.

● Belle Greve Wastewater Centre

2013 saw the completion of the development of the Belle Greve Wastewater Centre, **which handles over 99% of the Island's wastewater flows**. The centre has an inlet building (*right*) which removes grit and any non-biodegradable items over 6mm diameter from the flow. It achieves this by utilising **state-of-the-art mechanical screens**, similar to those used for our raw water pumping stations.



It also houses a storm tank (*below left, shown in mid-construction*) which is able to retain 4,000m³ of stormwater flow (a mix of sewage and rainwater, which occurs during heavy rainfall events), and release it once the storm has subsided. This **helps to prevent localised flooding** and the discharge of unscreened wastewater through the storm sea outfall.



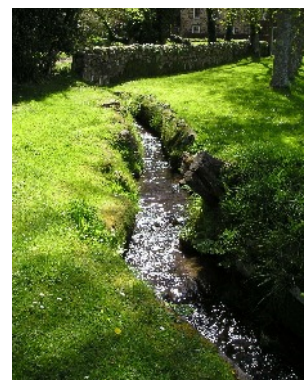
The Belle Greve Wastewater Centre is the best solution for dealing with the Island's wastewater flows, and was approved by the States of Guernsey in 2012. The development of a sewage treatment plant has been considered in the past, but would not provide any improved benefits but would be significantly more costly to build and operate. It would also require a sizeable piece of land that was suitable for its application, and would possess a very large carbon footprint.

By removing the non-biodegradable materials and grit from the flows, the rest of **the cleansing process of the wastewater flows is carried out through natural processes** once it is discharged into the sea. The natural currents of the unique Little Russel provide the dispersion and dilution that is required to meet legislative guidelines for bathing water quality, and the sun acts as a natural version of the UV-rays that sewage treatment plants use to remove bacteria from the wastewater. An in-depth study of the area was carried out by global experts Intertek Metoc, who confirmed **with empirical evidence that the local marine habitat was not adversely affected by wastewater being discharged** into the Little Russel.

The Belle Greve Wastewater Centre was officially opened in October 2013, and this was followed up with guided tours of the facilities for States Members and other interested parties.

OUR ENVIRONMENT

As part of the water treatment cycle, Guernsey Water takes raw water from the environment, treats it and distributes it to customers. At the other end of the cycle, the used wastewater is returned to the environment (the sea) via the Belle Greve Wastewater Centre and long sea outfall. At all stages of the water treatment cycle, **Guernsey Water has a responsibility to protect the environment wherever possible**, and to ensure that our operations do not adversely affect the Island's natural resources.

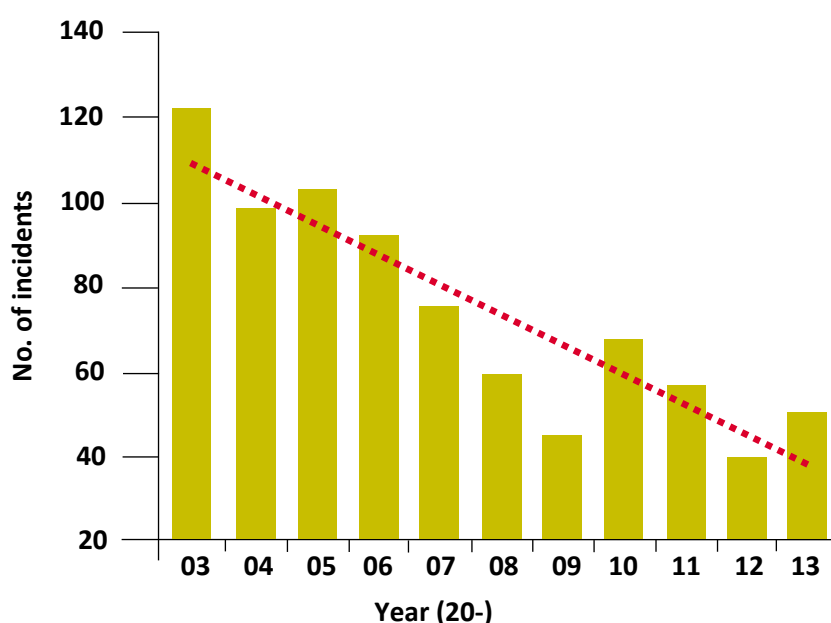


● Catchment Protection

Part of our obligation is to ensure that by rigorous enforcement, **all streams are capable of being used for the public water supply**. We also have a responsibility to ensure that we conserve and enhance the **Water Catchment Area's natural environment**. The Catchment Area (measuring 43km² and incorporating 20 streams) is the area where precipitation collects and flows into reservoirs, or is pumped in from one of the 13 stations dotted around the Island. Catchment protection is a **fundamental step in the water treatment process**, and given the size of the area it is a major task to ensure that it remains pollution-free.

The graph below shows the number of **pollution incidents** since 2003. It is clear that the number of incidents has **decreased significantly**, and this can be largely attributed to the proactive approach taken by our Quality and Risk Assurance team. The red dotted line represents the linear trend over this period.

Fig.5 - Raw Water Pollution Incident 2003 - 2013



The breakdown of the 2013 figures shows that the biggest incident types are due to **cesspit leakage (foul effluent)** and **fuel spillages/leakage (mainly oil)**.

These two make up over 80% of reported incidents, hence why **Guernsey Water puts so much time into inspecting sites and giving out guidance to people regarding cesspits and oil installations**. Other incidents included airport emergencies and car/boat fires.

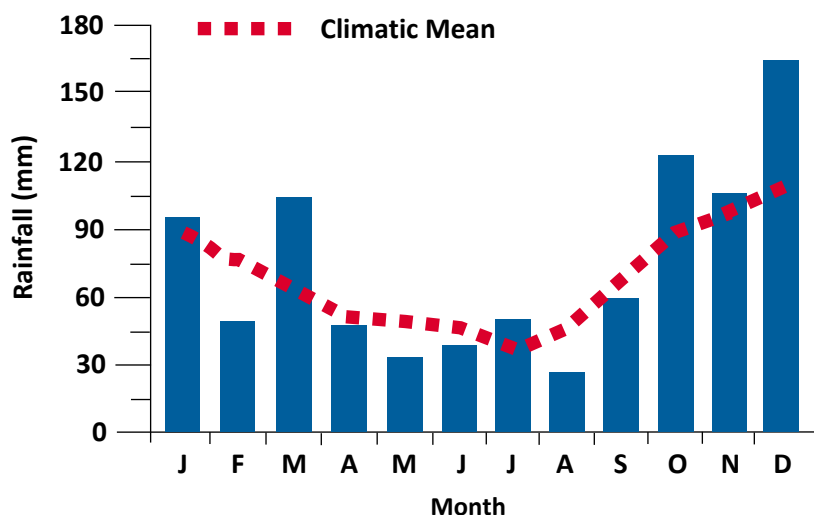
It should be noted that the majority of these reported pollution incidents don't actually result in contamination of the raw water supply - often the incident isn't of any threat or it can be easily contained. At Guernsey Water **we always encourage the public to report any potential pollution incident to us as quickly as possible**, using our 24-hour telephone number - **239500**.

Rainfall

Rainfall during 2013 generally followed the climatic mean of rainfall in Guernsey taken from between 1970 and 2001 (as demonstrated by the red dotted line on the graph below). The first nine months of the year were generally fairly dry, whereas the final three months were very wet - rainfall in October to December accounted for 44% of the year's rainfall.



Fig.6 - Rainfall Figures in 2013



The wettest month of 2013 was December with 164mm of rain (53% above climatic mean), and the driest was August with 28.5mm (38% below the mean). **Total rainfall for the year was 900.1mm, which is 9.3% above the climatic mean**, albeit 17% less than 2012 (which was an exceptionally wet year).

In noting that the last three months of 2013 were very wet, it should be added that January and February 2014 continued this trend - **320mm of rain fell in these two months alone**.

Guernsey Water keeps a close eye on climatic trends as they develop, as we are so reliant on the amount of rain that falls in our Water Catchment Area. The extrapolation of data from the 1800's suggests that **our annual rainfall patterns will change over time**, so we have to ensure that, in addition to the monitoring of our catchment area and the optimisation of our pumping stations (as described on page 7), we educate people on how to minimise wasting our precious resource.

Bathing Water Quality

Although Guernsey Water is not responsible for bathing water quality around the island, part of our mandate is **to eliminate unnecessary discharges to the natural environment**, whether they be through the short-sea outfall at Belle Greve, or at any one of our CSO's which are mainly on the east coast (CSO is a Combined Sewer Outfall). The installation of the new stormwater retention tank at the new Belle Greve Wastewater Centre during 2013 will greatly reduce the need to utilise the short-sea outfall, as excess stormwater can be held until heavy rainfall has passed.



The aim of a CSO is to prevent wastewater flooding by allowing it to discharge to sea rather than backing up in the system and potentially emerging in a property. However, by understanding the wastewater network and keeping flows moving, the use of CSO's can be minimised. With the initiation of a hydraulic modelling partnership which will ultimately lead to the construction of a hydraulic model in order to better understand and improve the performance of the sewerage system, this work has been ongoing during 2013.

Bathing water quality results are measured on a four-year rolling basis, and at the end of the 2013 bathing season, **eight of the 13 beaches were classified as 'excellent', three were 'good', one was 'sufficient' and one was 'poor'**. The latter has been investigated and there was no evidence that the wastewater infrastructure had any impact on this result.

OUR CUSTOMERS

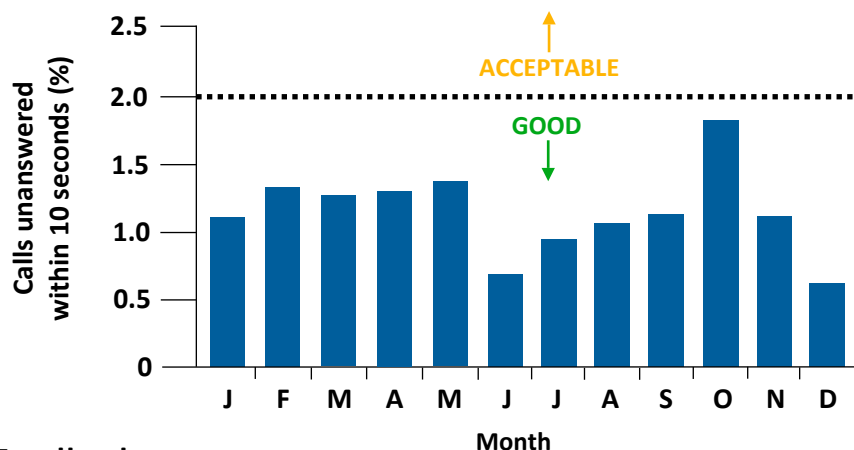
At Guernsey Water we have 25,000 customers, but our operations affect every single person on the Island as **we are dealing with a resource that is vital for human life**. With this responsibility in mind, we aim to give every single customer the highest possible service every time we have a contact with them.



● Telephone Response

One of the aspects in which **we look to deliver excellent customer service** is through our promptness in answering customer telephone calls. In the whole of 2013 we received over 24,000 calls, and we were able to answer 98.1% of them. Of this amount, **98.8% of them were answered within ten seconds**. This puts us in the 'Excellent' category as stated by Ofwat (the UK water regulator) for call response. The graph below shows our progress broken down by month:

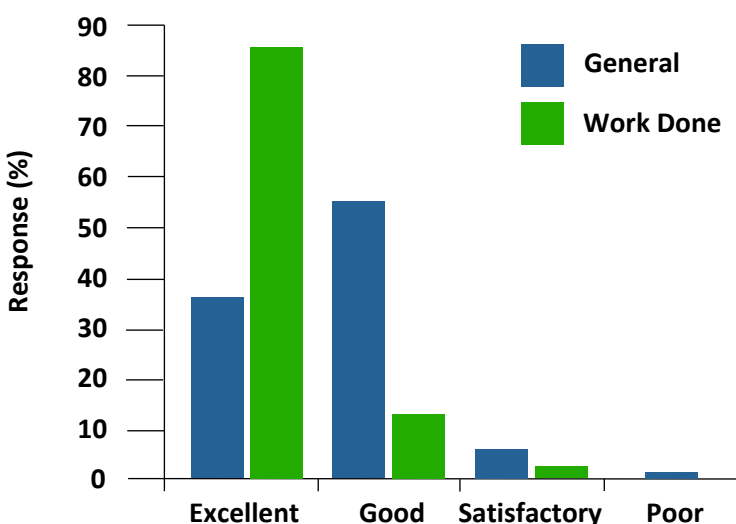
Fig.7 - Telephone Response in 2013



● Customer Feedback

Guernsey Water utilises customer questionnaires in order to **gather feedback to assess how we are performing** as a business.

Fig.8 - Customer Survey Results in 2013



There are two types of questionnaires - the first is a general survey which is issued via the website, over the phone, or in the post with other documents requested by customers.

The second is a **more targeted survey** which is handed out to customers who have had work done for them by us (e.g. fitting a water meter or new service), or who might have been affected by our work nearby (e.g. digging up a road to fix a burst water main).

The graph on the left shows the results up to the end of 2013. **The 'work done' survey results are particularly pleasing.**

OUR PEOPLE

Guernsey Water currently employs 85 staff with a **range of skills and disciplines**, located at our operational depot at Brickfield House, St Andrew. At Guernsey Water, **people are our most important asset**.



Staff at all levels are encouraged to participate in business improvement initiatives and are appreciated for their contribution. We are keen to ensure that all staff are challenged and stimulated in their jobs. In order to achieve this, we have initiatives such as **quarterly staff forums** in which representatives from each business section meet up and discuss current issues around the business and suggest improvements.

We also distribute our **monthly internal newsletter**, 'Pipeline', which keeps staff up to date with important matters and offers them an opportunity to feedback ideas and feelings.

● Health & Safety

Fig.9 - Health & Safety Data from 2005 - 2013



The graph shows that 2013 continued the trend of accidents peaking and troughing. The key message that we are trying to get across to staff is **the importance of reporting incidents and near misses**. By reporting near misses, no matter how minor, we can take action to ensure that an incident doesn't occur to someone else.

● Customer Testimonials

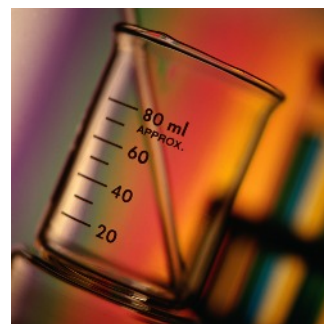
'Thanks for all your help, was amazing having water onsite this year. Drivers were very helpful and friendly too.' MARK HELYAR, ORGANISER, CHAOS FESTIVAL

'A belated thank you to the staff that dealt with the burst water main outside my home. I had arrived home at 17:10 to find water gushing from the roadside and following an immediate telephone call to your office a very kind and helpful gentleman arrived within 30 minutes to deal with this and position sand bags to prevent the flooding of garages. The road was dug up and the pipe repaired the following day so our water supply was back on by the Wednesday evening and the road completely repaired and re-surfaced by the Friday.' ALISON BLACK

'Well done for proactively sending customers new DD forms so they can easily change a/c details from Co-Op. Great website too.' 'TRCYE' VIA TWITTER

OUR PERFORMANCE

Although not required by regulation, Guernsey Water adopts performance indicators set by Ofwat (the UK's economic regulator for all water/sewerage companies) as best practice. These KPI's (A2Key Performance Indicators) are used by all water companies in the UK for reporting to Ofwat and are the benchmark for measuring performance. We have detailed below our performance against these indicators for 2013:



INADEQUATE PRESSURE

GOOD <0.05% / ACCEPTABLE 0.05 - 0.5% / NEEDS IMPROVEMENT >0.5%

RESULT - Good - 0.03% - there was one instance of low pressure caused by Guernsey Water during 2013 - this was in July when some of our pumps were tripped due to lightning strikes.

SUPPLY INTERRUPTIONS

GOOD <0.5% / ACCEPTABLE 0.5 - 2.0% / NEEDS IMPROVEMENT >2.0%

RESULT - Good - 0.17% - there were a low number of supply interruptions over the course of 2013.

BILLS FOR METERED CUSTOMERS

a). GOOD >99.5%/ACCEPTABLE 98 - 99.5%/NEEDS IMPROVEMENT <98%

RESULT - Good - 100% of metered customers received a bill based on an actual reading at least once in 2013.

b). GOOD >0.15%

RESULT - Good - 0% of meters were unread in 2013 by Guernsey Water.

EASE OF TELEPHONE CONTACT

a). GOOD <2.0% / ACCEPTABLE 2.0 - 4.0% / NEEDS IMPROVEMENT >4.0%

RESULT - Good - 1.15% - this represents the number of calls unanswered after 10 seconds.

b). GOOD >85% / ACCEPTABLE 75 - 85% / NEEDS IMPROVEMENT <75%

RESULT - Good - 90% - this represents the % of 4/5 or 5/5 results from Question E in 'General' questionnaire.

OUR COMMUNITY

Guernsey Water was involved in a number of community events during 2013, including our continued involvement with **Water Aid**, whom we have supported since 2004. Water Aid is a global charity that uses practical solutions to provide clean water, safe sanitation and hygiene education to the world's poorest people (*right*). They carry out work in 27 countries in Africa, Asia, the Pacific region and Central America.



Our customers have raised around £150,000 for the charity since we began our support. This is an excellent reflection of the generosity of the Guernsey public and we are proud to continue supporting the charity.



Guernsey Water once again supported the **ITEX Walk** (*left*) in 2013, by supplying a number of drinking water standpipes so that walkers could rehydrate during the 38.5 mile route. The ITEX Walk **raises money for a variety of local charities**; in 2013 nearly £50,000 was raised for local charities including the Priaulx Library, GSPCA, Guernsey Voluntary Service, St John Ambulance and Rescue, Every Child Our Future and the St Martin's Day Centre.

Other events that we supported during 2013 included:

- GSPCA's Seafront Sunday event - we donated use of a drinking water tank so that people attending had access to free drinking water
- 'Reservoir Dogs' event, also in aid of GSPCA around the Millennium Walk
- Chaos Festival in July - again, one of our water tanks was provided

A vital part of our work is **to communicate and interact with the community about the work that we carry out** to improve our infrastructures. An example of this was the information noticeboards that we installed during our surface water separation project at Le Truchot. These boards gave clear information to customers who utilised the area on a regular basis, and were updated to reflect project progress. After the project was completed, we sent out questionnaires to the properties that were most affected by the works to get their opinions on how well we managed the project. **The feedback was positive, and we picked up some good lessons learned for future projects.**

During 2013 we carried out a campaign called '**Bin It, Don't Block It**'. This focused on clarifying what should be flushed down toilets and put into drains (i.e. wastewater, human waste and toilet roll) and what shouldn't (i.e. everything else!). Alongside media coverage and a leaflet, letters were sent out to hotels and restaurants in the Island **to encourage them to dispose of their cooking fats by alternative means** rather than putting them down the drain. FOG (Fats, Oils and Grease) can cause us problems as they solidify when the cool in sewers, leading to blockages.



In addition to the above, **we launched our new website in 2013** (www.water.gg) and sent out an electronic newsletter which asked customers for feedback on the site. We also reprinted a batch of our popular Millennium Walk information leaflets which are distributed in public establishments throughout the Island, as well as on the Walk itself.

OUR FINANCES

Fig.11 - Financial Statement - 2013

	Accounts 2013		Accounts 2012		Change
INCOME	£'000		£'000		%
Unmeasured water	3,604		3,585		+1.1
Measured water	6,856		6,550		+4.5
Unmeasured wastewater	1,122		1,052		+6.2
Measured wastewater	2,075		1,907		+8.1
Other trading (net)	149		422		-183.2
Cesspit emptying income	1,040		1,037		+0.3
Grant received	39*		1,270*		-3156.4
Total Operating Income		<u>14,884</u>		<u>15,823</u>	<u>-6.3</u>
EXPENDITURE					
Operating	7,652		7,522		+1.7
Management	2,906		2,329		+19.9
Total Expenditure		<u>10,558</u>		<u>9,851</u>	<u>+6.7</u>
OPERATING SURPLUS BEFORE DEPRECIATION		<u>4,326</u>		<u>5,971</u>	<u>-38.0</u>
Surplus on sale of fixed assets and properties	604		14		
Net interest received	639		351		
Depreciation	(3,172)		(3,187)		
SURPLUS FOR THE YEAR		<u>2,397</u>		<u>3,149</u>	
Transferred to General Reserve	828		813		
RETAINED SURPLUS FOR THE YEAR, TRANSFERRED TO REVENUE A/C RESERVE	<u>1,569</u>		<u>2,336</u>		
CAPITAL EXPENDITURE		<u>9,474</u>		<u>10,625</u>	

*Grant received in 2012 was from Treasury & Resources as a revenue contribution in recognition of the merger of Guernsey Water and the wastewater function. In 2013, the revenue contribution only covered depreciation of assets paid for with T&R grant, hence the much lower figure.

ACKNOWLEDGEMENTS

I am indebted to the hard work and dedication of Guernsey Water staff, many of whom have to work in difficult situations during unsocial hours in order to ensure that we are able to provide continuous and high quality water services to our customers. Guernsey Water would not have been able to achieve the success that it did during 2013 without the commitment and skills shown by staff, so I am very grateful to them, and hope for a successful 2014!



As always, we value your feedback, so if you wish to get in touch with us either call us on 239500, or e-mail us at customer.service@water.gg. We are also on Twitter and Facebook - please come and follow us!

STEVE LANGLOIS, DIRECTOR OF WATER SERVICES

CONTACT US



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