

Agenda Item 10q – Waterplus

Email from Waterplus – 3 May 2024

Dear Customer,

[Our ref:](#) WP-0008491826

[Supply address:](#) [Allotments Marsh Lane Sheffield S21 5RU](#)

[Account number:](#) 7003878172

I am delighted to inform you that I have set up your new Water Plus account and the services you're being provided with is water.

I have moved you into the premises with effect from 1 October 2023 and your account number is 7003878172 and you will receive a welcome pack with more information on the account in the next 5 to 7 working days.

Please be advised that to confirm the correct, read and ensure that your bill is as accurate as possible and not based on estimates, please can you send us a photograph of your water meter showing the meter serial number and the reading - Only do this if it's safe to do so.

Your meter serial number is 00000106. X coordinate- 439199.0, Y coordinate- 379558.0. You can use this free link to locate your meter based on X and Y co-ordinates

www.gridreferencefinder.com

I have updated your contact number 07715668815 and email address clerk@eckington-pc.gov.uk in the account. We will use these contact details to get in touch with you in future.

I have updated the billing address to

Allotments

Marsh Lane

Sheffield

S21 5RU

I have updated the Standard Industrial Classification code: 010000.

Clerk spoke to Deputy Clerk regarding this matter, Deputy Clerk reported that a request had been submitted for a meter to be installed at the Marsh lane allotment site some time ago but nothing had happened since then.

Handymen went to check the co-ordinates given in the email above and stated that the grid reference for the water meter is for the Main Road at Troway just after ford ponds as you travel towards The Gate Inn. Nearest post code S21 5RR.

Clerk also spoke to Cllr Wheelhouse and Chair regarding this matter.

Clerk rang and spoke to Waterplus on 10 May 2024 they are going to remove the account. There is a huge bill on this account already which they have stated they are going to credit off.

Email from Waterplus on 13 May 2024

Dear Eckington Parish Council,

Our ref: WP-0008745775

Supply address: Allotments Marsh Lane Sheffield S21 5RU

Thank you for getting in touch by phone on 10 May 2024 about the account 7003878172.

You advised that you are not responsible for the allotments on Marsh Lane and asked for the account to be closed. However, investigation into this shows on your website that you take responsibility for this connection: <https://www.eckington-pc.gov.uk/marsh-lane-allotments>.

If someone else is responsible for this, please can you provide their details and the date they took over?

In relation to the large invoice, I have sent this to our billing control team for review. We will be in touch when we have an update.

Email received from Waterplus on 13 May 2024.

Dear Eckington Parish Council

Our ref: WP-0008745775

Supply address: Allotments Marsh Lane Sheffield S21 5RU

Thank you for getting in touch by phone on 10 May 2024 about the account 003878172.

I sent an email earlier today requesting further information in relation to the above supply address. I also advised I had raised a query with our billing control team in relation to the invoice wp-INV05590517 for £37,124.03.

I am pleased to confirm that we have now rebilled the account to amend this. We have cancelled invoice wp-INV05605231 and wp-INV05590517 and replaced this with invoice wp-INV05720785 covering 1 October 2023 - 23 April 2024.

I have attached a direct debit mandate form and a VAT declaration form to this email for you.

Your outstanding balance is £456.58.

Clerk sent following email on 20 May 2024

The allotment manager and warden have been out to the allotment site and the water meter in your email is quite a way from our allotment site. There are a couple of meters located on the main road close to the allotment site would it not be better to connect the water supply to those?

Could you send me a detailed map of where exactly the water pipe runs to from the co-ordinates supplied as I don't think it could be to our allotment site. The allotments are closed during the winter months so any water would be minimal as there is no need to have any water on the site during the months you have stipulated below (October – April).

I am concerned that if it does run from the co-ordinates there must be some sort of leak?

The google maps reference for our allotment site is -
<https://maps.app.goo.gl/eL6YWpMvdv6CTako6>

The co-ordinates in your previous email are Your meter serial number is 00000106. X coordinate- 439199.0, Y coordinate- 379558.0. You can use this free link to locate your meter based on X and Y co-ordinates www.gridreferencefinder.com

No response as yet.