

# WE WANT TO HELP

Billing enquiries  
and complaints



Wessex Water  
YTL GROUP



FOR YOU. FOR LIFE.

[wessexwater.co.uk](http://wessexwater.co.uk)

## WE WANT TO HELP

We want to give our customers the highest possible standard of service.

We want to hear from you if you are disappointed with the service you have received so that we can continue to improve it.

This leaflet explains what to do if you would like to make a complaint or provide feedback. We would also like to hear from you if you have a query or would like to compliment our service.

## IF YOU HAVE A QUESTION ABOUT YOUR BILL

Please contact us:

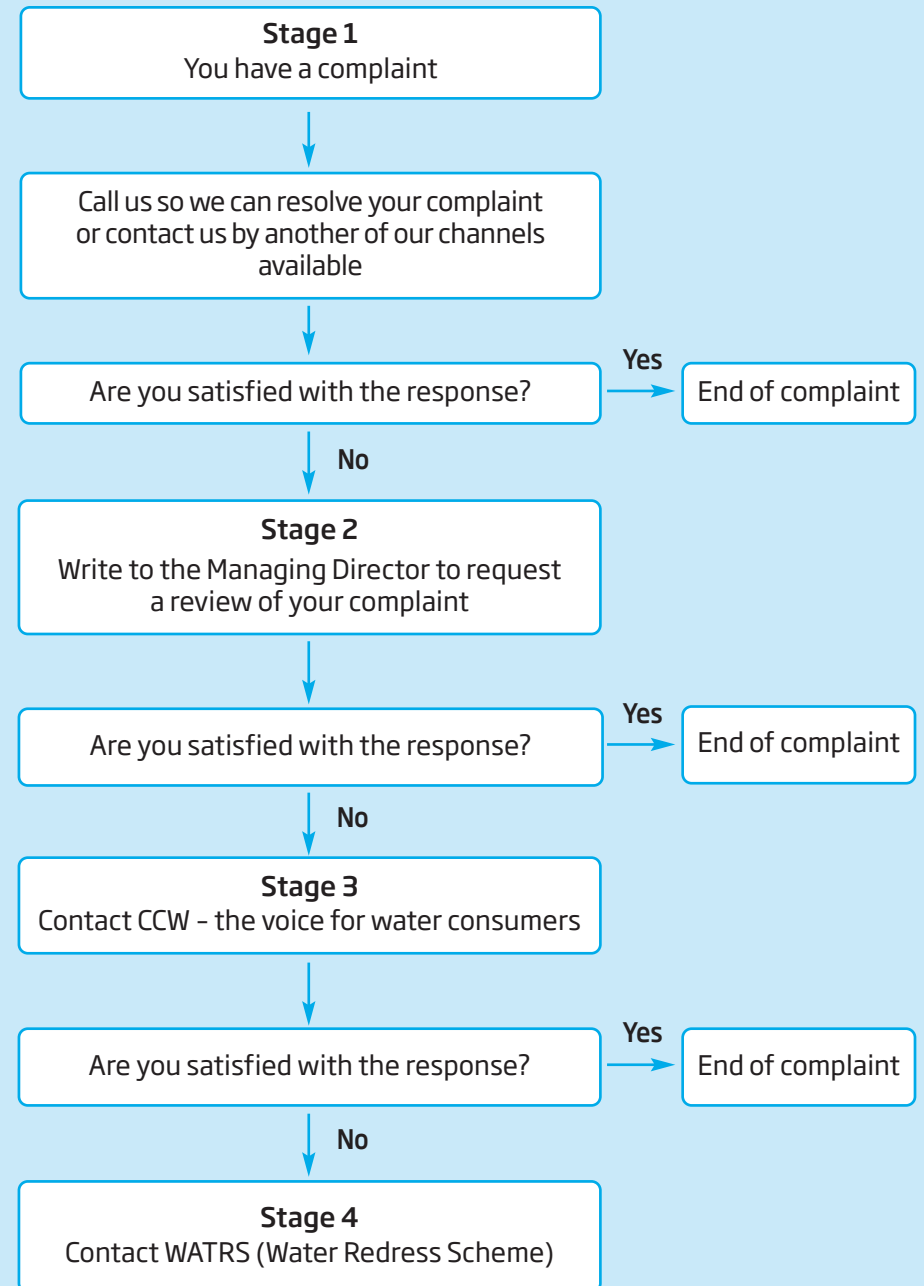
Call: 0345 600 3 600  
(Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm)

Website: Submit an online enquiry via our website:  
[wessexwater.co.uk/contactus](http://wessexwater.co.uk/contactus)

Write to: Customer Services  
Wessex Water  
1 Clevedon Walk  
Nailsea  
Bristol  
BS48 1WA

## IF YOU HAVE A COMPLAINT

Follow this procedure to ensure your complaint is dealt with promptly.



## STAGE ONE

Please call us and let us know if you have a complaint about your bill:

Call: 0345 600 3 600  
(Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm)

We will try to resolve your complaint there and then. If this is not possible we will make sure you receive a response within five working days from the date you call us unless a visit to your property is required. In these cases we will reply within 10 working days.

You can also write to us:

Website: Submit an online enquiry:  
[wessexwater.co.uk/contactus](https://www.wessexwater.co.uk/contactus)

Write to: Customer Services  
Wessex Water  
1 Clevedon Walk  
Nailsea, Bristol  
BS48 1WA

We will reply to you within 10 working days from the date we receive your complaint.

If we fail to respond within these timescales, you will automatically receive £25 compensation under our customer guarantee scheme, the Wessex Water Promise.

For a full list of our promises visit: [wessexwater.co.uk/promises](https://www.wessexwater.co.uk/promises) or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm). Our promises apply to our water supply, sewerage and customer services.

For all complaints we will consider what action to take to put things right. If your complaint is justified, we will apologise and correct our mistake. It may be appropriate to review company policy or consider financial compensation.

If you contact us to dispute a debt, we will put the debt recovery process on hold until the situation is resolved. You must pay any amount not in dispute immediately while we investigate.

We will accept a complaint from a third party representing you, such as a relative, carer or Citizens Advice, provided they have your permission.

## STAGE TWO

If you are not happy with the response from customer services, you can refer your complaint to the Managing Director.

Please write to:

Managing Director  
Wessex Water  
1 Clevedon Walk  
Nailsea  
BS48 1WA

The Managing Director will review your complaint and our response to date and reply to you within 10 working days of receiving your letter.

## STAGE THREE

If you are not happy with the decision from stage 2, or, your complaint is still not resolved within 8 weeks, the next step is to refer your complaint to CCW.

This independent body represents the interests of water and sewerage customers and has legal duties for dealing with customer complaints. It will look at the facts relating to your case and take up the matter with us on your behalf. This service is free of charge.

Details of your complaint and the responses you have received from Wessex Water should be sent to:

CCW  
1st Floor  
Victoria Square House  
Victoria Square  
Birmingham  
B2 4AJ

Call: 0300 034 2222  
Visit: [www.ccwater.org.uk](http://www.ccwater.org.uk)

If CCW thinks your complaint is justified, we will be asked to take the appropriate action to put things right.

## STAGE FOUR

If your complaint remains unresolved after it has gone through all the stages of our complaints procedure and has been reviewed by CCW, you may be eligible to take your concerns to WATRS, the Water Redress Scheme, which can provide an independent binding decision.

For details on how and when to apply:

Visit: [www.watrs.org](http://www.watrs.org)

Call: 0207 520 3801

Email: [info@watrs.org](mailto:info@watrs.org)

Write to: WATRS  
International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU

Further details can also be found on our website  
[wessexwater.co.uk/billingpolicy](http://wessexwater.co.uk/billingpolicy)

## Disputes handled by the Water Services Regulation Authority (Ofwat)

In some cases CCW will not be able to deal with your complaint.

You or CCW may refer certain disputes to the Water Services Regulation Authority (Ofwat) for a decision. Either Wessex Water or CCW can provide more information about which disputes can be referred to Ofwat.

## Arbitration

Our complaints procedure is designed to make it as easy as possible for you to have your complaint dealt with quickly, cheaply and fairly.

Some complaints may need to be decided by an arbitrator and not Ofwat. These include prevention of contamination, costs of installing a water meter, the location of a water meter and compensation for street works.

We hope you will not have to resort to the time and expense of arbitration or legal proceedings.

For more details about arbitration, contact your local office of the Chartered Institute of Arbitrators.

## Operational enquiries and complaints

If you have an enquiry or complaint relating to your water supply or sewerage service, or would like a copy of our leaflet for operational enquiries and complaints, which forms part of our core customer information please contact operational customer services on 0345 600 4 600 (Monday to Friday, 8am to 6pm, emergencies only at other times) or via our website [wessexwater.co.uk/contactus](http://wessexwater.co.uk/contactus)

## Further information

This leaflet forms part of our core customer information, covering key aspects of our work including charges, enquiries and complaints. All these leaflets can be found at [wessexwater.co.uk/policy](http://wessexwater.co.uk/policy)

## EXTRA SUPPORT WHEN YOU NEED IT

**PRIORITY SERVICES**  
*Extra support when you need it*

We want to give all our customers the best service at all times. We know that everyone's needs are different and we can help through Priority Services.

When you sign up for Priority Services you can:

- ensure you always have easy access to water
- choose how you receive your bill and information
- ask for help with reading your meter
- set up a password for when we visit.

Priority Services is a free service and anyone living in the Wessex Water region can sign up for it.

**Spread the word** - tell your family and friends about our service if you think it will help them.

**Apply online today** - visit:

**[wessexwater.co.uk/priorityservices](https://www.wessexwater.co.uk/priorityservices)** or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm).

***Energy providers offer a similar service - don't forget to register with them too.***

**This leaflet is available in braille, large print and other formats.**

We welcome calls via the Relay UK Text service.

Calls to 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more. We may record telephone calls into our contact centres for quality, security and training purposes.

Wessex Water is not responsible for the content of external websites.

This leaflet forms part of our core customer information for household customers.