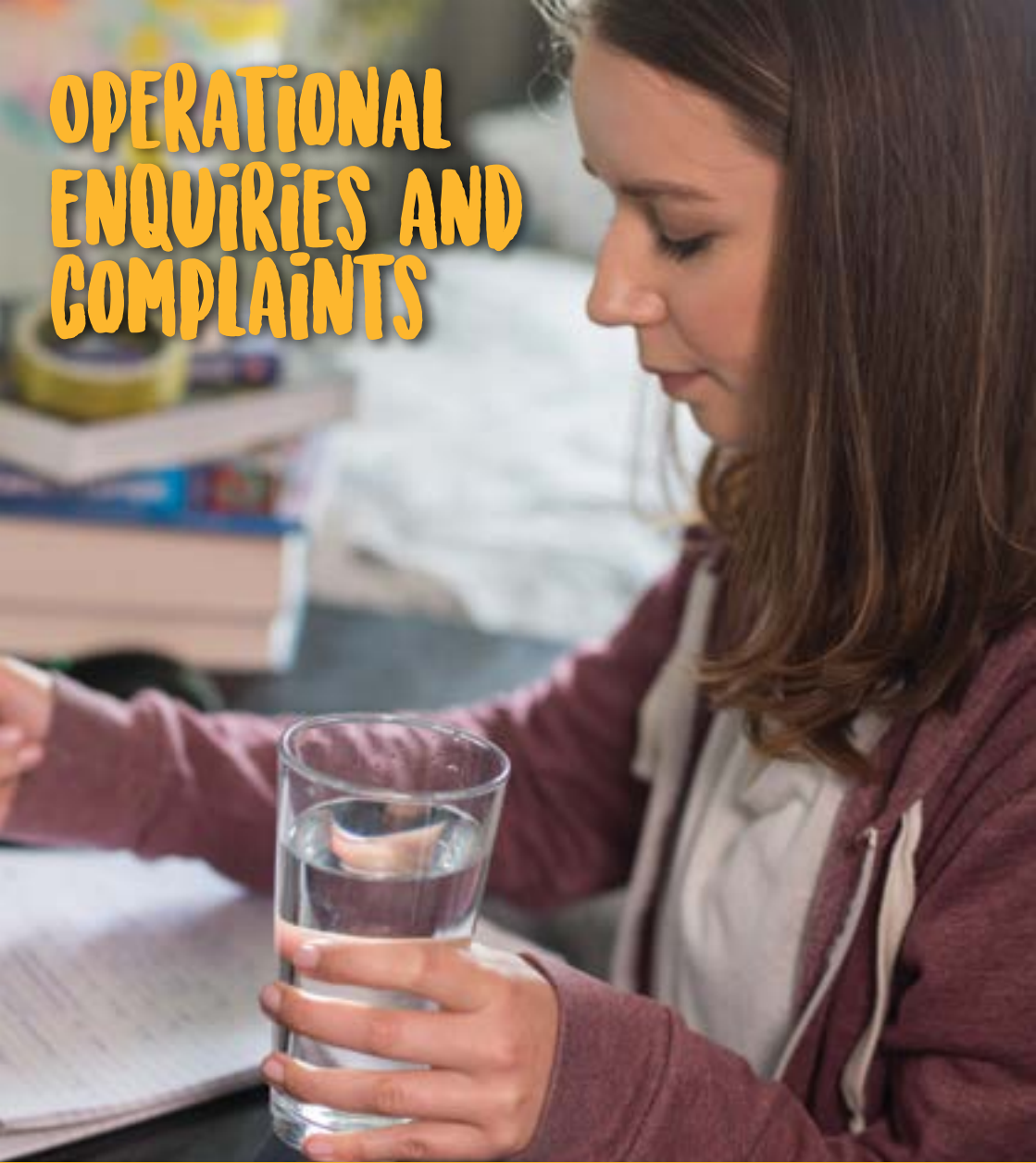


OPERATIONAL ENQUIRIES AND COMPLAINTS



Wessex Water
YTL GROUP



wessexwater.co.uk

FOR YOU. FOR LIFE.

WE WANT TO HELP

We want to give our customers the highest possible standards 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 receive your water supply from Bristol Water or Bournemouth Water, please contact them - see details on page 6.

IF YOU HAVE AN ENQUIRY

If you have an enquiry about your water supply or sewerage service, contact us:

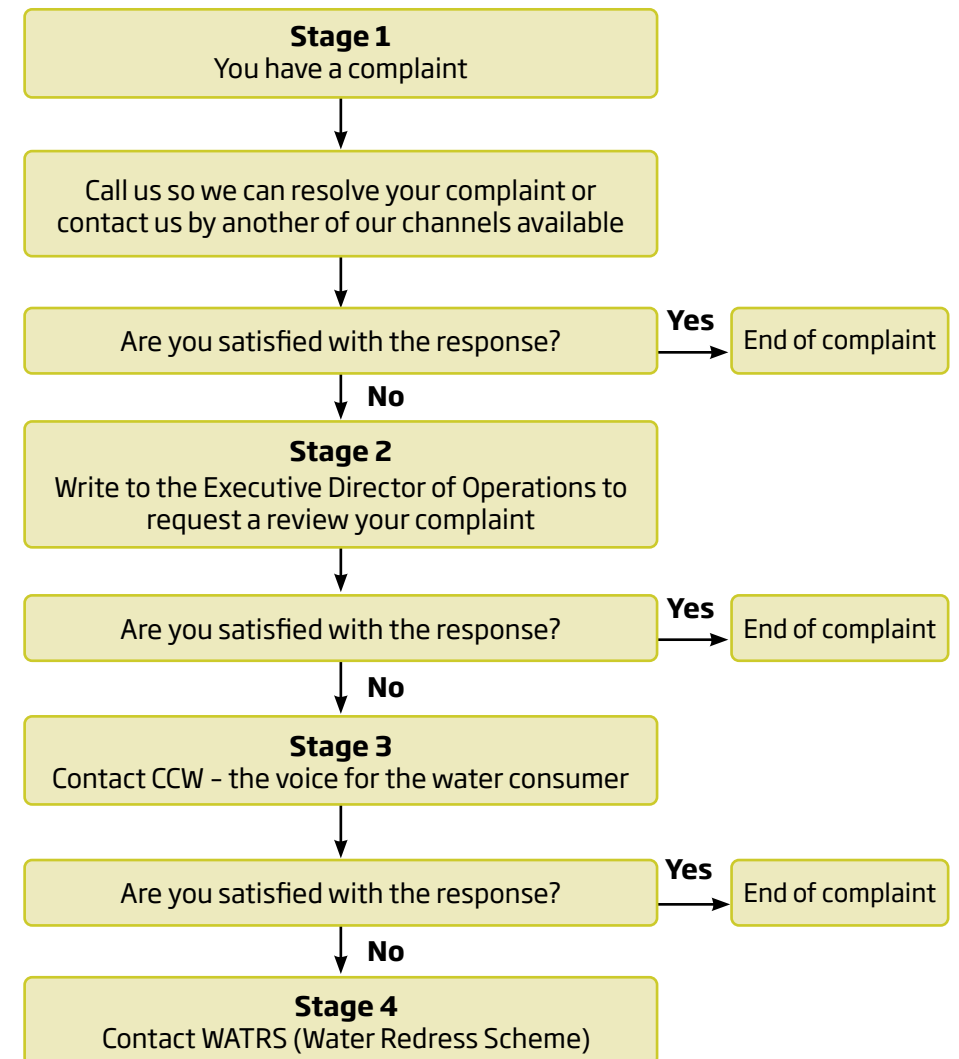
Call: 0345 600 4 600
(Monday to Friday, 8am to 6pm, emergencies only at other times)

Website: Submit an online enquiry via our website:
wessexwater.co.uk/contactus

Write to: Operational Customer Services
Wessex Water
Claverton Down
Bath
BA2 7WW

IF YOU HAVE A COMPLAINT

Follow this simple 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 water supply or sewerage service:

Call: 0345 600 4 600
(Monday to Friday, 8am to 6pm, emergencies only at other times)

We will always try and solve your issues straight away when you contact us, but if its not possible we will investigate and you will receive a response within 10 working days.

You can also:

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

Write to: Operational Customer Services
Wessex Water
Claverton Down
Bath
BA2 7WW

Always include your contact details in any correspondence so we can call you to resolve your complaint quickly.

When we receive your complaint we will call you provided we have a telephone number. We will acknowledge your complaint and give you the name of the person who is dealing with it.

We will respond to your complaint 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 4 600 (Monday to Friday, 8am to 6pm). 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.

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 operational customer services, you can refer your complaint to the Executive Director of Operations.

Please write to: Executive Director of Operations
Wessex Water
Claverton Down
Bath
BA2 7WW

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

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:

Write to: CCW
1st Floor
Victoria Square House
Victoria Square
Birmingham
B2 4AJ
Call: 0300 034 2222
Visit: www.ccwater.org.uk

If the 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 the 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
Call: 0207 520 3801
Email: 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/operationspolicy

Disputes handled by the Water Services Regulation Authority (Ofwat)

In some cases the Consumer Council for Water will not be able to deal with your complaint.

You or the Consumer Council for Water may refer certain disputes to the Water Services Regulation Authority (Ofwat) for a decision. Either Wessex Water or the Consumer Council for Water 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.

Billing enquiries and complaints

If you have an enquiry or complaint relating to your water or sewerage bill, or would like a copy of our billing enquiries and complaints leaflet, please contact customer services on 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm).

For more information visit wessexwater.co.uk/billingpolicy

Further information

This leaflet forms part of our core customer information, covering key aspects of our work including charges and leakage. All these leaflets can be found at wessexwater.co.uk/policy

Useful contacts

Bristol Water - water supply enquiries only

Call: 0345 702 3 797 or submit an online enquiry at bristolwater.co.uk/contactus

Bournemouth Water - water supply enquiries only

Call: 01202 590059 or
Email: customerservice@bournemouthwater.co.uk

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.

This leaflet forms part of our core customer information.