Our Promise to Household Customers

For you. For life.

wessexwater.co.uk
We aim to provide you with the very highest levels of service.
And we’re also determined to make sure that all your contact with us is conducted
with courtesy and consideration.
Our industry is legally bound to maintain certain standards but we aim to go beyond
these by offering you one of the best overall guarantees in the industry.
This leaflet explains our Promise to you.
It outlines the length of time we’ll take to respond to contacts and incidents and
how much we’ll pay if we fail to meet our promises.

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Our Promise to household customers

We’ll respond to you within:

This indicates the number of working hours or working days within which we’ll
respond to you.

How much we’ll pay you if we fail:

This indicates the amount we’ll pay you if we fail to keep our promises.

How we’ll pay you:

We make some payments automatically but others you will need to claim for. Please see back page for our contact details.

Points to note

- Our working hours for the purposes of our Promise are 8am to 6pm and our
  working days are Monday to Friday, excluding bank holidays.
- Our timescales start on the day we receive your request or correspondence.
- Compensation payments are normally made by cheque. If your account is in
debt, payments will be credited to your account.
- Where we are not able to identify customers affected by sewage flooding,
pressure issues and supply interruptions, customers can claim payments
themselves.
- Any claims must be made within three months.
- Penalty payments: where we fail to make an automatic payment within the
stated time we will make penalty payments. Please refer to the tables for
details. Where you need to claim a payment we’ll make that payment within
10 working days of your claim. If we fail to do that you are entitled to claim a
penalty payment.
- Disputes: any disputes arising in relation to guaranteed standard payments
may be referred to Ofwat for determination. Its decision is binding.
ACCOUNT QUERIES

<table>
<thead>
<tr>
<th></th>
<th>We'll respond to you within</th>
<th>Compensation if we fail to keep our promise</th>
<th>How we'll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account queries</td>
<td></td>
<td>£25</td>
<td>A</td>
</tr>
</tbody>
</table>

We'll respond to a query about your bill (if we do not need to visit your property).

We'll reply to a query about your bill (if we need to visit your property).

We'll reply if we are unable to make the change to your payment method or frequency that you've requested.

Overpayment or Direct Debit errors

If you overpay us and it is our fault we'll repay the appropriate amount plus interest.

If we take a Direct Debit in error we'll generally correct the error in one working day and refund the amount plus any bank charges or interest incurred.

County court claims and court judgments

If we wrongly issue a county court claim or obtain a court judgment against you we will correct the situation and withdraw fees and costs.

Debt collection

If we pursue your debt through a debt collection agency in error.

If a debt collection agency acts improperly.

ACCOUNT QUERIES

<table>
<thead>
<tr>
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We'll reply to a query about your bill (if we need to visit your property).

We'll reply if we are unable to make the change to your payment method or frequency that you've requested.

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If a debt collection agency acts improperly.

* Payment will be made within 10 working days. If we fail to make a payment within this time we will automatically pay you a penalty payment of £20.

** We'll only make this payment once during the recovery of a particular debt.

*** The debt collection agencies we use (except Searchlight Collections which is in the BWBSL group of companies) are registered with the Financial Conduct Authority and are members of the Credit Association and subject to its code of practice.

WRITTEN COMPLAINTS

<table>
<thead>
<tr>
<th></th>
<th>We'll respond to you within</th>
<th>Compensation if we fail to keep our promise</th>
<th>How we'll pay you</th>
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</thead>
<tbody>
<tr>
<td>Written complaints</td>
<td></td>
<td>£25</td>
<td>A</td>
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</tbody>
</table>

We will reply to your written complaint.

* Payment will be made within 10 working days. If we fail to make a payment within this time we will automatically pay you a penalty payment of £20.

APPOINTMENTS (VISITS)

<table>
<thead>
<tr>
<th></th>
<th>We'll respond to you within</th>
<th>Compensation if we fail to keep our promise</th>
<th>How we'll pay you</th>
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</thead>
<tbody>
<tr>
<td>Making appointments</td>
<td></td>
<td>£25</td>
<td>A</td>
</tr>
<tr>
<td>Keeping appointments</td>
<td></td>
<td>£25</td>
<td>A</td>
</tr>
<tr>
<td>Cancelling appointments</td>
<td></td>
<td>£25</td>
<td>A</td>
</tr>
</tbody>
</table>

We'll respond as quickly as we can if you report an emergency. An appointment is not usually required in these circumstances.

Making appointments

If we need to make an appointment to visit you we'll agree a morning or afternoon slot or a specific time if that is more convenient.

Keeping appointments

We'll arrive within an hour of a specified appointment.

Cancelling appointments

If we cannot make an appointment we will give you at least 24 hours' notice as long as we have your telephone number.

* Payment will be made within 10 working days. If we fail to make a payment within this time we will automatically pay you a penalty payment of £20.

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WORKING IN THE STREET

Our website shows where any water and sewerage work is being carried out - visit www.wessexwater.co.uk/workroadworks.org provides similar information for other utility companies and councils.

<table>
<thead>
<tr>
<th>Compensation if we fail to keep our promise</th>
<th>How we’ll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working in the street</td>
<td>£25</td>
</tr>
</tbody>
</table>

* Major planned work is over and above general maintenance so excludes work such as sewer repairs and cleaning, surveys, repairing leaks, installing new connections, and repairs and installation of meters and stop taps.

WATER METERS

<table>
<thead>
<tr>
<th>Compensation if we fail to keep our promise</th>
<th>How we’ll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fitting meters</td>
<td>£25</td>
</tr>
<tr>
<td>Meter readings</td>
<td>£25</td>
</tr>
<tr>
<td>Moving house</td>
<td>£25</td>
</tr>
<tr>
<td>Extra readings</td>
<td>£25</td>
</tr>
</tbody>
</table>

* Unless the installation has been delayed at your request or that of a third party.

LEAKS

<table>
<thead>
<tr>
<th>Compensation if we fail to keep our promise</th>
<th>How we’ll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leaks on customers’ private supply pipes</td>
<td>£25</td>
</tr>
<tr>
<td>Leaks on our pipes and fittings</td>
<td>£25</td>
</tr>
</tbody>
</table>

WATER SUPPLY INTERRUPTIONS

Planned water supply interruptions
When we plan to interrupt your water supply to carry out essential maintenance or repair work.

<table>
<thead>
<tr>
<th>Compensation if we fail to keep our promise</th>
<th>How we’ll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advance notice</td>
<td>£25</td>
</tr>
<tr>
<td>Restoration of supply</td>
<td>£30</td>
</tr>
</tbody>
</table>

Unplanned water supply interruptions
When your water supply is interrupted for a reason out of our control, such as a leak or burst main.

<table>
<thead>
<tr>
<th>Compensation if we fail to keep our promise</th>
<th>How we’ll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restoration of supply</td>
<td>£30</td>
</tr>
</tbody>
</table>

Alternative supplies of water
If your supply is interrupted for more than five hours, we’ll make alternative supplies available.

<table>
<thead>
<tr>
<th>Compensation if we fail to keep our promise</th>
<th>How we’ll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternative supplies of water</td>
<td>£25</td>
</tr>
</tbody>
</table>

Drought orders
If your water supply is interrupted due to a drought order.

<table>
<thead>
<tr>
<th>Compensation if we fail to keep our promise</th>
<th>How we’ll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drought orders</td>
<td>£25</td>
</tr>
</tbody>
</table>

* Payments will be made within 20 working days. If we fail to make a payment within this time we will automatically pay you a penalty payment of £20.
* ** Compensation payments will not be made related to unplanned interruptions on customers’ private supply pipes.
# Water Quality

<table>
<thead>
<tr>
<th>Water quality standards</th>
<th>We'll respond to you within</th>
<th>Compensation if we fail to keep our promise</th>
<th>How we'll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boil water or do not drink notices</td>
<td></td>
<td>£25</td>
<td>A</td>
</tr>
<tr>
<td>Response to complaints</td>
<td>1 WORKING DAY</td>
<td>£25</td>
<td>C</td>
</tr>
<tr>
<td></td>
<td></td>
<td>£25</td>
<td>C</td>
</tr>
<tr>
<td>Sampling timescales</td>
<td></td>
<td>£25</td>
<td>C</td>
</tr>
<tr>
<td>Discolouration</td>
<td></td>
<td>£25</td>
<td>C</td>
</tr>
</tbody>
</table>

## Water quality standards

- **Boil water or do not drink notices**: If we tell you not to drink the water or to boil it prior to drinking while we correct a problem on our mains supply.
  - Compensation: £25
  - Pay you: A

- **Response to complaints**: We'll contact you about your hardness or chlorine taste complaint as long as we have your telephone number.
  - Compensation: £25
  - Pay you: C

- **Sampling timescales**: If we take a water sample as part of our investigation, we'll give you the results within 10 working days.
  - Compensation: £25
  - Pay you: C

**Discolouration**

Very occasionally you may find that your water supply is discoloured. This discolouration is often caused by rust particles in ageing iron mains. We appreciate this is unsightly. If laundry is stained or damaged because of the water we supply please contact your insurance company.

- **Flushiong allowance**: We may ask you to run your tap to clear any discolouration following our work on pipes.
  - Compensation: £5
  - Pay you: C

## Lead Pipes

We replace lead company pipes and encourage customers to replace any lead pipes that they own.

<table>
<thead>
<tr>
<th>Lead checks</th>
<th>We'll respond to you within</th>
<th>Compensation if we fail to keep our promise</th>
<th>How we'll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5 WORKING DAYS</td>
<td>£25</td>
<td>C</td>
</tr>
</tbody>
</table>

- **Lead checks**: We'll carry out a free check for lead in your water supply and take samples from your property if you ask us to.
  - Compensation: £25
  - Pay you: C

- **Lead pipe replacement**: If you are replacing your lead supply pipe we'll replace our section at the same time free of charge on a like for like basis as long as you give us 15 working days' notice.
  - Compensation: £25
  - Pay you: C

## Water Pressure

<table>
<thead>
<tr>
<th>Low pressure</th>
<th>We'll respond to you within</th>
<th>Compensation if we fail to keep our promise</th>
<th>How we'll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td>If, through our fault, you experience low pressure (below 7 metres static head at the company stop tap) for more than an hour on two occasions within a 28 day period.*</td>
<td>25% of your annual water charges or £25, whichever is greater</td>
<td>A</td>
<td></td>
</tr>
</tbody>
</table>

- **Low pressure**: If, through our fault, you experience low pressure (below 7 metres static head at the company stop tap) for more than an hour on two occasions within a 28 day period.*
  - Compensation: 25% of your annual water charges or £25, whichever is greater
  - Pay you: A

- **We'll visit you if you tell us you have low pressure**: We'll visit you if you tell us you have low pressure.
  - Compensation: Visit within 3 working days
  - Pay you: £25

* If we are not able to identify that you were affected by low pressure, you can claim compensation yourself. Claims must be made within three months of the later of the occasions of low pressure. Only one claim can be made in any one year.

** This does not apply to complaints about reduced pressure at times of system maintenance or drought.

## Water Flooding

If your property is flooded as a result of a burst water main that was not your fault we will compensate you for uninsured loss and damage. A chartered loss adjuster can visit your premises to assess and consider damages including carpets, furniture and internal decoration. We'll also provide a specialist clean up and drying service free of charge. To reduce any distress and inconvenience we can, where appropriate, pay for alternative accommodation.

<table>
<thead>
<tr>
<th>Water flooding</th>
<th>How we'll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td>If your property is flooded as a result of a burst water main that was not your fault we will compensate you for uninsured loss and damage. A chartered loss adjuster can visit your premises to assess and consider damages including carpets, furniture and internal decoration. We'll also provide a specialist clean up and drying service free of charge. To reduce any distress and inconvenience we can, where appropriate, pay for alternative accommodation.</td>
<td>C</td>
</tr>
</tbody>
</table>
### SEWER FLOODING

<table>
<thead>
<tr>
<th></th>
<th>We'll respond to you within</th>
<th>Compensation if we fail to keep our promise</th>
<th>How we'll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Internal sewer flooding</strong></td>
<td></td>
<td></td>
<td><strong>£25</strong></td>
</tr>
<tr>
<td>Compensation</td>
<td>If your property is flooded internally with sewage from a public sewer.*</td>
<td>Equivalent to annual sewerage charges up to £1,000 per incident (or £150, whichever is greater)</td>
<td><strong>C</strong></td>
</tr>
<tr>
<td>Response times</td>
<td>We’ll aim to respond within two hours.</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Clean up</td>
<td>We’ll aim to provide a free clean up service within 12 hours.</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Further contact from us</td>
<td>We’ll write to you with your compensation payment. Where required we’ll inform you of the action we intend to take and any investigations we intend to make.*</td>
<td>Aim within five working days</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>We’ll update you on our investigation into the incident and the next steps we will take.</td>
<td>Aim within one month</td>
<td>–</td>
</tr>
<tr>
<td><strong>External sewer flooding</strong></td>
<td></td>
<td></td>
<td><strong>£25</strong></td>
</tr>
<tr>
<td>Compensation</td>
<td>If your property is flooded externally with sewage from a public sewer.*</td>
<td>50% of annual sewerage charges up to £500 per incident (or £75, whichever is greater)</td>
<td><strong>C</strong></td>
</tr>
<tr>
<td>Response times</td>
<td>We’ll aim to respond within four hours.</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Clean up</td>
<td>We’ll aim to provide a free clean up service within 24 hours.</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td><strong>Uninsured losses</strong></td>
<td>– if you do not have insurance due to financial hardship or you have uninsured financial losses we’ll consider an ex gratia payment.</td>
<td>–</td>
<td>–</td>
</tr>
</tbody>
</table>

* Compensation payments for sewage flooding do not apply if the flooding happened because of exceptional weather conditions or industrial action, or the flooding was caused by your actions or any defect, blockage or inadequacy of your drains or sewers.

** Payment will be made within 20 working days. If we fail to make a payment within this time we will automatically pay you a penalty payment of £20.

### PRIORITY SERVICES

<table>
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<tr>
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<th>How we’ll pay you</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Registering</strong></td>
<td>We will register you for Priority Services immediately if you call us.</td>
<td><strong>£25</strong></td>
</tr>
<tr>
<td></td>
<td>We will register you for Priority Services within 10 working days if you email, write to us or fill in our online form.</td>
<td><strong>£25</strong></td>
</tr>
</tbody>
</table>

** Our commitments

We’ll compensate you if you have asked us to do the following and we don’t:
- send you a bill in a particular format, eg, braille, large print or a language other than English
- communicate with you in your preferred way
- send an item of literature in the format you choose.

** 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 or call 0345 600 3 600

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

For more information and a copy of our leaflet, Sewage flooding, please call customer services on 0345 600 4 600 (Monday to Friday, 8am to 6pm) or email operational.enquiries@wessexwater.co.uk
We value your opinion so join our online customer research panel. You can tell us what you think of our services, how we can improve and help us plan for the future. Visit wessexwater.co.uk/haveyoursay

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### Billing related enquiries
**Telephone:** 0345 600 3 600  
(Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm)

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

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

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### Operational enquiries
**Telephone:** 0345 600 4 600  
(Monday to Friday, 8am to 6pm, emergencies only at other times)

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

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

If your property is flooded with sewage, telephone our Sewage Floodline on:  
0345 850 5 959 (24 hours)

If you spot a leak, call our free leakstoppers line on:  
0800 692 0 692 (24 hours)

or email:  
leakstoppers@wessexwater.co.uk

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### 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

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

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We welcome calls via the Next Generation Text service.

*Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check with your telephone service provider. We may record telephone calls into our contact centres for quality, security and training purposes.*

This leaflet is intended to serve simply as a general guide to the guarantees we offer and does not attempt to set out in full all our legal obligations to you.

Our guarantees do not apply if we are prevented from meeting our standards as a result of the actions of a third party or exceptional circumstances, such as severe weather or industrial action. There are some other circumstances specific to each standard. For more information please contact us.