

OUR PROMISE TO HOUSEHOLD CUSTOMERS



wessexwater.co.uk

Wessex Water
YTL GROUP



FOR YOU. FOR LIFE.

OUR PROMISE TO HOUSEHOLD CUSTOMERS

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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We've used the following pictures to help summarise the information in this leaflet:

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:

£25

£100

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

How we'll pay you:



Automatic
payment



Claim

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

		We'll respond to you within	Compensation if we fail to keep our promise	How we'll pay you
Account queries	We'll reply 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.***	-		

* 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

		We'll respond to you within	Compensation if we fail to keep our promise	How we'll pay you
Written complaints	We will aim to reply to your written complaint within five working days. If we fail to respond within 10 working days you will receive compensation.			
* 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)

		Compensation if we fail to keep our promise	How we'll pay you
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.			

WORKING IN THE STREET

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

Compensation if we fail to keep our promise

How we'll pay you

Working in the street

Where we intend to carry out major planned work* in the street immediately outside your property we will give you advance notice and tell you about any pedestrian or vehicle problems that may arise.

£25



* 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

Compensation if we fail to keep our promise

How we'll pay you

Fitting meters

We'll fit your meter within 30 working days of receiving your application form. Your bill will be calculated based on your water use from the date the meter is fitted.

Water supply will be free from the end of the 30 working days until we fit the meter*

-

Meter readings

We'll read your meter at least once a year as long as we can gain access to it.

£25



Moving house

If you move house we'll read your meter on the day you move as long as you give us five working days' notice.

£25



Extra readings

Customers with additional needs and the elderly can ask for up to a maximum of two extra meter readings each year. We'll take the readings within five working days of your request.

£25



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

LEAKS

Leaks on customers' private supply pipes

We can fix a leak on most private supply pipes free of charge. We will usually do this within 10 working days or sooner. We often have to balance this work with fixing larger leaks on mains in the road or attending to customers who have an emergency such as no water at all.

Leaks on our pipes and fittings

We aim to repair any leaks on our pipes and fittings that have been reported by a customer within two working days. If the leaks are visible we will aim to fix them by the end of the next working day.

WATER SUPPLY INTERRUPTIONS

Compensation if we fail to keep our promise

How we'll pay you

Planned water supply interruptions

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

<p>Advance notice</p>	<p>We'll aim to give you 48 hours' notice if we plan to interrupt your supply for longer than one hour.</p> <p>If we haven't warned you and the interruption lasts for longer than four hours we will compensate you.</p>	<p>£25</p>	<p>A *</p>
<p>Restoration of supply</p>	<p>We'll restore water in the time we tell you.</p>	<p>£30</p> <p>(plus £30 for each additional 12 hrs without water)</p>	<p>A *</p>

Unplanned water supply interruptions

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

<p>Restoration of supply</p>	<p>For unplanned interruptions, such as burst pipes, we will compensate you if we fail to restore your supply within 12 hours.**</p>	<p>£30</p> <p>(plus £30 for every additional 12 hrs without water)</p>	<p>A *</p>
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Alternative supplies of water

<p>Alternative supplies of water</p>	<p>If your supply is interrupted for more than five hours, we'll make alternative supplies available.</p>	<p>£25</p>	<p>C</p>
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Drought orders

<p>Drought orders</p>	<p>If your water supply is interrupted due to a drought order.</p>	<p>£25</p> <p>for each day or part day the supply is interrupted, to a maximum of our average household bill for the previous year.</p>	<p>A</p>
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* 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

We'll respond to you within

Compensation if we fail to keep our promise

How we'll pay you

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.	-		
Response to complaints	We'll contact you about your hardness or chlorine taste complaint as long as we have your telephone number.			
	We'll contact you about other water quality complaints as long as we have your telephone number.			
Sampling timescales	If we take a water sample as part of our investigation, we'll give you the results within 10 working days.	-		
	If you ask us to we'll take a water sample and analyse it within 10 working days.	-		

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.

Flushing allowance	We may ask you to run your tap to clear any discolouration following our work on pipes.	-	 credit to your account if you have a water meter	
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LEAD PIPES

		We'll respond to you within	Compensation if we fail to keep our promise	How we'll pay you
We replace lead company pipes and encourage customers to replace any lead pipes that they own.				
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.			
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.	-		

WATER PRESSURE

		We'll respond to you within	Compensation if we fail to keep our promise	How we'll pay you
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.*	-	25% of your annual water charges or £25, whichever is greater	
	We'll visit you if you tell us you have low pressure.**	Visit within 		

* 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

	How we'll pay you
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.	

SEWER FLOODING

		We'll respond to you within	Compensation if we fail to keep our promise	How we'll pay you
Internal sewer flooding				
Compensation	If your property is flooded internally with sewage from a public sewer.*	-	Equivalent to annual sewerage charges up to £1,000 per incident (or £150, whichever is greater)	** 
Response times	We'll aim to respond within two hours.	-	-	-
Clean up	We'll aim to provide a free clean up service within 12 hours.	-	-	-
Further contact from us	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.*	Aim within five working days	-	-
	We'll update you on our investigation into the incident and the next steps we will take.	Aim within one month	-	-

External sewer flooding

Compensation	If your property is flooded externally with sewage from a public sewer.*	-	50% of annual sewerage charges up to £500 per incident (or £75, whichever is greater)	** 
Response times	We'll aim to respond within four hours.	-	-	-
Clean up	We'll aim to provide a free clean up service within 24 hours.	-	-	-

Uninsured losses - if you do not have insurance due to financial hardship or you have uninsured financial losses we'll consider an ex gratia payment.

* 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.

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 submit an online enquiry via our website:

wessexwater.co.uk/contactus

PRIORITY SERVICES

		Compensation if we fail to keep our promise	How we'll pay you
Registering	We will register you for Priority Services immediately if you call us.		
	We will register you for Priority Services within 10 working days if you email, write to us or fill in our online form.		
Our commitments	<p>We'll compensate you if you have asked us to do the following and we don't:</p> <ul style="list-style-type: none"> • 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 FURTHER INFORMATION OR TO MAKE A CLAIM

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

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)

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.

We welcome calls via the Relay UK 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 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. For more information please contact us.

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.

Have your say...

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**