

Our promise



To
household
customers



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.

Contents

Explanation of tables	1
Account queries	2
Complaints	3
Appointments (visits)	3
Working in the street	4
Water meters	4
Leaks	4
Water supply interruptions	5
Water quality	6
Lead pipes	7
Water pressure	7
Water flooding	7
Sewer flooding	8
Priority Services	9
Further information	9
Contact details	Back cover

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

We'll respond to you within:



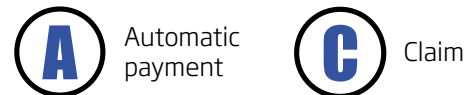
This indicates the number of working hours or working days within which we'll respond to you.

How much we'll pay you if we fail:



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 cover 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.***	–		
<p>* 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.</p> <p>** We'll only make this payment once during the recovery of a particular debt.</p> <p>*** 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.</p>				











Complaints				
		We'll respond to a complaint within	Compensation if we fail to keep our Promise	How we'll pay you
Complaints	We will aim to respond to all complaints within five working days. If we fail to respond to a complaint 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.			
If you need support, a password to add extra security or additional presence when we visit please see page 9 for more information. We will always provide an identity card with a name, photograph and our logo on it.			

Working in the street			
Our website shows where any water and sewerage work is being carried out – visit wessexwater.co.uk/work or www.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.		
* 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.		
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.		
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.		
* Unless the installation has been delayed at your request or that of a third party. We'll apply this refund when we set up your new metered bill.			


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.			
Advance notice	We'll aim to give you 48 hours' notice if we plan to interrupt your supply for longer than one hour. If we haven't warned you and the interruption lasts for longer than four hours we will compensate you.		
Restoration of supply	We'll restore water in the time we tell you.	 (plus £30 for each additional 12 hrs without water)	
Unplanned water supply interruptions When your water supply is interrupted for a reason out of our control, such as a leak or burst main.			
Restoration of supply	For unplanned interruptions, such as burst pipes, we will compensate you if we fail to restore your supply within 12 hours.**	 (plus £30 for every additional 12 hrs without water)	
Alternative supplies of water			
Alternative supplies of water	If your supply is interrupted for more than five hours, we'll make alternative supplies available.		
Drought orders			
Drought orders	If your essential water use (which includes cooking, drinking, washing or flushing toilets) is interrupted due to a drought order.***	 for each day or part day the supply is interrupted, to a maximum of our average household bill for the previous year.	
* 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. *** Unless it is in Ofwat (our regulator's) opinion that the we had taken all reasonable steps to avoid the circumstances that led to the drought order being made			





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.	-	£25	A
Response to complaints	We'll contact you about your hardness or chlorine taste complaint as long as we have your telephone number.	1 WORKING DAY	£25	C
	We'll contact you about other water quality complaints as long as we have your telephone number.	4 WORKING HOURS	£25	C
Sampling timescales	If we take a water sample as part of our investigation, we'll give you the results within 10 working days.	-	£25	C
	If you ask us to we'll take a water sample and analyse it within 10 working days.	-	£25	C
Discolouration				
<p>Very occasionally you may find that your water supply is discoloured. Typically discolouration is caused by disturbance of sediment in the water main, this can occur for a variety of reasons and may consist of iron deposits from ageing iron mains. We appreciate discolouration is unsightly and you may not wish to drink the water during this time. We will investigate the cause of the discolouration and as part of this may ask you to run the tap for a few minutes until the water runs clear.</p> <p>Discoloured water may stain washing. If your washing has been stained or damaged due to the water supply please contact your insurance company.</p>				
Flushing allowance	We may ask you to run your tap to clear any discolouration following our work on pipes.	-	£5 credit to your account if you have a water meter	C

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.	5 WORKING DAYS	£25	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.	-	£25	C
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	A
	We'll visit you if you tell us you have low pressure.**	Visit within 3 WORKING DAYS	£25	C
<p>* 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.</p> <p>** This does not apply to complaints about reduced pressure at times of system maintenance or drought.</p>				
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.				C

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	-	-
* Compensation payments for internal sewage flooding do not apply if the flooding was caused by your actions or any defect, blockage or inadequacy of private 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.				

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.	-	-	-
* Compensation payments for external sewage flooding do not apply if the flooding happened because of exceptional weather conditions (unless it is a repeat inadequate capacity issue we're aware of), or the flooding was caused by your actions or any defect, blockage or inadequacy of private drains or sewers.				

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.
For more information and a copy of our leaflet, Sewage flooding, please contact Operational customer services (please see back page for details).

Priority services			
		Compensation if we fail to keep our Promise	How we'll pay you
Registering	We will register you for Priority Services within five working days when you contact us.		
Our commitments	We'll compensate you if you have asked us to do the following and we don't: <ul style="list-style-type: none"> • send you a bill in a particular format, eg, braille, large print or other languages. • communicate with you in your preferred way • send an item of literature in the format you choose. 		

If you want make a complaint?	
If we don't get things right we will do everything we can to get it resolved.	
Step 1	The quickest way to get any issue resolved is to call us (see back page)
Step 2	If you are not happy with our resolution, then get back in touch and we will escalate your complaint to a Senior Manager for review
Step 3	If you are not happy with the final resolution, your issue is over eight weeks old, or you just want some free, trusted, independent advice, you can call the Consumer Council for Water (CCW) the independent voice for water consumers in England and Wales by calling 0300 034 2222 or use its online form at www.ccwater.org.uk/contact-us

Extra support when you need it

If you or anyone you know needs extra support, we can help through Priority Services:

- help if your supply gets interrupted
- help finding and reading your meter
- bills and leaflets in Braille, large print or other languages
- a password to protect against scam house calls.

It's free and easy to register today at **wessexwater.co.uk/priority-services**

or call 0345 600 3 600.

And you'll find energy companies offer a similar service.



Contact us

Billing related enquiries

Telephone: 0345 600 3 600
(Monday to Friday, 8am to 6pm; Saturday, 9am to 1pm)

Submit an enquiry via **wessexwater.co.uk/contact-us**

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 **wessexwater.co.uk/contact-us**

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, and enquiries and complaints.

All these leaflets can be found at **wessexwater.co.uk/cop**

This leaflet is available in Braille, large print and other languages.

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.