

## Our promise to you (for sites in England)

**We aim to deliver the highest service standards to our customers. Our experienced teams of advisors are ready to help with any queries and aim to sort them out as quickly as possible. They will always ensure you are kept up to date with the progress of your query.**

**We follow the water industry guaranteed standards scheme which sets out what we must do by law for you. But be sure we'll always do more where we can.**

### Contacting us

Our offices are open from Monday to Friday 8.30am to 5.30pm, except bank holidays.

You can contact us by:



[service@water-plus.co.uk](mailto:service@water-plus.co.uk)



0845 072 6072

### Our service standards – what we promise to do

#### Service standards for telephone, email or written correspondence

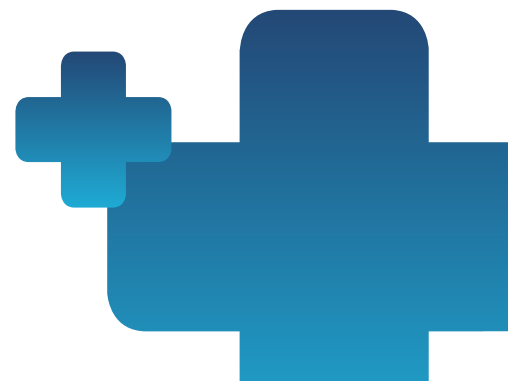
- An experienced member of our team will answer your call and do their best to sort out your query immediately.
- If you email us we'll confirm it's arrived.
- Whether you call or email we'll give you a reference number for your query to make tracking easier.
- If we can't sort out your query immediately, a member of our team will manage it and aim to sort it out within the timescales set in the service standards below.
- If your query needs a response from a wholesaler, we'll keep track of it for you to make sure you receive a reply within the wholesaler's published service standards.

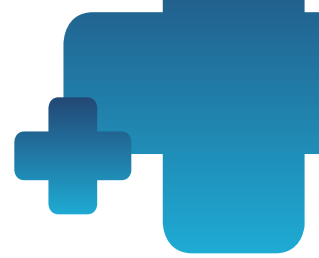
#### Service standards for wholesaler services

In some cases your local wholesaler needs to help you out too. We can arrange this for you. We'll instruct the wholesaler within ten working days of receiving your request. We'll track the progress and keep you fully informed.

#### These wholesaler services typically include:

- Installing a new water meter.
- Changing the location of a water meter.
- Altering the size of a water meter.
- Repairing or replacing a faulty or damaged water meter.
- Responding to queries on the level of consumption.
- Responding to a leakage claim.
- Conducting a meter accuracy test.
- Completing a meter supply verification.
- If your query needs a response from a wholesaler, we'll keep track of it for you to make sure you receive a reply within the wholesaler's published service standards.





## Guaranteed service standard

We follow the water industry's guaranteed standards of service (GSS) which set out what water wholesalers and retailers must do for you by law. If we or the wholesaler fail to meet these standards you may be entitled to a compensation payment, as shown in the table below:

Guaranteed standards scheme regulation	Payment for breach of GSS	Late penalty payment
Appointments not made properly.	£40	£40
Appointments not kept.	£50	£40
Incidences of low water pressure.	£50 <b>Up to five payments per financial year. Automatic £250 a year payment for customers with ongoing low pressure.</b>	£40
Less than 48 hours' notice of planned supply interruption of more than 4 hours.	£100	£100
Supply not restored on time*.	<b>£100, and £100 for each subsequent 12 hours (up to cap of twice customer's annual water supply charge).</b>	£100
Account queries not actioned on time.	£40	£40
Requests to change payment arrangements not actioned on time.	£40	£40
Complaints not actioned on time.	£40	£100
Internal sewer flooding.	<b>Payment equal to annual sewerage charges, at minimum of £300 and maximum of £2000 For repeated incidents in the same rolling 12 month period, the minimum increases by £100 per repeat occurrence and the maximum by £500 per repeat occurrence.</b>	£100
Material external sewer flooding.	<b>Payment equal to 50% of annual sewerage charges, at minimum of £150 and maximum of £1000. For repeated incidents in the same rolling 12 month period, the minimum increases by £50 per repeat occurrence and the maximum by £250 per repeat occurrence.</b>	£40

\*Supply not restored within time notified (planned work) or when supply is interrupted for an extended time under unplanned/emergency situations