

## Our promise to you

**We aim to deliver the highest customer service standards. 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 default standards scheme which sets out what we must do by law for you if you are on a deemed contract (i.e. if you have not agreed a new contract directly with Water Plus). 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

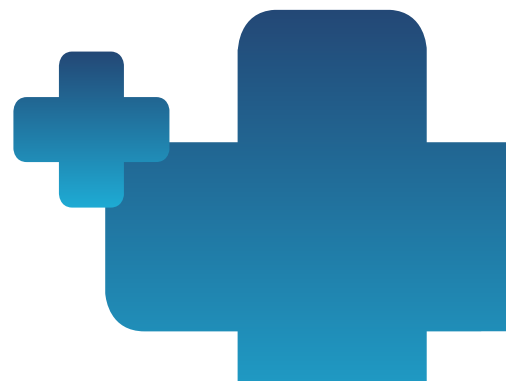
- An experienced member of our team will answer your call and do their best to sort out your query immediately.
- If you email us, we'll confirm it's arrived.
- Whether you call or email we'll give you a reference number for your query to make tracking easier.
- If we can't sort out your query immediately, 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.





## Default service standard

We follow the water industry's default service standards (DSS) which set out what water wholesalers and retailers must do for you by law if you are on a deemed contact. If we or the wholesaler fail to meet these standards you may be entitled to a compensation payment, as shown in the table below. Retailer payments will only be made to customers on a deemed contracts (i.e. if you have not agreed a new contract directly with Water Plus). Any Wholesaler payment received will be passed on to customers regardless of contract type.

### Unmeasured

Default service standards regulation	Payment for breach of DSS
Written or telephone complaints – written response within 8 business days. (For telephone complaints this is only if the customer requests a written response)	<b>£24</b>
Keep appointments made by the licensee with the customer more than 24 hrs in advance and meet the agreed specified time bracket.	<b>£24</b>
Planned interruptions – warn customers 48hrs in advance, supply restored within stated time. Note: payment is made on failure to warn and/or if supply not restored at stated time.	<b>£59</b>
Each 12 hour period beyond time for restoration of supply	<b>£30 for additional 12 hours</b>
Unplanned interruptions (burst mains etc) – restore within 12 hrs (48hrs for a strategic main supplying a large area).	<b>£59</b>
Each 12 hour period beyond time for restoration of supply.	<b>£30 for additional 12 hours</b>
Water into gas mains – licensed provider will pass the eligible customer's report to Scottish Water and return the customer's call.	<b>£24</b>
Meter installations – the licensed provider will let an eligible customer know of outcome of survey within 10 business days.	<b>£24</b>
Water pressure complaints – must supply a minimum 1 bar. Payment is dependent on Scottish Water confirming low pressure.	<b>£24</b>
Inform an eligible customer of outcome of investigation within 5 business days.	<b>£24</b>
Sewer flooding inside an eligible customer's property, not due to general surface flooding of area, defect in customer's private drain or due to customer's actions.	<b>Refund annual waste water charges (up to maximum of £1,100 per flooding incident)</b>
Response to emergencies – meet emergency minimum standards of service.	<b>5% - 15% of water or wastewater charge (maximum of £5,400)</b>



Default service standards – applicable to the retailer only	
Invoice enquiries – respond within 10 business days.	
Invoice enquires (change of payment method) respond within 5 business days.	<b>£24</b>
Communicate changes to maximum default tariffs within 10 business days of approval by WICS.	<b>£24</b>
General -failure to pay due default standard payment within 10 business days of qualifying event or claim.	<b>£24</b>