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


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** **Up to five payments per financial year. Automatic £250 a year payment for customers with ongoing low pressure.**	**£40**
Less than 48 hours' notice of planned supply interruption of more than 4 hours.	**£100**	**£100**
Supply not restored on time*.	**£100, and £100 for each subsequent 12 hours (up to cap of twice customer's annual water supply charge).**	**£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.	**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.**	**£100**
Material external sewer flooding.	**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.**	**£40**
Moving to measured charging supply of water: Failure to install a water meter upon request (where domestic) within relevant time and then begin to charge the customer on the basis of the volume of water used	**A sum equal to the charges payable by the customer for the supply of water (a) beginning with the day after the anticipated measured charging date, and (b) ending when the English service provider begins to charge by measure.**	**£40**

Guaranteed standards scheme regulation	Payment for breach of GSS	Late penalty payment
Reading of meters: Failure to read a customer's water meter (excluding smart meters) at least once in a 13 month assessment window**.	**£40 (£80 for each subsequent 13-month period)**	**£40**
Water quality notices: If a water quality notice is served and supply is not restored by the end of a 48-hour period.	**If a notice is in place for longer than 48 hours, £60 plus £40 per additional 24 hours that the notice is in place, up to a maximum of the customer's annual water supply (not including sewerage services) bill**	**£40**

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

** For meters installed before 1 October 2025, the first assessment window starts on 1 October 2025. For meters installed after this date, the first assessment window starts on the installation date. The second, and subsequent, assessment window starts on completion of the prior assessment window.