



Service Standards

Introduction

We try to get everything right first time but appreciate this isn't always the case. If you are unhappy with any element of our service, please talk to us and we'll do what we can to resolve your concerns as swiftly as possible.

Where we fail to meet our service standards we will pay compensation to you in accordance with the terms of this document.

Details on each of the service standards, under the English and Scottish regulatory regimes can be found in the Appendices.

About these standards

The Scotland Service Standards are based on the default standards set by our regulator in Scotland, the Water Industry Commission for Scotland.

The England & Wales Service Standards are based on the minimum standards of service and minimum payments to which customers are entitled, as laid down by the Government. These are commonly known as the Guaranteed Service Standards (GSS) Regulations. In some cases, we will pay out more. The full summary of the Standard Terms and Conditions can be found here: <https://www.ofwat.gov.uk/wp-content/uploads/2017/03/The-guaranteed-standards-scheme-GSS-summary-of-standards-and-conditions.pdf>

Complaints

If you're not happy about our service for any reason and you want to make a claim against these service standards, please let us know.

Should you wish to dispute a payment, this may be referred to Ofwat (for premises in England & Wales) or the Water Commission for Scotland (for premises in Scotland)

Making Compensation Payments

Compensation payments are normally made by crediting your account. If you wish a payment to be made directly to you, you will need to inform us. This option will not be available if your account is in arrears.

In most cases, we will make any compensation payments due to you without you having to claim the payment from us. However, you will need to make claims to us as indicated in the tables.

Where circumstances are outside our reasonable control (such as severe weather) these service levels will no longer apply and we are not required to pay compensation payments to you. In addition, in some other situations, for example where we delay our response at your request, a compensation payment may not be appropriate.

If a compensation payment is due, we will make a payment within 10 business days of the qualifying event, or, if a claim is required, from when we receive your claim. If we fail to do this, we will pay you a further £20.

Some compensation payments will be triggered by the wholesaler and made to you via us. In certain circumstances an event may be excepted from a compensation payment.

Standards of Service for eligible premises in Scotland

Ref	Standard	Payment without claim?	Payment level
DSS1	If we do not respond within 8 business days to a complaint where a written response is required.	Yes	£20
DSS2a	If we do not respond to an invoice enquiry within 10 business days of the initial call.	Yes	£20
DSS2b	If we do not respond a request to a change of payment method within 5 business days.	Yes	£20
DSS3	If we for an operational appointment that has been made more than 24 hours in advance in of these following things occurs: <ul style="list-style-type: none"> we fail to keep the agreed specified time bracket; we do not give 24 hours notice of cancelling the appointment 	Yes	£20
DSS4	Where a customer was not warned of a planned interruption at least 48 hours in advance, or the customer has informed us that the supply was not restored within the stated timescale on the notice. Where a customer informs us or Scottish Water that any planned interruption is not restored within the defined timescale an additional payment will be made for each 12 hour period beyond this timescale.	Yes	£50 + £25 for each subsequent 12 hrs without supply
DSS5	Where there has been an unplanned interruption to supply that has not been restored within 12 hours, unless is a strategic main supplying a large area, then the time will be 48 hours. Where there has been an unplanned interruption, that continues for more than 12 hours (or 48hours where it is due to a strategic main) an additional payment will be made for extra each complete period of 12 hours than the interruption continues	Yes	£50 + £25 for each subsequent 12 hrs without supply
DSS6	Where a customer has informed us of a case of "Water into gas mains" and we do not pass the customer's report to Scottish Water or return the customer's call.	Yes	£20
DSS7	When sewer flooding occurs inside an eligible customer's property, and the flooding is not due to general surface flooding of area, defect in customer's private drain or due to customer's actions.	Yes (on notification of flooding)	Annual waste water charge (max £1,000)
DSS8	If we do not let the customer know of the outcome of a meter installation survey within 10 business days of the final report.	Yes	£20

Ref	Standard	Payment without claim?	Payment level
DSS9a	Where there has been a complaint that water pressure is low and it has been confirmed by Scottish Water that the pressure was below the minimum 1 bar.	Yes	£20
DSS9b	If we do not contact a customer within 5 business days of any request for investigation of low pressure.	Yes	£20
DSS10	If the emergency minimum standards of service are not met, in cases of emergency . A claim must be made in writing or by telephone to us.	No – claim required	5% - 15% of water or waste water charge (max £5,000)
DSS11	If we do not communicate changes to maximum default tariffs within 10 business days of the maximum default charges being approved.	Yes	£20
DSS12	A customer wishing to make a claim against any DSS1 to DSS11 standards, must make this claim to us within 3 months of the event.		
General	If we do not make the compensation payment due under DSS1 to DSS11 within 10 business days of the qualifying event or claim.	Yes	£20

The full service standards are set out in the following document:

<http://www.watercommission.co.uk/UserFiles/Documents/Default%20standards%20-%20Commission%20response.pdf>

Standards of Service for eligible premises England & Wales

GSS regulation	Service standard	GSS payment
17C Making appointments	<p>If, when we make an appointment with you, we do not specify:</p> <ul style="list-style-type: none"> The premises to be visited The date of the visit Whether the visit is in the morning or afternoon (and what these times mean) or within a two- hour time slot, if requested by you. 	£20
17C Keeping appointments	<p>If we fail to:</p> <ul style="list-style-type: none"> attend the agreed appointment on the date, time and location specified when making the appointment; or do not give 24 hours notice of cancellation 	£20
17D Complaints and queries	If we do not give a substantive response within 10 working days when you contact us in writing (by letter, email or via the website) to make a complaint or query the correctness of your account.	£20
17D Payment arrangements	If we do not give a substantive response within 5 working days when you contact us in writing (by letter, email or via the website) to ask for change to your payment arrangements.	£20
17E Notice of interruption to supply	If you are not given 48 hours' notice for a planned supply interruption that details the time and duration of the planned interruption.	£50
17F Supply not restored	<p>If your supply is not restored as follows:</p> <ul style="list-style-type: none"> For planned interruptions, by the time specific in the provided notice; For an unplanned interruption due to a burst or leak on a strategic main, within 48 hours; For an unplanned interruption due to other reasons, within 12 hours. 	£50
17F Supply not restored	If your supply is not restored as expected, for each complete 24 hour period that your supply is interrupted over and above that notified.	£25
17G Issues with low water pressure	<p>If over a 28 day period the pressure in the communication pipe serving your premises falls below seven metres static head on two occasions each lasting one hour or longer.</p> <p>Only paid once per year, unless you make a claim in writing for the second instance.</p>	£25
17H Sewerage entering your buildings	If effluent from the public sewer enters your building (except for outbuildings).	Equal to your annual sewerage charges (minimum £150 maximum £1,000)

GSS regulation	Service standard	GSS payment
17I Sewerage on your land	If effluent from the public sewer enters your property or outbuildings	Equal to 50% of your annual sewerage charges (minimum £75 maximum £500)
17J Timing of Payments	If we do not make a compensation payment under 17C or 17 D to your account within 10 working days, and you write to us make a claim within 3 months of the event.	£10
17J Timing of Payments	If we do not make a compensation payment under 17E, 17F, 17H or 17I to your account within 20 working days of the date of the breach of service or the date you claim a compensation payment.	£50

The full GSS Regulations are set out in Statutory Instrument (SI) 2008:0594 and modified by SI 2017:0246 <http://www.legislation.gov.uk/ukxi/2017/246/contents/made>