



Resourcing the world



Our Guarantee to you

Providing high quality services
to all our customers



We are dedicated to providing high quality services to all our customers.

Our guaranteed scheme satisfies the requirement set out in the Water Supply and Sewerage Services (Customer Service Standards) Regulations, this is more commonly known as the Guaranteed Standards Scheme (GSS), and includes some additional enhancements. It details the payment we have to make if we do not meet our normal high standards of service in any of the areas listed in this leaflet.

If we fail to meet our guaranteed standards, we will normally make the payment automatically. Where a payment is claimed it is stated in the relevant paragraph in this booklet. If we fail to credit your account or send an automatic payment, you may be entitled to a penalty payment.

Keeping appointments

When we arrange an appointment we will tell you whether we will come before or after 1:00pm; or if requested we may provide a 2 hour time band for the visit. If we cannot keep the appointment we will give you 24 hours prior notice.

If we do not make the appointment correctly, if we do not keep the appointment (ie. if we do not arrive before or after the 1.00pm cut-off point

as appropriate or if we do not arrive within the 2 hour time band), or we have failed to give you 24hrs notice of cancellation, we will automatically pay you £50.

If we fail to make a payment within 10 working days we will also pay an additional automatic £10 penalty.

Questions and changes

If you write to us about the accuracy of your water and/or wastewater services bill, we will reply within 10 working days of receipt of your letter.

If you write to ask us to change your payment arrangements, we will reply within 10 working days of receipt of your letter, if we can comply with your request. If we cannot agree to a new arrangement, we will let you know within 5 working days of receipt of your letter. Where we do not keep these promises, we will automatically pay you £30.

If we fail to make a payment within 10 working days we will also pay an additional automatic £10 penalty.

If we do not respond to a special needs enquiry within 5 working days we will automatically pay you £20.

Responding to complaints

If you write to us to complain about our water or wastewater services, we will reply within 10 working days of receiving your letter. If we do not keep to this time limit, we will automatically pay you £30.

If we fail to make a payment within 10 working days we will also pay an additional automatic £10 penalty.

Flooding from sewers

If flooding from the public sewer affects your property internally, we will automatically make you a payment equal to your sewerage bill for each internal flooding incident from a minimum of £150 up to a maximum of £1,000.

Where effluent overflows from our sewer and enters your land but does not enter your building, you can claim a payment from us if you are materially affected. Subject to a minimum of £75 and maximum of £500, this payment will be equal to half of your annual sewerage bill per incident.

If you experience external sewer flooding we do not have to make a payment if we are required to make a payment for internal sewer flooding in respect of the same incident.

This guarantee does not apply if the flooding was caused by exceptional weather conditions, industrial action by our employees or problems with your own pipework. For internal sewer flooding the guarantee also won't apply where it is not practical for us to identify you as being affected and you do not claim within three months of the flooding occurring. For external sewer flooding we do not need to make a payment if you do not claim within three months of the incident.

Interrupting the water supply

We sometimes have to interrupt your water supply to mend leaks, connect new customers and make improvements. We will give you 48 hours notice in writing if a planned interruption is going to last more than 4 hours.

If we fail to restore your supply by the time stated or we do not give 48 hours notice, we will automatically pay domestic customers £30 and commercial customers £50. Also, for each additional full 24 hours that the supply is unavailable, domestic customers will receive a further £10 and all other customers £25.

If there is an unplanned interruption, for example when a water main bursts, we will reinstate your water supply within 12 hours of being told about the problem.

Some of our larger mains can be more difficult to mend quickly, but we guarantee to restore your water within 48 hours. Where practical and reasonable, we will tell you when your supply will be back on as soon as we can set a time.

If your water supply is interrupted for more than 6 hours we will arrange for an alternative supply, such as by water tanker or standpipe.

If we fail to meet the above standards, we will automatically pay our domestic customers £30 and commercial customers £50. Also, for each additional full 24 hours that the supply is unavailable, domestic customers will receive a further £10 and all other customers £25.

Where the company could not practicably have identified the customer as having been affected, the customer should make a claim either verbally or in writing within 3 months.

Low water pressure

We aim to maintain your water pressure so that it does not fall below our normal standard. If in a period of 28 days the pressure in the communication pipe serving a customer's premises falls below seven metres static head on two occasions each lasting one hour or longer we will automatically pay you £30. As a guide, if you have a suitable single service pipe, the first tap in your home should be able to fill a 4.5 litre/one gallon bucket in 30 seconds with all the other taps and appliances turned off.

If as a company we cannot practicably have identified that you have been affected by low water pressure you must make a claim either verbally or in writing within 3 months. You are entitled to only one payment in any financial year.

This guarantee does not apply if the low pressure was not caused by us, or if it was caused by work we have to do to our supply network, industrial action by our employees or because of drought.

Water quality

If issues with the quality of the water supplied to your property mean that we have to issue you with a boil notice we will automatically pay you £30.



Payments and credits

For supply interruptions and sewer flooding, payments will be made within 20 working days of the incident. If we fail to make one of these payments automatically, a penalty payment of £30 for domestic premises, and £50 in all other cases, will be made automatically.

How to make a claim

Most payments due under the GSS will be made automatically. In the following cases you need to make a claim within 3 months of the incident:

- Written claims for external sewer flooding.
- Claims for GSS payments where the company could not have practicably have identified the customer as being affected (e.g. low pressure or internal sewer flooding) can be made verbally or in writing.

How we will pay you

If we fail to meet a guaranteed standard of service, we will make a payment to you directly unless your account is in debit, in which case your account will be credited. We will let you know we have done this, either in writing or by telephone.

Liability



If you have a dispute with us regarding these guaranteed standards, or feel we have acted unfairly by denying a payment under the Customer Guarantee Scheme, you can ask Ofwat – who is the independent Regulator for the water industry – to look into the matter on your behalf.

If you want to do this write to:

Ofwat
Centre City Tower, 7 Hill Street,
Birmingham B5 4UA

Any payments we make to you under this scheme do not affect your legal rights and you can still take other action for any loss or damage you suffer.

But if we do make a payment under this scheme, it does not mean that we have any extra liability.



We are dedicated to providing **high quality services** to all our customers.

Telephone

Operations and billing enquiries:

03451 482 909*

Textphone: 01793 608 741

Mon-Fri 8:30am-4:30pm

A 24 hour emergency service operates outside of these hours please call: 03451 482 909

*Calls may be monitored or recorded for training purposes.

Email

Billing: tidworth.billing@veolia.com

Operational: tidworth.operations.vesuk@veolia.com

Website

www.veolia.co.uk/waterprojects

Veolia Water Projects Ltd, PO Box 3920, Swindon, SN5 1BW

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