



Retail Water - Scotland

Service Standards

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Introduction

We offer our customers the following standards of service. If we fail to meet these standards, we will pay you compensation. We will usually provide the compensation payment without you having to make a claim; however, for standards relating to emergencies, customers must make a claim for payment. Details of how to make a claim are explained later.

Service standards cover activities that we manage directly, such as billing and meter reading, and also aspects of your service that are delivered to you by Scottish Water, such as maintaining supplies of water to and/or removal of waste water from your property.

In circumstances outside of our reasonable control, such as severe weather, we can not guarantee these service standards. In other situations, for example where we have delayed a response at the customer's request, a service standard payment may not be appropriate.

If a compensation payment is due, we will make a payment within ten 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 a further £23. We will normally make a payment by crediting your account.

Service Standards

Service standard 1 – written or telephone complaints

If you telephone us with a complaint, we will try to resolve the problem when you call. If this is not possible, your complaint will be investigated and we will call you back promptly.

If you prefer a written response to your complaint, we will reply within eight business days. If you write to, fax or email us with a complaint, we will respond as quickly as possible and always within eight business days. Where we can not give you an immediate full response, we will regularly keep you informed of progress in resolving the problem.

We will pay you £24 if we fail to respond within eight business days:

- to your written complaint; or
- to a complaint by telephone in which you ask for a written response

Service standard 2 – invoice queries

If you query any aspect of an invoice we send you, we will always try to deal with your query while you are still on the line. If this is not possible and some work is required on your account, we will get back to you within ten business days of your initial call.

If you contact us to ask for a change to your method of paying your invoice, we will deal with this within five business days.

If we fail to do either of these within the required time, we will pay you £24.

Service standard 3 – keeping appointments with customers

If we make an appointment to visit you on your site more than 24 hours in advance, we guarantee to keep it or give you at least 24 hours' notice of cancelling or changing it. Please let us know if you prefer a morning or afternoon appointment or if you would like to be offered a two-hour time band within which our representative will visit.

We will pay you £24, if:

- our representative does not turn up on the appointed morning or afternoon or within the agreed two-hour time band; or
- we fail to let you know about a cancellation or changed appointment time at least 24 hours in advance of the scheduled appointment.

This standard only applies to operational visits, such as visits to discuss water pressure problems or for a survey to establish if a water meter can be fitted.

Service standard 4 – planned interruptions to your water supply

If Scottish Water is planning to carry out maintenance or repair work that requires your supply to be shut off, you will be informed in advance of when the water supply will be off and when it will be turned back on.

If the work is planned to last more than four hours, you will be given at least 48 hours notice of the intended interruption to your supply. Customers will usually be contacted individually, but in the case of large areas being affected, it may be necessary to use the local media as the means of communication.

In any of the above situations we will pay you £59, if:

- You are not warned of the interruption in the time periods set out above and you have informed us (either directly or via the 24-hour number established by us and Scottish Water) that your supply has been interrupted; or
- You have informed us (either directly or via the 24-hour number established by us and Scottish Water) that your supply has not been restored by the notified time.

If you have informed us (either directly or via the 24-hour number established by us and Scottish Water) that your supply has not been restored by the notified time, we will pay you a further £30 for each additional complete 12-hour period you remain without water beyond the notified time for restoration of supply.

Service standard 5 – unplanned interruptions to your water supply

If the water supply to your business is disrupted because of a fault with the public water supply system, Scottish Water will restore the supply within 12 hours from the time it finds out about the interruption.

If a strategic main (a main with a diameter equal or greater than 300mm) causes the problem, the water supply will be restored within 48 hours of Scottish Water finding out about the interruption.

If you inform us (either directly or via the 24-hour number established by us and Scottish Water) that your supply has not been restored within these time periods:

- We will pay you £59; and
- We will pay you a further £30 for each additional complete 12-hour period for which you are without water

Service standard 6 – water getting into gas systems

If you notice water coming from a gas appliance, or if you lose your gas supply because water has entered your gas pipe, please call the emergency helpline on **0845 600 8855** as quickly as possible.

Scottish Water will contact Scotland Gas Networks (which owns and operates the gas transmission system in Scotland) immediately and work with them to ensure your safety. Your call will be promptly returned by Scottish Water.

If you call us, we will pass the matter on to Scottish Water who will promptly call us back and we will call you. If we fail to pass the matter on to Scottish Water or return your call, we will pay you £43.

Service standard 7 – flooding from sewers

If waste water from sewers floods the inside of your property, please call the emergency helpline on **0845 600 8855** or us. We will refund your annual waste water charge for your property (up to a maximum of £1,100 per flooding event) in recognition of the disturbance. This is providing that the problem is not due to general surface flooding of the area, a defect in your private drains or as the result of your own actions.

Scottish Water will clear up, as quickly as possible, any mess directly caused by the overflow of waste water from the public sewer.

Service standard 8 – meter installations

If you contact us requesting a water meter to be fitted, we will arrange for a survey to be carried out. This will establish if a meter can actually be fitted and if you need to pay anything. We will let you know within ten business days what is required to allow a meter to be fitted and what costs, if any, are involved. If we fail to do this, we will pay you £23.

Service standard 9 – water pressure complaints

If you have any problems with water pressure to your premises, please contact us and we will arrange to have the cause investigated and let you know the outcome within five business days. If we do not, we will pay you £24.

We will automatically pay you £24 if:

- the supply to your premises proves to be of less than one bar of pressure measured on your side of the boundary stopcock/stop valve; and
- the low pressure is caused by the supply system.

You will only be entitled to this payment once in any six-month period.

You will not be able to claim against this standard if your business premises are:

- above the level of the water leaving Scottish Water's storage tank; or
- between the levels of the water leaving Scottish Water's storage tank and a level 10.5 metres below the tank.

Service standard 10 – response to emergencies

Despite the best efforts of Scottish Water to maintain water and sewerage services at

all times, customers do sometimes experience a disruption to their service. Such a disruption may be declared an 'emergency' if it's an event:

- governed by the Security and Emergency Measures (Scottish Water) (Scotland) Direction 2002, notified to Scottish Ministers, and which arises in a civil emergency or where there are threats to national security; or
- which results from flooding from sewers or where water gets into the gas system,

and is unable to be addressed using the processes under the operational code (other than the process for emergency activities).

If this happens and Scottish Water declares an emergency (stating that it intends to implement the emergency plans it has made to ensure the provision of essential water and/or sewerage services in the event of an emergency) the following emergency service standards will then apply:

- 1 Following the declaration of an emergency, we will, using reasonable endeavours and working in partnership with Scottish Water, promptly contact each customer affected by the emergency. Scottish Water will also inform all eligible customers affected by the emergency through such methods as:
 - press and broadcast media;
 - loudhailers;
 - leaflet drops.

Throughout the emergency, Scottish Water will continue to update both the publicly available information as well as the information specific to us, which we will promptly pass on.

- 2 Scottish Water will provide 'sensitive' customers (such as hospitals, nursing homes and schools) with alternative drinking water supplies to comply with emergency plans agreed with the health boards, health trusts and education authorities.
- 3 In managing an emergency, Scottish Water may require us to ask you to generally reduce your demand for water and/or sewerage services. Scottish Water may also require us to carry out other steps as are documented in the agreed emergency plans. In such circumstances, we will use reasonable endeavours to carry out any such actions promptly and give you as much advance notice as possible.
- 4 If Scottish Water has no alternative but to restrict your supply to maintain supplies for public health, we will give you as much advance notice as possible.

Scottish Water will notify us and we will in turn notify you promptly when the emergency has come to an end.

Customers who are directly affected by a declared major incident can claim if we do not deliver these emergency service standards. You will be entitled to claim at least 5% of your annual water or waste water charge (up to a maximum of £5,400) and can claim up to 15% of your annual water or waste water charge if you can show that your loss had a value greater than 5% of the annual water or waste water charge (again, up to a maximum of £5,250).

Service standard 11 – telling you about our maximum default tariffs

We will communicate changes in maximum default tariffs to you within ten business days of approval of those changes by the Water Industry Commission for Scotland (who will publish any such updates on its website). If we fail to do this, we will pay you £24.

Service standard 12 – claiming a payment when affected by a declared Emergency

Where you wish to claim sums due from us for failing to deliver the emergency standards of service stated in Service Standard 10 above, you may make such a claim in writing or via the telephone.

How do I claim a payment?

You must make claims against a service standard within three months of the event.

You can register claims against Veolia by:

- calling our customer service team on **0203 567 8174**
- writing to **Retail Water Team, Veolia Water Projects Limited, 1 Masterton Park, South Castle Drive, Dunfermline, KY11 8NX**
- emailing **businesswater@veolia.co.uk**