

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 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 email at service@water-plus.co.uk or by phone on **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 in 5-10 working days or sooner
- 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 other services

- **Meter readings** – when you give us your meter reading we'll apply it to your account in 5-10 working days
- **Balance and payment enquiries** – when you need details of an outstanding balance or payment we'll give you this within 5-10 working days
- **Copy statements** – if you need a copy of an account statement or invoice we'll make sure it gets to you in 5-10 working days
- **Cost breakdown** – if you need a breakdown of charges on your account we'll make sure it gets to you in 5-10 working days

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 two 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

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
Guaranteed service standards – applicable to the wholesaler and the retailer		
Provide morning or afternoon appointments, or a 2 hour time period if requested by the customer	£20	£10
Attend appointments with the customer within the agreed appointment time	£20	£10
Provide a substantive response to a written complaint within 10 business days	£20	£10
Provide 48 hours' notice of interruptions of more than 4 hours to the water supply	£50	£50

Guaranteed standards scheme regulation	Payment for breach of GSS	Late Penalty Payment
Guaranteed service standards – applicable to the wholesaler only		
Water supply to be restored within the period notified or within 48 hours if an emergency due to a leak or burst or 12 hours if not due to an emergency	£50	£50
Additional payment for each 24 hours supply not restored	£25	
Water pressure to be maintained at a minimum pressure of 7 metre static head. Failure of this standard occurs where pressure falls below the minimum standard on 2 occasions for 1 hour or more in a 28 day period	£25	£-
Effluent from a sewer must not enter a customer's building	Payment equal to annual sewerage charge (min £150-max £1000)	£50
Effluent from a sewer must not enter a customer's land or property	Payment equal to 50% of annual sewerage charge (min £75-max £500)	£50

Guaranteed service standards – applicable to the retailer only		
Provide a substantive response to written queries within 10 business days or 5 business days if the request is to change payment arrangements which cannot be accommodated.	£20	£10

Waterplus
with you every drop of the way

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