

## Customer performance summary 2020/21

### Purpose

This document summarises our performance against our guaranteed standards scheme (GSS) to residential customers for the period 01/04/2020 to 31/03/2021. Our full GSS document can be found on our website using this [link](#).

### Performance summary

#### 01 Customer contacts

Guaranteed service standard	Minimum GSS payment	Number of failures	Total compensation paid
Making and keeping written/telephone appointments	£50	Nil	Nil
Responding to written account queries	£30	Nil	Nil
Responding to written enquiries about our Special Assistance services	£30	Nil	Nil
Responding to enquiries about your wastewater services	£30	Nil	Nil
Responding to written requests to change payment method	£30	Nil	Nil
Responding to written complaints	£30	Nil	Nil

#### 02 Sewer flooding

Guaranteed service standard	Minimum GSS payment	Number of failures	Total compensation paid
Dealing with external sewer flooding	%50 of annual sewerage bill (minimum £75)	Nil	Nil
Dealing with internal sewer flooding	%100 of annual sewerage bill (minimum £150)	Nil	Nil

### “No worse off” principle

We ensure that our customers are no worse off than had they been served by the local incumbent through two mechanisms:

1. Bills – residential tariffs are lower than those of the local incumbent
2. GSS – standards are equal to or better than those of the local incumbent, and compensation payments for failing to meet our standards are equal to or greater than those of the local incumbent.

Each year we check that our residential tariffs are lower and that our GSS levels are equal too or better than those of the incumbents.

A handwritten signature in blue ink, appearing to read 'W. Mackveley', with a stylized, cursive script.

William Mackveley  
General Manager  
Severn Trent Services (Water and Sewerage) Limited