

Severn Trent Connect

Guaranteed Standards Scheme

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1.0 Introduction

This document provides information about our Guaranteed Standards Scheme. We are committed to delivering an excellent service to all of our customers 24/7, 365 days a year. We back this up with our service guarantees and will make a payment to you if we fail to meet the required standard. The scheme applies to our household customers. Non-household customers who may be entitled to receive a payment in line with the Guaranteed Standards of Service should contact their retailer for further information on this.

2.0 Customer contacts

Guaranteed service standard	Payment to you if we do not meet the standard	Payment to you if we fail to pay on time	Times when we won't pay
<p>Making and keeping written/telephone appointments</p> <p>If you need an appointment with us, we promise to:</p> <ol style="list-style-type: none"> 1. Offer you an a.m. or p.m. appointment or, if you request it, an appointment within a two-hour time-slot. 2. Give you 24 hours' notice if we need to cancel an appointment that we have made with you. 3. Keep all non-cancelled appointments that we make with you. <p>If we do not meet these promises you may be entitled to a payment.</p>	<p>£50 within 10 working days</p>	<p>£30</p>	<p>When the appointment is not in connection with the supply of sewerage services.</p> <p>If you cancel the appointment, or if we cancel with more than 24 hours' notice.</p> <p>In exceptional circumstances (severe weather, industrial action or the action of a third party).</p>
<p>Responding to written account queries</p> <p>If you write to us to query the accuracy of your bill, we will provide you with a response within five working days of receiving your letter.</p> <p>If we take longer than 5 working days; you may qualify for a payment</p>	<p>£30 within 10 working days</p>	<p>£30</p>	<p>If you do not want to continue with the enquiry.</p> <p>If the enquiry is sent to the wrong company address.</p> <p>If the query is frivolous.</p> <p>In exceptional circumstances (severe weather, industrial action or the action of a third party).</p>

<p>Responding to written enquiries about our Special Assistance services</p> <p>If you write to us to enquire about our Special Assistance Service, we will provide you with a response within five working days of receiving your letter.</p> <p>If we take longer than 5 working days; you may qualify for a payment</p>	<p>£30</p>	<p>£30</p>	<p>If you do not want to continue with the enquiry.</p> <p>If the enquiry is sent to the wrong company address.</p> <p>If the query is frivolous.</p> <p>In exceptional circumstances (severe weather, industrial action or the action of a third party).</p>
<p>Responding to enquiries about your wastewater services</p> <p>If you write to us with a query about your wastewater services, we will provide you with a response within ten working days of receiving your letter.</p> <p>If we take longer than 10 working days; you may qualify for a payment.</p>	<p>£30 within 10 days</p>	<p>£30</p>	<p>If you do not want to continue with the enquiry.</p> <p>If the enquiry is sent to the wrong company address.</p> <p>If the query is frivolous.</p> <p>In exceptional circumstances (severe weather, industrial action or the action of a third party).</p>

<p>Responding to written requests to change payment method</p> <p>If you ask us to change your payment method and we cannot meet your request, we will let you know why within five working days of receiving your letter.</p> <p>If we take longer than 5 working days; you may qualify for a payment.</p>	<p>£30 within 10 working days</p>	<p>£30</p>	<p>If you do not want to continue with the enquiry.</p> <p>If the enquiry is sent to the wrong company address.</p> <p>If the query is frivolous.</p> <p>In exceptional circumstances (severe weather, industrial action or the action of a third party).</p>
<p>Responding to written complaints</p> <p>If you make a written complaint about our wastewater services, we will respond within 10 working days of receiving your letter.</p> <p>If we take longer than 10 working days; you may qualify for a payment.</p>	<p>£30 within 10 days</p>	<p>£30</p>	<p>If you do not want to continue with the complaint.</p> <p>If the enquiry is sent to the wrong company address.</p> <p>If the query is frivolous.</p> <p>In exceptional circumstances (severe weather, industrial action or the action of a third party).</p>

3.0 External sewer flooding

Guaranteed service standard	Payment to you if we do not meet the standard	Payment to you if we fail to pay on time	Times when we won't pay
<p>Dealing with external sewer flooding</p> <p>If you are affected by external flooding, you may be entitled to a payment.</p> <p>If you need to report a flooding problem, please call our Customer Service Centre on 0345 450 9549.</p>	<p>A payment that is equal to 50% of your annual sewerage charges up to a maximum of £500 (minimum £75) for each flooding incident within 20 days.</p>	<p>£30</p>	<p>If your actions have caused the problem.</p> <p>If your private drains or sewers are inadequate.</p> <p>In exceptional circumstances (severe weather or industrial action).</p> <p>If it is impractical to identify you as being affected and you don't claim within three months of the incident.</p> <p>If you are not materially affected.</p> <p>If we have already made a payment for internal flooding for the same incident.</p>

4.0 Internal sewer flooding

Guaranteed service standard	Payment to you if we do not meet the standard	Payment to you if we fail to pay on time	Times when we won't pay
<p>Dealing with internal sewer flooding</p> <p>In rare circumstances some properties suffer from internal flooding from our sewers. If it is our fault you will be entitled to a payment.</p> <p>If you need to report a flooding problem, please call our Customer Service Centre on 0345 450 9549.</p>	<p>A payment that is equal to your annual sewerage charges up to a maximum of £1,000 (minimum £150) for each flooding incident within 20 days.</p>	<p>£50</p>	<p>If it is impractical to identify you as being affected and you don't claim within three months of the incident.</p> <p>If your actions have caused the problem.</p> <p>If your private drains or sewers are inadequate.</p> <p>In exceptional circumstances (severe weather or industrial action)</p>

5.0 Making payments to you

If we are aware that we have caused a problem, we will make service guarantee payments to you automatically within 10 working days. The payment will either be credited to your wastewater services account or refunded to you. If we fail to do this, we will make an additional penalty payment as detailed in the relevant GSS category above. We will pay automatically if we know that there has been a problem. If you think that you should have received a payment, please contact us on 0345 450 9549 because we may not know about it. Please do this within three months of the problem occurring.

6.0 Meeting your individual needs

We need to know if you have individual needs so please contact us so that we can add you to our register. This will give you access to the following services:

- Correspondence in large print, Braille, electronic or audio formats
- Bill reading service
- Textphone service
- Confidential password to help identify our staff who may call at your door
- Special meter reading arrangements

7.0 Bogus callers

Unfortunately, there are an increasing number of incidents involving bogus callers. These are people who impersonate utility staff (such as your water company) to gain entry and access to your home. For more information about this contact your local police service. If a Severn Trent Connect employee or one of our contractors asks to come into your home, they will show you a valid identification card, their name and a photograph. You can check their identity by calling 0345 450 9549 and we will confirm if they are genuine. Do not call any other number they give you or accept any excuses. If you are in any doubt, do not let them in. In an effort to combat bogus callers we operate a doorstep password protection scheme which is available to all customers. Please contact us for more information or to set up this facility.

8.0 Who regulates the service we provide?

Ofwat

Ofwat is the economic regulator of the industry whose statutory duties include protecting customers' interests. Ofwat has the power to restrict the increases we can make in our charges, set the levels of service we must provide and stipulate the information we must give to you.

You can contact Ofwat at:

OFWAT
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Tel: 0121 644 7500

Website: www.ofwat.gov.uk

The Environment Agency (EA)

The EA is responsible for controlling the pollution of rivers, draining land, controlling floods and issuing fishing licences. The EA regulates our return of the water to rivers after it has been used and treated.

The Environment Agency
National Customer Contact Centre
PO Box 544
Rotherham S60 1BY

Tel: 0370 850 6506

Email: enquiries@environment-agency.gov.uk

Website: www.gov.uk/government/organisations/environment-agency

9.0 If you are not happy with the service you have received

We know that if something goes wrong, you want us to resolve it quickly and accurately. Our contact centre advisors are the best people to do this. They'll be able to explain what's happened and what we'll do to resolve the problem. If you decide to make a complaint we'll follow our complaints procedure which ensures that you're treated fairly. There are four stages to the procedure which are explained in this section.

Stage 1

If there is any part of our service that you are not happy with please contact us straight away so that we can understand what the problem is and make sure it is resolved to your satisfaction. You can either call our Customer Service Centre on 0345 450 9549 or email us at customer@severntrentconnect.com.

Our contact centre is manned by specialist staff trained in a particular area of our business. This makes sure that you get to speak to someone who has the best experience to deal with your issue or complaint. If you aren't completely satisfied after speaking to an advisor, our Duty Managers are always available. They will be happy to help you by continuing the call or arranging to call you back at a convenient time.

Stage 2

If your problem is not fully resolved and you have to contact us again about the same issue, your complaint will be escalated to a Senior Manager for resolution. We will investigate what has happened to understand why you have had to contact us again and ensure you are fully satisfied with the outcome.

Stage 3

If you feel that we have still not been able to resolve your query then you can refer the matter to the Consumer Council for Water (CCW), the independent customer body for the Water industry, to investigate your complaint. CCW's primary functions are:

- to provide advice and represent consumers on water matters and sewerage
- to investigate and handle complaints made against licensed water suppliers or companies in England and Wales
- to take up consumers' complaints if they have tried and failed to resolve issues with their water companies
- to make sure that the voice of consumers' is heard and that consumers remain at the heart of the water industry

You can contact CCW at:

Consumer Council for Water
1st Floor Victoria Square House,
Victoria Square
Birmingham
B2 4AJ

Tel: 0300 034 2222

Website: www.ccwater.org.uk

Stage 4

On very rare occasions, a complaint may remain unresolved after it has gone through all the stages of our and the Consumer Council for Water's complaints procedures. At this point, you are able to take your concerns to the Water Industry Redress Scheme (WATRS), who can provide an independent binding decision. You can contact WATRS at:

WATRS
70 Fleet Street
London
EC4Y 1EU

Tel: 0207 520 3801

Email: info@watsr.org

Website: www.watsr.org

10.0 Contact us

You can contact us at:

Severn Trent Connect
Severn Trent Centre
2 St John's Street
Coventry
CV1 2LZ

Tel: 0345 450 9549

Email: Customer@severntrentconnect.com

Website: www.st-connect.co.uk

Severn Trent Services (Water and Sewerage) Ltd (T/A Severn Trent Connect)

Registered in England No. 8880470

Registered Office: Severn Trent Centre, 2 St John's Street, Coventry, CV1 2LZ