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#### 1. Introduction

This leaflet 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. 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
Making and keeping written/telephone appointments  If you need an appointment with us we promise to:  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.  If we do not meet these promises you may be entitled to a payment.	£50 within 10 working days	£30	When the appointment is not in connection with the supply of water or sewerage services.  If you cancel the appointment, or if we cancel with more than 24 hours' notice.  In exceptional circumstances (severe weather, industrial action or the action of a third party).





Responding to written account queries  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.	£30 within 10 working days	£30	If you do not want to continue with the enquiry.  If the enquiry is sent to the wrong company address.
If we take longer than 5 working days; you may qualify for a payment			In exceptional circumstances (severe weather, industrial action or the action of a third party).
Responding to written enquiries about our Special Assistance services			
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.	£30	£30	If you do not want to continue with the enquiry.  If the enquiry is sent to the wrong company address.
If we take longer than 5 working days; you may qualify for a payment			In exceptional circumstances (severe weather, industrial action or the action of a third party).





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





Responding to written complaints			
If you make a written complaint about our water or waste water services we will respond within 10 working days of receiving your letter.  If we take longer than 10 working days; you may qualify for a payment.	£30 within 10 days	£30	If you do not want to continue with the complaint.  If the enquiry is sent to the wrong company address.  If the query is frivolous.  In exceptional circumstances (severe weather, industrial action or the action of a third party).

3. Constancy of supply

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
Incidences of low water pressure			
We guarantee to provide a minimum pressure in the water mains to maintain an adequate	£30	£30	If your actions have caused the problem.
If the pressure falls below seven metres static head for at least an hour, and this happens twice within any 28-day period, we will make an automatic payment to your account.  If you experience a problem with			If the low pressure is because of necessary works.  If we had already made a payment within the financial year.
your water pressure please call			In exceptional circumstances







our customer service centre on 0345 450 9549.		(severe weather or industrial action).
		If it is impractical to identify you as being affected and you don't claim within three months of the incident.
		If we don't know about the problem.

## 4. Notice of interruption to supply

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
Planned interruption If we plan to interrupt your water supply for longer than four hours, we will advise you in writing at least 48 hours before the start of the interruption.  If we fail to do so, we will make an automatic payment to your water account.	Incorrect notice:	£30	In exceptional circumstances (severe weather or industrial action).  If it is impractical to identify you as
In addition, we will restore the supply when we said we would, or earlier if possible.  If we fail to do so we will make an automatic payment to your account, plus a further automatic payment for each 24-	Supply not restored - Initial period:	£25	being affected and you don't claim within three months of the incident.







hour period that the supply remains unrestored.  If you experience a problem with your water pressure, please call our customer service centre on 0345 450 9549.	After each further 24 hours:		
Unplanned interruption  If there has been an unplanned interruption, for example because a water main has burst, we will restore your supply within 12 hours of us finding out about the interruption.  If the burst or leak is on a strategic main, we will restore your supply within 48 hours of finding out about the interruption.  If we fail to restore the supply within these timescales, we will make an automatic payment to your water account, plus a further automatic payment for each 24-hour period that the supply remains unrestored.	Initial period: £25  After each further 24 hours: £15	£25	In exceptional circumstances (severe weather or industrial action).  If it is impractical to identify you as being affected and you don't claim within three months of the incident.

# 5. 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
Dealing with external sewer flooding			
If you are affected by external flooding you may be entitled to a payment.  If you need to report a flooding problem please call our	A payment that is equal to 50% of your annual sewerage charges up to a	£30	If your actions have caused the problem.







# 6. 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
Dealing with internal sewer flooding			
In rare circumstances some properties suffer from internal flooding from our sewers. If it is our fault you will be entitled to a payment.	A payment that is equal to your annual sewerage charges up to a maximum of	£50	If it is impractical to identify you as being affected and you don't claim within three months of the
If you need to report a flooding problem please call our	£1,000 (minimum £150) for each		incident.







Customer Service Centre on 0345 450 9549.	flooding incident within 20 days.	If your actions have caused the problem.
		If your private drains or sewers are inadequate.
		In exceptional circumstances (severe weather or industrial action)

## 7. 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.

## 8. 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





## 9. 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.

## 10. Who regulates the service we provide?

#### The Department for Environment, Food and Rural Affairs (Defra)

Defra lays down the standards of quality of drinking water which include the European Commission's requirements. It also ensures that we Water & Sewerage companies comply with these standards.

You can contact DEFRA at:

DEFRA
Nobel House
17 Smith Square
London
SW1P 3JR



03459 33 55 77



defra.helpline@defra.gsi.gov.uk









# www.gov.uk/government/organisations/department-for-environment-food-rural-affairs

#### 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



0121 644 7500



enquiries@ofwat.gsi.gov.uk



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 how much water we may take from the rivers and other inland and underground sources for water supply and 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



0370 850 6506



enquiries@environment-agency.gov.uk



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

## The Drinking Water Inspectorate (DWI)

The DWI acts as a technical assessor for the Government on the monitoring, recording and reporting of drinking water quality. It carries out technical audits of companies, investigates incidents, initiates actions to achieve compliance with legal requirements and provides expert advice to the Government on drinking water policy. It also oversees improvement schemes that Water companies are legally committed to implement.







You can contact the DWI at:

Drinking Water Inspectorate
Area 4a Ergon House
Horseferry Road
London SW1P 2AL



0300 068 6400



dwi.enquiries@defra.qsi.gov.uk



www.dwi.defra.gov.uk

## 11. 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



0300 034 2222









#### enquiries@ccwater.org.uk



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



0207 520 3801



info@watrs.org



www.watrs.org





## 12. Contact us

You can contact us at:

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



0345 450 9549



customer@severntrentconnect.com



www.severntrentconnect.com





