

south east water

Our Code of Practice

Guaranteed Standards of Service
for household customers



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South East Water

This leaflet forms part of our Customer Code of Practice, which outlines the services we provide for household customers.

It has been produced in compliance with our licence.

Household customers receive their water services and bills directly from South East Water.

Businesses receiving retail services and bills from a company other than South East Water, can refer to the code of practice for water retailers, available on our website

corporate.southeastwater.co.uk/codeofpractice

Introduction

Our Guaranteed Standards of Service (GSS) scheme explains the level of service we guarantee to provide to our customers, and the payments we will make if we fail to meet these standards. It covers areas such as water pressure, interruption to supplies, queries, complaints and customer appointments. The standards and payments are summarised in the table at the end of this leaflet. Further details are also set out in the Water Supply and Sewerage Services (Customer Service Standards) Regulations 2008.

Payments and claims

If you are entitled to an automatic GSS payment but find this has not been made, you may claim the payment within three months of the incident and a further late penalty payment will be made to your water account. The GSS payments are summarised in the table at the end of this leaflet.

General exceptions

Sometimes due to circumstances beyond our control we may not be able to meet these service standards. In these circumstances we will not make payments under the GSS scheme.

If we make a payment under this Code of Practice, it will not affect any rights you may have to take legal action against us for any loss or damage.

If we make a payment under this scheme, it does not mean we accept legal responsibility for the loss or damage.

Exceptions differ for certain standards but examples include:

- *written enquiries incorrectly addressed*

- *severe weather conditions*
- *where you have informed us you do not wish to pursue your query*
- *industrial action*
- *3rd party action*

Constancy of supply water pressure

Water pressure

We guarantee to provide a minimum pressure in the water mains to maintain an adequate supply of water to your property. If the pressure falls below seven metres static head in the communication pipe for at least an hour, and this happens twice within any 28-day period, we will make an automatic payment to your account. The drop in pressure has to be recorded on our logging devices which we will install to test the pressure. Only one payment will be made per financial year. No payment is made if the pressure falls due to our works or a drought.

Notice of interruption to supply

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. 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 12 hour period that the supply is not restored. We will make these payments within 20 working days of it becoming payable OR of the failure to provide the notice or to restore the supply on time.

Unplanned interruption

If there has been an unplanned interruption, for example because a water main has burst, we will notify you as soon as possible.

We will restore your supply within 12 hours of us finding out about the interruption. If we fail to restore the supply within this timescale, we will make an automatic payment to your water account, plus a further automatic payment for each 12 hour period that the supply remains unrestored. We will make these payments within 20 working days of it becoming payable OR of the failure to restore the supply on time.

Account queries and payment arrangements

We will make an automatic payment to your water account within 10 working days if:

- *we do not respond to a written query about the correctness of your water account within 10 working days*
- *we do not provide a reply to a request to a change of payment arrangement within five working days*

Written complaints

We will make an automatic payment to your water account within 10 working days if you have complained in writing and we do not provide a substantive response within 10 working days.

Keeping customer appointments

If it is necessary for us or one of our approved contractors to visit your property, we will make an appointment either in writing or over the telephone. We will confirm the address, the date and whether the appointment will be in the morning (before 1pm) or afternoon (after 1pm), or within a two hour time slot, if requested by you.

If we fail to confirm the details of the appointment or to keep the appointment on the specified date and during the specified time we will make an automatic payment to your water account within 10 working days of it becoming payable.

Payments will not be made if you cancel the appointment, or if we cancel the appointment and give you 24 hours notice of the cancellation, either verbally or in writing.

For more information about South East Water

Please refer to our website **southeastwater.co.uk** or the other Customer Code of Practice leaflets:

Exercise of pipelaying powers on private land

Household water charges, payment options and debt recovery

If things go wrong

Leaks from customers' supply pipes

Priority Services Register: Our services for customers with additional needs

Water metering: A guide for household customers

Your water company

The information we provide is intended to be accessible to all our customers.

If you would prefer this leaflet in an alternative format, such as large print, braille or audio, please contact us.

Additionally if your first language is not English we may be able to help you with our interpretation service when you call.

Contact details are on the back of this leaflet.

Customer Care

South East Water offers a wide range of tariffs, payment schemes and support to customers with additional needs or difficulty paying their bill.

For more information contact our specialist team on **0333 000 2468** or visit **southeastwater.co.uk/customer-care**

Our Guaranteed Standards of Service and the payments we will make

GSS Regulation	GSS payment	Late payment penalty
Appointments not made properly	£20	£10
Appointments not kept	£20	£10
Incidences of low water pressure	£25	–
Incorrect notice of planned interruptions to supply	£20	£20
Supply not restored* – initial period	£30	£20
Supply not restored* – each further 12 hours	£30	£20
Written account queries and requests to change payment arrangements not actioned on time	£20	£10
Written complaints not actioned on time	£20	£10

* Supply not restored within time notified (planned work) or when supply is interrupted for an extended time under unplanned/emergency situations.

How to contact us

Our Customer Service Centre is open:
Monday to Friday from 8am to 7pm
Saturday from 8am to 1pm
We are closed on Sundays and Bank Holidays



southeastwater.co.uk



southeastwater.co.uk/contact



Facebook and Twitter: @sewateruk



Water supply and general enquiries

0333 000 0002

Out of hours emergencies

0333 00 00 365

24 hour automated payment line

0333 00 00 247

24 hour leakline

0333 000 3330



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