

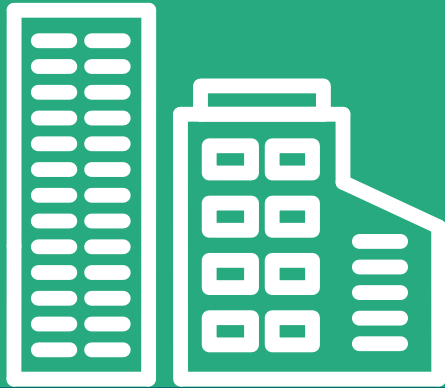
Our promise

To retailers



Wessex Water
YTL GROUP

FOR YOU. FOR LIFE.



Our promise to retailers

We are committed to delivering a high level of service to all retailers and customers.

We aim to:

- deliver excellent standards at all times
- put things right as quickly as possible
- compensate your customer if we fail to keep our promise
- offer a range of cost reflective and innovative tariffs.

This leaflet explains our Promise to you and customers.

It outlines the length of time we'll take to respond to contacts and incidents and how much we'll pay if we fail to meet our promises..

Contents

Complaints	4
Appointments (visits)	4
Leaks	4
Working in the street	5
Water quality	5
Water supply interruptions	6
Lead pipes	7
Water pressure	7
Water flooding	7
Sewer flooding	8
Further information and contact details	Back cover

We've used the following pictures to help summarise the information in this leaflet:

We'll respond to you within:



This indicates the number of working hours or working days within which we'll respond to you.

How much we'll pay you if we fail:

£40

£50

£100

This indicates the amount we'll pay you if we fail to keep our promises.

How we'll pay you:



Automatic
payment



Claim

We make some payments automatically but others you will need to claim. Please see the back page for our contact details.

All compensation will be credited monthly to your wholesale account with us.

Points to note

- Our working hours are 7.30am to 6pm and our working days are Monday to Friday, excluding bank holidays.
- Our timescales start on the day we receive your request or correspondence.
- Compensation payments are normally credited monthly to your account.
- Where we are not able to identify customers affected by sewage flooding, pressure issues and supply interruptions, customers can claim payments through their retailer.
- Any claims must be made within three months.
- **Penalty payments:** where we fail to make an automatic payment within the stated time we will make penalty payments. Please refer to the tables for details. Where you need to claim a payment we'll credit it monthly to your account. If we fail to do that you are entitled to a penalty payment.
- **Disputes:** any disputes arising in relation to guaranteed standard payments may be referred to Ofwat for determination. Its decision is binding.

Complaints				
		We'll respond to a complaint within	Compensation if we fail to keep our Promise	How we'll pay
Complaints	We will reply to your complaint.			 *
* Payment will be made within 10 working days. If we fail to make a payment within this time we will automatically pay you a penalty payment of £40.				

Appointments (visits)				
		Compensation if we fail to keep our Promise	How we'll pay	
We'll respond as quickly as we can if a customer reports an emergency. An appointment is not usually required in these circumstances.				
Making appointments	If we need to make an appointment to visit a customer we'll agree a morning or afternoon slot or a specific time if that is more convenient.		 *	
Keeping appointments	We'll arrive within an hour of a specified appointment.		 *	
Cancelling appointments	If we cannot make an appointment we will give the customer at least 24 hours' notice as long as we have your telephone number.		 *	
* Payment will be made within 10 working days. If we fail to make a payment within this time we will automatically pay you a penalty payment of £40.				

Leaks	
Leaks on customers' private supply pipes	We are committed to reducing leakage and promoting efficient water use. We want to help customers detect and repair leaks as quickly as possible. To prevent unnecessary water wastage, we would advise that they monitor and record the amount of water they use through their water meter at least once a month. If a customer thinks they have a leak they can apply for an allowance. These can be made for up to 180 days depending on the circumstances.
Leaks on our pipes and fittings	We aim to repair any leaks on our pipes and fittings that have been reported by a customer within two working days. If the leaks are visible we will aim to fix them by the end of the next working day.

Working in the street			
		Compensation if we fail to keep our Promise	How we'll pay
Working in the street	Where we intend to carry out major planned work* in the street immediately outside your customer's premises we will give them advance notice and tell them about any pedestrian or vehicle problems that may arise.		
* Major planned work is over and above general maintenance so excludes work such as repairing leaks, installing new connections, and repairs and installation of meters and stop taps.			

Water quality				
		We'll respond to you within	Compensation if we fail to keep our Promise	How we'll pay
Water quality standards				
Boil water or do not drink notices	If we tell your customer not to drink the water or to boil it prior to drinking while we correct a problem on our mains supply.	-		
Response to complaints	We'll contact you about your customer's hardness or chlorine taste complaint.			
	We'll contact you about other water quality complaints from your customer.			
Notice of planned works affecting quality	We'll give your customer a minimum of 48 hours' notice of any planned changes to the supply which could significantly affect water quality, as long as we have agreed their specific requirements.	-		
Sampling timescales	If we take a water sample as part of our investigation, we'll give you the results within 10 working days.	-		

Water supply interruptions			
		Compensation if we fail to keep our Promise	How we'll pay
Planned water supply interruptions When we plan to interrupt your customer's water supply to carry out essential maintenance or repair work.			
Advance notice	We'll aim to give the customer 48 hours' notice if we plan to interrupt their supply for longer than one hour. If we haven't warned them and the interruption lasts for longer than four hours we will compensate you.		 *
Restoration of supply	We'll restore water in the time we tell your customer.	 (plus £100 for each additional 12 hours (up to a maximum of twice customer's annual water supply charge))	 *
Unplanned water supply interruptions When your customer's water supply is interrupted for a reason out of our control, such as a leak or burst main.			
Restoration of supply	For unplanned interruptions, such as burst pipes, we will compensate you if we fail to restore your customer's supply within 12 hours.	 (plus £100 for each additional 12 hours (up to a maximum of twice customer's annual water supply charge))	 *
Alternative supplies of water			
	If your customer's supply is interrupted for more than five hours, we'll make alternative supplies available.		
Drought orders			
	If your customer's water supply is interrupted due to a drought order.	 for each day or part day the supply is interrupted, to a maximum of your wholesale water charges for the previous year.	 *
* Payments will be made within 20 working days. If we fail to make a payment within this time we will automatically pay you a penalty payment of £100.			

Lead pipes				
		We'll respond to you within	Compensation if we fail to keep our Promise	How we'll pay
We replace lead company pipes and encourage customers to replace any lead pipes that they own.				
Lead checks	We'll carry out a free check for lead in your customer's water supply and take samples from their premises if you ask us to.			
Lead pipe replacement	If your customer is replacing their lead supply pipe we'll replace our section at the same time free of charge on a like for like basis as long as you give us 15 working days' notice.	-		

Water pressure				
		We'll respond to you within	Compensation if we fail to keep our Promise	How we'll pay
Low pressure	If, through our fault, your customer experiences low pressure (below seven metres static head at our stop tap) for more than an hour on two occasions within a 28-day period.*	-	£50 per incident up to a maximum of five incidents per year (totaling £250)	
	We'll visit your customer if they tell us they have low pressure.**			

* If we are not able to identify that a customer was affected by low pressure, you can claim compensation yourself. Claims must be made within three months of the later of the occasions of low pressure.

** This does not apply to complaints about reduced pressure at times of system maintenance or drought.

*** Payments will be made within 20 working days. If we fail to make a payment within this time we will automatically pay you a penalty payment of £40.

Moving to measured charges	
Compensation if we fail to keep our Promise	How we'll pay
We will compensate you if we do not fit your customer's meter within 8 weeks of receiving your request. Your customer's supply and sewerage services will be free from the end of the 8 weeks until we fit the meter.*	

* Unless the installation has been delayed at your customer's request or that of a third party. We will update your account within 20 working days. If we don't do this within this time, we will automatically pay a penalty payment of £40.

Sewer flooding				
		We'll respond to you within	Compensation if we fail to keep our Promise	How we'll pay
Internal sewer flooding				
Compensation	If a customer's premises is flooded internally with sewage from a public sewer.*	-	Equivalent to annual sewerage charges up to £2,000 per incident (or £300, whichever is greater)	** 
	If the premises is flooded again internally with sewage from the public sewer within 12 months of the first incident.		Second incident: Equivalent to annual sewerage charges up to £2,500 (or £400, whichever is greater) Third incident: Equivalent to annual sewerage charges up to £3,000 (or £500 whichever is greater)***	
Response times	We'll aim to respond within two hours.	-		-
Clean up	We'll aim to provide a free clean up service within 12 hours.	-	-	-
Further contact from us	We'll write to you with your customer's compensation payment. Where required we'll inform you of the action we intend to take and any investigations we intend to make.*	Aim within five working days	-	-
	We'll update you on our investigation into the incident and the next steps we will take.	Aim within one month	-	-
* Compensation payments for internal sewage flooding do not apply if the flooding was caused by your actions or any defect, blockage or inadequacy of private drains or sewers. ** Payment will be made within 20 working days. If we fail to make a payment within this time we will automatically pay you a penalty payment of £100. *** Each time your property is flooded again with sewage from the public sewer within 12 months of the first incident, the minimum payment will increase by £100 and the maximum payment will increase by £500.				

Sewer flooding				
		We'll respond to you within	Compensation if we fail to keep our Promise	How we'll pay
External sewer flooding				
Compensation	If a customer's premises is flooded externally with sewage from a public sewer.*	-	50% of annual sewerage charges up to £1,000 per incident (or £150, whichever is greater)	
	If the premises is flooded again externally with sewage from the public sewer within 12 months of the first incident.		Second incident: Equivalent to annual sewerage charges up to £1,250 (or £200, whichever is greater) Third incident: Equivalent to annual sewerage charges up to £1,500 (or £250, whichever is greater)***	
Response times	We'll aim to respond within four hours.	-		-
Clean up	We'll aim to provide a free clean up service within 24 hours.	-	-	-
* Compensation payments for external sewage flooding do not apply unless it is a repeat inadequate capacity issue we're aware of, or the flooding was caused by your actions or any defect, blockage or inadequacy of private drains or sewers. ** Where we are not able to identify customers who have experienced external sewer flooding, the customer can contact us to claim payment themselves. Where you need to claim a payment for external sewer flooding, we'll make that payment within 10 working days of your claim. If we fail to do that, you are entitled to claim a penalty payment of £100. *** Each time your property is flooded again externally with sewage from the public sewer within 12 months of the first incident, the minimum payment will increase by £50 and the maximum payment will increase by £250.				

Water flooding	
	How we'll pay
If your customer's premises are flooded as a result of a burst water main that was not their fault we will compensate for all reasonable uninsured losses and out of pocket expenses. A chartered loss adjuster can visit their premises to assess and consider damages. We'll also provide a specialist clean up and drying service free of charge.	
* Claims will be dealt with directly through insurance companies.	

Contact us

Wholesale Service desk - operational enquiries

Telephone: 0330 123 1122

(Monday to Friday, 7.30am to 6pm)

Email: wholesaleservicedesk@wessexwater.co.uk

Write to: Wholesale Services, Wessex Water, Claverton Down, Bath BA2 7WW

Wholesale Finance - settlement and finance enquiries

Email: wholesalefinance@wessexwater.co.uk

Write to: Wholesale Services, Wessex Water, Claverton Down, Bath BA2 7WW

Emergencies

In the event of your customer having an emergency out of hours, please call 0345 600 4 600

Further information

For more information including our wholesale charges and policies, please visit wessexwater.co.uk/retailers

Calls to 0330 and 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more. We may record telephone calls into our contact centres for quality, security and training purposes.

This leaflet is intended to serve simply as a general guide to the guarantees we offer and does not attempt to set out in full all our legal obligations to you. Our guarantees do not apply if we are prevented from meeting our standards as a result of the actions of a third party or exceptional circumstances, such as severe weather or industrial action. There are some other circumstances specific to each standard. For more information please contact us.



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