



**Customer Charter**  
Our code of practice

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# Our Customer Promise

Here you can find the policies that we follow to deliver excellent customer service, including our statutory requirements under the Guaranteed Standards Scheme and Ofwat's Business Customer Protection Code of Practice <http://www.ofwat.gov.uk/customer-protection-final-code-practice-non-household-retailers/>.

The general principles that we adopt are the following:

- Transparency and honesty – putting the customer at the heart of our business
- Communicating effectively with customers in plain and clear language
- Providing appropriate and timely information to customers to enable them to make informed choices
- Providing customers with information that is complete, accurate and not misleading
- Responding to customers in an appropriate and timely manner, and
- Providing a customer service that is accessible and effective.

In protecting our customers, we comply with all applicable legislation including the Competition Act and the Data Protection Act which encompasses the General Data Protection Regulations (GDPR). This incorporates measures to protect customer data from cybercrime and attack. We ensure that all our sub-contractors adhere to these standards.

## Our commitment

Our overarching commitment is to maintain communication with our customers and work closely with wholesalers to safeguard the customer's interest. Interruptions to the water supply and inaccurate billing have the biggest impact on the customer's perception of our service. We recognise that at first, customers may not distinguish between wholesaler and retailer responsibility and may need more information to understand what is required of them. We will work with the relevant Wholesaler and our customers to ensure they receive the correct information to be able to make informed decisions.

## Working Hours

Our Retail Service Centre is open from 9am to 5pm Monday to Friday. We are closed on Bank Holidays.

Outside these hours you'll hear a recorded message informing you of the opening hours of the contact centre. In cases of emergency, you'll be advised to hold while the call is transferred to an emergency line, open 24 hours a day. Our telephone number is published on our emails, website and bills.

## Guaranteed Standards Scheme (GSS)

Maintaining service standards and making compensation payments are legal requirements under the GSS Regulations. These are enforced by Ofwat, the economic regulator of the water industry [ofwat.gov.uk](http://ofwat.gov.uk). The full list of standards and penalties is detailed on page 14.

We'll compensate you if we fail to meet any of the service standards set by Ofwat. If your Wholesaler is liable to make a compensation payment, we'll work with them to ensure it's paid and passed to you. Service standards apply to all areas of your water supply including:

- Keeping appointments
- Answering your enquiries
- Maintaining the water pressure and supply
- Meeting water quality requirements

### a) Appointments

If you ask us (or your Wholesaler) to visit you, we'll offer you a morning or an afternoon appointment on the agreed day.

If we fail to attend the appointment as scheduled, we'll automatically pay you £20. If we don't make payment within ten working days, we'll give you an extra £10 for the late payment. (See page 14)

Similar penalties apply to the Wholesaler for failure to attend a scheduled appointment.

## **b) Written account enquiries and requests to change payment arrangements**

If you write to us with an enquiry about your account or a request a change to your payment arrangements and we fail to respond or to action your request within 10 working days, we'll automatically pay you £20. If we don't make that payment within a reasonable amount of time, we'll give you an extra £10 for the late payment.

## **c) Complaints**

We take all complaints seriously and will thoroughly investigate the causes. We aim to investigate and respond to all written complaints within 10 working days. If our investigation is likely to take longer than this, we'll notify you of our intention to extend our response time before the 10-day period has elapsed.

If we fail to respond to your complaint within 10 days or to notify you of an extension and the new completion date, we'll automatically pay you £20.

As part of our investigation, we may request a site visit or further information to help us draw our conclusions.



We'll try to resolve the complaint to your satisfaction by offering the following solutions as appropriate:



Our complaints process, together with information about the Consumer Council for Water and the water industry's customer redress scheme is detailed in our 'Code of practice for dealing with customer complaints' available under 'Publications' on our website or from our Retail Service Centre. We also comply with the requirements of the Water Industry Ombudsman Scheme.

We will not accept complaints on your behalf from a third party unless we have your authorisation.

The Wholesaler is also required to compensate you for failure to respond to your complaint within a reasonable period. If your complaint relates to an activity for which the Wholesaler is responsible, we'll liaise with the Wholesaler to try and facilitate a speedy resolution.

## Wholesaler-related GSS

### d) Planned interruptions to your water supply

If the Wholesaler plans to interrupt your water supply for more than two hours, they are obliged to give you at least 48 hours' written notice.

They'll also let you know in writing the time by which your supply will be restored. If the Wholesaler fails to do this, they'll pay you automatically. If they fail to restore your supply as notified, they'll make a further automatic payment, together with payments for each full 24-hour period that the supply remains unrestored.

Payment should be made within 20 working days of the planned supply interruption. Where the Wholesaler does not identify you as being affected and is therefore unable to make an automatic payment, you can claim your payment within three months of the date that your supply was interrupted.

## e) Repeated burst mains

Where the water supply is interrupted three or more times in any 12-month period by a burst main, the Wholesaler may have arrangements in place to make a payment for the third and each subsequent supply interruption. A payment is not usually due where the burst main has been caused by damage by a third party.

## f) Internal and external flooding from sewers or water mains

If water escapes from sewers or burst mains and enters the boundary of your property, you may be entitled to claim a compensation payment if you believe you've been materially affected by the flooding. The level of compensation differs depending on whether your property is flooded by sewage or clean water, and whether the flooding is external or internal. If you notified us that your property has been flooded, we will ask the Wholesaler to visit and investigate. If the flooding appears to have come from the Wholesaler's sewerage system or mains network, they'll remedy the problem and provide specialist clean-up services according to their policy.

If you contact us at the time of the flooding and the subsequent investigation identifies the cause as being the Wholesaler's responsibility, we will request they pay the correct amount of compensation and consider your claim for uninsured losses and other expenses.

If either internal or external sewer flooding occurs due to exceptional weather conditions, the Wholesaler may not be required to make any payment under this standard. Therefore, if you suffer loss or damage as a result of either internal or external sewer flooding caused by the weather, please contact your insurance company as soon as possible as damage caused by sewage flooding is covered by most building insurance policies.

## g) 'Boil water', 'Do not drink' or 'Do not use' notices

If it's necessary to issue a boil water, do not drink or do not use notice as a precautionary measure to safeguard your health as a result of problems with the water supply, the Wholesaler is obliged to make a payment to you.

## **h) Discoloured water**

The Wholesaler will compensate you for damage that is caused by discoloured water. If, after investigation, the Wholesaler pays compensation, the damaged goods will become their property. Where water supplied by the Wholesaler is regularly heavily discoloured, compensation will be based on the severity and duration of the problem.

If you're required to flush your system, we'll request the Wholesaler to consider giving you an allowance for the water used.

## **i) Low pressure**

Except when the Wholesaler needs to carry out essential works or during a drought period, they need to ensure water is delivered at a minimum pressure of seven metres static head to the service pipe which connects your property to their main.

Where the Wholesaler is aware that the pressure has fallen below this level for one hour or more on two separate occasions in any 28-day period, they should automatically compensate you.

## **j) Drought order**

The Wholesaler should have a policy on payment for failure to maintain a 24-hour piped supply when water is scarce in drought conditions. Any compensation payment is likely to be based on the need for rota supply or cuts.

# **Terms and Conditions of Supply**

## **a) Providing information to customers on our terms and conditions**

Our terms and conditions comply with competition law and the requirements of the water retail market. We'll ensure they are:

- Written in jargon-free language
- Clearly signposted on our bills and website
- Clearly signposted on all relevant customer information related to accounts and tariffs





If you were already our customer at market opening, you would initially have been on a deemed contract and tariff covered by our standard terms and conditions. However, we offer a range of contracts and you may wish to consider changing yours.

If you are a new customer or an existing customer who has moved from a deemed contract, when the terms and conditions of your supply are due to expire, we'll write to you at least 30 calendar days before the expiry date advising you of the following:

- The expiry date of your existing terms and conditions of supply;
- Whether you can renew the terms and conditions of supply on the same basis and, if so, how; and
- Other terms and conditions of supply available from us including our best relevant current deal.

If you don't respond, we'll either:

- Continue to apply the existing terms and conditions if they are still available, or
- Move you to a default contract

## **b) Providing Additional Information to Micro-Businesses about Terms and Conditions of supply**

If your terms and conditions of supply change, as soon as reasonably practicable after the change, we will provide you with the information listed in Ofwat's Customer Protection document. This relates to communication with micro-businesses and includes information about our best tariffs, service levels, bill frequency, contact details and your termination rights.

We'll provide any information you request in writing as soon as reasonably practicable.

If you renew your terms and conditions of supply on their expiry, or we change your terms and conditions of supply, we'll send you a new version as soon as possible.

## **c) Business Terms**

We'll comply with each wholesaler's tariff requirements and payment terms. If you were already our customer at market opening, you will have initially received a default tariff, as approved by Ofwat.

We'll offer tailored tariffs designed to meet your individual business needs. See the list published on our website.

## **d) Changing your Wholesaler or growing your business**

If you relocate your business and your Wholesaler changes, your contract with us will remain the same but you may have to pay different charges for your water and sewerage according to your new wholesaler.

If as a result of growth or acquisition your business expands significantly, please contact us. We may be able to offer you a tariff that better suits your new circumstances.

## **e) Payment Terms**

Our standard payment terms for customers on a default tariff are outlined below. We'll apply different terms to certain negotiated contracts.

If payment is received without a sufficient reference number, it may delay allocation and leave bills showing as unpaid.

We encourage customers to pay via direct debit. Otherwise customers will receive their bill once their meter is read. Bills are payable within 14 days of the bill date, any bills not paid within this time, may be liable for disconnection for non-payment.

Notification regarding disconnection will be sent to customers prior to a visit taking place. We reserve the right to have a premises disconnected where there are outstanding charges or an unpaid commercial deposit.

Under the Water Supply (Water Fittings) Regulations 1999, the Wholesaler may disconnect a property at any time on any day if they believe the security and quality of the water supply is at risk or water is being wasted. (Prior to disconnection, we reserve the right to carry out a survey of the boundary box meter or stop tap). We will apply a reasonable charge for disconnection and reconnection including the cost of any aborted visits as a result of customer interaction other than for payment of money due.

Disconnection is our last resort and we'll actively work with customers to identify a reasonable and sustainable repayment plan for an outstanding debt. We may charge interest on commercial debts in accordance with The Late Payment of Commercial Debts (Interest) Act 1998.

We take deposits of up to six months' charges from customers who we reasonably consider are at risk of defaulting. The money is held in a separate ledger and not used unless there's a default in payment. No interest is paid on these deposits.

In cases of repeated non-payment, we'll commence a process to discontinue being the Retailer and take action to recover the money owed.

If you are having difficulties paying your bill, please contact our Retail Service Centre, as we may be able to help. If you wish to raise a formal dispute in relation to sums due under our Terms and Conditions of Supply, please follow our complaints procedure, informing you would like to raise a dispute.



## f) Third Parties Action for Non-Household Customers

If a third party is acting on your behalf, we shall obtain written authority (a letter of authority) from you to confirm:

- the name of the third party acting on your behalf;
- the extent of the third party's authority; and
- how the third party's fees are being paid.

If you are a micro-business, with 10 or less employees, the written confirmation should be in the form of a template issued by the market operator or Ofwat.

## g) Special Agreements

If you have an existing special agreement with the Wholesaler they must continue to provide water/sewerage services at the price or under the historic arrangement in place. Each year Ofwat publishes a list of special agreements that result in a different wholesale charge for customers.

# Billing and Payment

## a) Billing

### Information to be provided on each bill

Your bill will contain as a minimum, the information requirements listed in Ofwat's Customer Protection document <http://www.ofwat.gov.uk/customer-protection-final-code-practice-non-household-retailers/>.

### Billing accuracy and frequency

We will send you at least one accurate bill or invoice each year based on a meter reading if your supply is metered. In certain cases we'll accept your meter readings, including any transfer read you may take.

We will issue any final bill within six weeks of your transfer to another retailer or the termination of your contract with us.

### Restriction on billing

If your transfer to a new retailer is being processed, we won't bill or invoice you for, or recover charges for water supplied or sewerage services provided to you for any period after the Market Operator has provided a Final Settlement Report.



## b) Back-billing

If it's discovered that you've wrongly paid for a service which we or the Wholesaler have not provided, you'll be refunded the incorrectly billed proportion paid for the period you've been our customer, up to a maximum of 16 months before the mistake was identified. Interest will also be included if the period in question exceeded 12 months.

If we identify that you've underpaid for services received, we'll seek payment for a period of up to 16 months or from when you became our customer, whichever is the shorter. This doesn't apply to surface water drainage rebates that are covered by separate guidelines set out by Ofwat.

## c) Value Added Tax

The following is a summary of the VAT liability on charges and is subject to changes in VAT legislation and rates of VAT.

All charges in our Charges Scheme are shown exclusive of VAT. Some charges are always subject to VAT at the standard rate, while others are subject to VAT at the standard rate only in certain circumstances. (These are clearly identified in our Charges Scheme booklet available under 'Publications' on our website.)

Measured and unmeasured water supply charges to businesses whose predominant activity falls within categories 1 to 5 of the Standard Industrial Classification (SIC) (1980 Edition) shown below are subject to VAT at the standard rate. Water supply charges to all other customers are zero-rated. It is your responsibility to keep us informed of any changes to the SIC code applicable to your business.

- 1 Energy and water supply industries
- 2 Extraction of minerals and ores other than fuels: manufacture of metals, mineral products and chemicals
- 3 Metal goods, engineering and vehicles industries
- 4 Other manufacturing industries
- 5 Construction

Measured and unmeasured sewerage and sewage disposal charges and trade effluent charges are always zero-rated.

Charges for engineering and construction services, excluding infrastructure charges, are subject to VAT at the standard rate, unless they relate to new construction of dwellings (in which case they are zero-rated). Infrastructure charges

are outside the scope of VAT. Charges in respect of construction services/civil engineering services supplied in the course of certain residential conversions, or in the course of renovating certain buildings that have been empty for two or more years, may be taxed at a reduced rate, but only where the work is done wholly within the immediate site of the development.

## **d) Customer Credits**

If you have accrued a credit against your account, your bill will clearly show the amount of credit, what it relates to (i.e. why you're in credit) and whether you are eligible for a credit refund. We'd like to hear from you if you wish to discuss alternative payment terms with us and subject to your contract with us, you can switch to an alternative retailer if you are not happy with the payment terms on offer.

Please note that we may require further information from you in order to issue a credit refund. This may include your bank account details to help us make that payment.

## **e) Direct debits and standing orders**

If we make an error in the handling of a direct debit or standing order payment, we'll reimburse you for any bank charges or financial loss incurred, on proof of your claim.

## **f) Receipts**

If you request a receipt for money paid to us for water or sewerage charges, we'll send you one within 15 working days.

## **g) Court Claims**

If we make an error or omission that causes a Court Claim to be issued against you incorrectly for non-payment of charges, we'll reimburse you for any reasonable charges or financial loss incurred, on proof of your claim.

## **h) Amends to Your Bank Details**

If you need to update your bank details, we will only accept requests on letter headed paper. This is to protect ourselves and you from any fraudulent activity occurring on your account. We may use public records to verify that a signed request is from an employee of your business. You can still continue to email your request to us accompanied by headed paper.

As part of our validation steps, we will call you to confirm this request is legitimate before making any changes to your account.

# Charges

## a) Sewerage charges

Sewerage charges are payable if your property drains either directly or indirectly to a public sewer (that is, one for which the Wholesaler is responsible) or benefits from drainage facilities. Drainage includes surface water drainage such as rainwater run-off from a roof.

For example: a shop has no water supply and no foul water connection to a public sewer. There's a flat above the shop which is occupied separately to the shop. Rainwater falling on the roof above the flat drains to a public sewer. Subject to the Wholesaler's policy, the shop is liable to pay sewerage charges as it benefits from roof water draining to a public sewer (but the occupier of the shop would be able to choose to pay the low rate surface water drainage charge as there's no water supply or foul water sewerage connection to the shop).

## b) Disconnection and Reconnection Charges

If your property is disconnected or reconnected to a supply, a charge is payable in line with the Wholesaler's charges. In some cases, we may need to apply a reasonable administration charge which will be added to the Wholesaler's payment. This will be no more than 5%.

## c) Unmeasured Animal Drinking Troughs

The Wholesaler may apply an annual charge for an unmeasured animal drinking trough system, payable by each customer benefiting from a connection (irrespective of consumption and the number of troughs served). However, the Wholesaler retains the right to charge on a measured basis. We'll work with the Wholesaler to apply their policy; however, we'll encourage them to install a meter on troughs.

## d) Indirect access to services

If you occupy a shop or office with no water supply to the premises but with access to a supply (for example, a communal toilet facility) you may have to pay water and sewerage charges. If the supply to which your business has access is not metered, charges will be based on the number of employees working on your premises.

If this applies to you and you consider the charges to be too high, you can have a meter installed on the water supply. However, if others also have access to the

facilities to be metered, you'll all have to agree to have a meter installed and one of you will have to accept responsibility for paying the bill. It will also be necessary to get the landlord's permission where the premises aren't owned by the business.



### **e) Charges due to inability to read a meter**

If we're unable to read a meter because of conditions beyond our control, we'll revisit the property within a reasonable period. Prior to this visit, we'll notify you that we may apply a charge if we can't read the meter. If we still can't read the meter, we'll make a reasonable charge for the aborted visit.

### **f) Additional visits by the Wholesaler**

Operational visits, such as looking at internal leaks, which are in addition to those required for the provision of water and sewerage services will be charged at the rate applied by the Wholesaler. In addition, we may apply a reasonable administration charge that will be no more than 5% of the Wholesaler's charge.

### **g) Charges for aborted Site Visits**

If we are asked to visit your site we won't charge for this. However, if you cancel or prevent the visit with less than 24 hours' notice, we reserve the right to apply a reasonable administration charge.

### **h) Unoccupied Properties**

If you are liable to pay unmeasured water and sewerage charges, these charges are payable regardless of whether services are actually used. If your property is unoccupied or being renovated, you'll need to arrange for a temporary disconnection or agree billing terms with the Wholesaler in line with their policy.

We'll try to arrange for unoccupied properties to be metered where we agree with the landlord to pay the cost. Where it's not possible to install a meter, an unmeasured charge will be applied in line with the Wholesaler's policy. We'll apply our standard retail tariff to the Wholesaler's charge.

It's our intention to deregister vacant premises until we're notified by the customer, the Wholesaler or we've investigated for ourselves. If we're unable to deregister the property, we'll endeavour to read the meter quarterly.



The Landlord of a property is liable for all charges if the property is unoccupied and the Wholesaler's policy requires a payment.

## **i) Liability for Charges at Rented Properties**

The occupier of a property is legally liable to pay for the water and sewerage charges unless there's an agreement between us and somebody else to pay. In the case of a tenanted property, a clause in the tenancy agreement stating that the landlord will pay the charges is not sufficient. The landlord must have agreed and confirmed to us in writing that they will pay the water and sewerage charges. Tenants are advised to check that their landlord has such an agreement with us.

If the property becomes vacant, we'll hold the landlord responsible for any charges that become due.

If the landlord or agent fails to inform us within 14 calendar days of a tenancy change and we're unable to recover the debt owed by the tenant, we may pursue the landlord or agent for payment.

A 'tenancy change' occurs when:

This could mean that we pursue a debt for more than one tenant at the same property.

**A current tenant  
leaves (and  
the property is  
unoccupied)**

**A change of  
tenant takes  
place**

**A new tenant  
occupies a  
previously  
empty property**

# Allowances

## a) Return to sewer allowances

We'll apply the Wholesaler's policy which must be based on actual meter readings. We'll work with our customers to ensure they optimise their rebate where it applies.

## b) Surface Water Allowances

Surface water refers to rainwater which falls on the impermeable areas of your property, for example, roofs, drives, hard standings and car parks. Most properties have connections to sewers for the disposal of this water, but some don't. Your property is connected for surface water drainage if there are arrangements for rainwater which falls on any part of it to drain into a sewer. It's connected if you have a drain which can receive rainwater from any building on your land and which is connected to a sewer.

You may be eligible for a surface water allowance. We'll liaise with the Wholesaler to ensure it's accurately applied. Where an adjustment is required, we'll apply to the Wholesaler for the charges and the appropriate rebate allowed for in their policies.

In some cases, we may need to apply a reasonable administration charge that will be taken from the Wholesaler's allowance. This will be negotiated with you.

## c) Allowances for leakage from underground pipework

Where a meter is installed externally it will record any leakage from the underground supply pipe located between the meter and your property; a leak may result in a large bill. Provided certain criteria are met, the Wholesaler may grant you a leak allowance. We'll provide free guidance on how we can help with this. If you're granted an allowance, we'll pass this on to you after applying/deducting a reasonable administration charge of up to 5% of the allowance, unless agreed otherwise with you.

If the Wholesaler doesn't grant you a leak allowance, we'll apply the full charges.

# Meters

## a) Meter Installation at Reasonable Costs

Where possible, the Wholesaler will install a meter at your premises to record accurate water usage. Each wholesaler will have a list of the types of meter they install. We'll try to help you to choose the right one for you.

If it's not possible to install a meter, or if the cost of installing one is prohibitive, you'll be charged for water on a rateable value (RV) charge. If the cost of installing a meter is unreasonable, but you're prepared to pay for this, we'll work with the Wholesaler to carry out a site visit and draft an estimate for the meter installation to be charged to you. This will include and separately identify the Wholesaler's costs to be applied.



## b) Meter Accuracy

In accordance with the provisions of the Cold-water Meters Regulations 1988, if you believe the meter supplying your property is faulty, you may require us to test its accuracy. However, there will be a charge for this if the test shows that the meter is recording usage correctly.

Please call us if you think that your meter is recording usage incorrectly. We'll investigate the matter with the Wholesaler. If we believe that the meter is correctly recording usage, you still may wish to have it tested. We'll provide you with an application form for a meter test.

The meter will be sent to a Trading Standards approved test centre and the Wholesaler will install a new meter.

You will be sent a copy of the test results. If these confirm that the meter falls within the prescribed limits of error as set out in the Regulations, we'll charge you for the test.

If the meter is found to have been over-recording usage in accordance with the Regulations, it will be deemed to have started to register usage incorrectly from the date of the last but one meter reading taken by us. Charges will be amended back to that date and will be based on meter readings that we have taken from the new meter installed when the faulty meter was removed for testing.

If a meter is found to have under-recorded usage, we reserve the right to recover any additional charges which may be due for the period from the date the meter is deemed to have become faulty. We'll use readings taken from the meter installed when the faulty meter was removed and use historical data to calculate what the level of usage was during the period in question. We'll inform the Wholesaler of our decision and actions.

Any dispute about any matter arising from meter testing may be referred to the Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

## **c) Meter Access Policy**

Your meter is the property of the Wholesaler; however, you can always read it. As accessing your meter has a number of risks, we provide free guidance or training on how to carry this out safely.

## **d) Meter Data and Customer Information Policy**

We provide meter data and readings based on your contract terms. These can be sent 6-monthly, quarterly or monthly. If you request the data outside your contract terms, we will discuss this with you. Additional services and data, if available, are subject to additional terms and conditions.

We do have specific contracts with customers where more current data is available through devices such as loggers. This is agreed in the contract terms.

# Water Quality

## a) Standards

The water provided is tested every day by the Wholesaler as it leaves water treatment works, storage reservoirs and at randomly selected customers' taps for compliance with the standards set in the Water Supply (Water Quality) Regulations. In addition, the Wholesaler undertakes a substantial number of regular operational tests throughout the year to ensure raw water quality is satisfactory and the treatment processes are efficient.

The Drinking Water Inspectorate (DWI) oversees the Wholesaler's water sampling and analysis.

## b) Water quality failures

If the Wholesaler has any concerns about the quality of the drinking water supply, they will contact you and also inform us.

## c) Sampling your water

If you have any concerns about the quality of the water, please contact your Wholesaler immediately; their details can be found on our bill, emails and website. If you inform us as well, we'll ensure the following:

- If required, a sample of the water supply is taken from your tap on an agreed day with a morning or afternoon appointment.
- The Wholesaler contacts you with any results within 48 hours of receiving them from the laboratory and confirms all results in writing within a further five working days. It may take up to 14 days from the date of the sample for some test results to be produced.

If you're concerned about lead pipes on your premises, the Wholesaler may sample the water and test for lead, free of charge.



## **d) Water quality records**

If you'd like to see the annual summary of all the sample results taken under the Regulations, please visit our website. You can select the results for your area by map or postcode.

You may request a copy of these records free of charge from the Wholesaler for the water supply zone in which your business is located. If you request information for a wider area, there may be a charge. The Wholesaler must provide you with this information within a reasonable amount of time after receiving your request.

## **e) Your water fittings**

Regulations govern the standards of pipework and water fittings used in properties. They are intended to: protect your water supply from being contaminated as a result of substandard or incorrect installation; avoid waste and ensure proper standards of plumbing are achieved.

Prior notice must be given to the Wholesaler for a range of works which are specified under Regulation 5 of the Water Supply (Water Fittings) Regulations 1999. These include: new buildings; garden irrigation systems; extensions or alterations to commercial premises; and various other types of work or installations that could present a contamination risk or otherwise have an adverse effect on the supply.



The following organisations may be helpful. You can find information about them under 'Publications' on our website or from our customer service team:

- Aquacare (a group company) for water hygiene and treatment services
- Watersafe, a national registration scheme of approved plumbers and ground workers

## **f) Electrical earthing**

Safe earthing of electrical appliances on your premises is your responsibility and your water supply pipe should not be used for earthing any electrical installation. Please ask your electricity supply company or an approved electrician for advice on electrical earthing.

## **g) Wasting water**

A quick repair can prevent water being wasted and reduce the risk of a leak contaminating the public water supply. If a leak on your property is your responsibility and if it is left unrepaired, the Wholesaler can issue a 'waste water notice' requiring you to repair it. Your Wholesaler has legal powers under the Water Supply (Water Fittings) Regulations 1999, to turn off the water supply until the leak is fixed, or to enter your property, repair the leak and recover its costs. Please contact us so that we can discuss your concerns and advise you how to fix the leak cost effectively.

# Security of supply

## a) Providing Alternative Water Supplies and Emergency Planning

We work with the Wholesaler under their Security and Emergency Measures Direction (SEMD) 1998 requirements to ensure that customers' needs are met in the event of an emergency. This includes repeated burst mains, flooding from water mains, potential drinking water quality incidents, pollution incidents and droughts.

We have our own emergency arrangements to ensure we:

- Facilitate exercises with other stakeholders
- Carry out our own exercises
- Maintain lists of vulnerable customers
- Interact where required with all relevant emergency services and utilities
- Liaise with DEFRA and their auditors

For more information, please speak to your customer services account manager.

## b) Data Protection

We comply with the Data Protection Act 2018 which encompasses the General Data Protection Regulations (GDPR) and are registered with the Information Commissioner's Office as a Data Controller. If you wish to know what personal data we hold about you, you may request this by writing to our Compliance Officer, providing proof of your identity and detailing your request. We have the right to charge a £10 administration fee.



# Other Information

## a) Access to the Wholesaler's Equipment

If you want to review the Wholesaler's equipment on your site or at your boundary, you need to contact us and we'll arrange access with the Wholesaler.

## b) Customers Wishing to Join the Market (GAP site)

We'll seek to understand the Wholesaler's eligibility criteria and actively liaise with potential customers who are not in the market but who may wish to be in the market, to apply to enter it. Should there be an incentive payment from the Wholesaler, we'll apply for the relevant incentive.

## c) Hydrants

Portable hydrant standpipes for use on specified hydrants are available for hire from the Wholesaler. The standard size is 25mm and the hire is subject to the Wholesaler's terms and rates.

## d) Trade Effluent

We'll make reasonable efforts to meter trade effluent connections and ensure the correct calculations are applied and submitted to the Market Operator.

## e) Water for Fire Fighting and Non Consumption Purposes

Charges may not be levied for water used for fire fighting, fire training or fire fighting systems such as sprinklers, including the replenishment of storage tanks, hydrants and testing.



The Wholesaler may install a separate connection to the water mains for these systems. Where this is not possible, a sub meter will be installed. If it's not possible to install a sub meter, a specific arrangement will need to be considered by the wholesaler with prior notification to Ofwat, in line with the Water Act 2014.

In all cases where water is used for the purposes described above, we'll liaise with the Wholesaler and Market Operator to apply the correct tariff reduction. Please notify us in writing as soon as reasonably possible after such usage has occurred, giving us details of the incident.

GSS Regulation	GSS Payment		Late Payment	
	SfB	W/S	SfB	W/S
Appointments not made properly	£20	Dependent on wholesaler	£10	Dependent on wholesaler
Appointments not kept	£20	Dependent on wholesaler	£10	Dependent on wholesaler
Incidences of low water pressure	N/A	Dependent on wholesaler	N/A	N/A
Incorrect notice of planned interruptions to supply	£50	Dependent on wholesaler	£50	Dependent on wholesaler
Supply not restored – initial period*	N/A	Dependent on wholesaler	N/A	Dependent on wholesaler
Supply not restored – each further 24 hours	N/A	Dependent on wholesaler	N/A	Dependent on wholesaler
Written account queries and requests to change payment arrangements not actioned on time	£20	N/A	£10	N/A
Written complaints not actioned on time	£20	Dependent on wholesaler	£10	Dependent on wholesaler
Properties affected internally by sewer flooding.	N/A	Dependent on wholesaler	N/A	Dependent on
Properties materially affected externally by sewer flooding	N/A	Wholesaler		
		Dependent on wholesaler	N/A	Dependent on wholesaler



## For more information:



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