

Our Code of Practice

Guaranteed Standards of Service
for water retailers



This leaflet outlines the services we provide for water retailers and their business customers.

It has been produced in compliance with our licence.

Business customers receive their water services and bills from a licenced water retailer, rather than from South East Water.

Household customers who receive their water services and bills directly from South East Water can refer to the code of practice for household customers, 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 water retailers and their customers, and the payments we will make to water retailers 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.

The GSS payments that South East Water will make to water retailers are summarised in the table at the end of this leaflet. Water retailers have an obligation to make the same payments in the same circumstances to their business customers

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 GSS payment, 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 the premises. 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 the water retailer. 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.

Interruption to supply

Planned interruption

If we plan to interrupt the water supply to premises 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 the water retailer. 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 the water retailer, 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 the water retailer, 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.

Written complaints

We will make an automatic payment to the water retailer within 10 working days if we do not provide a substantive response within 10 working days to a written complaint directed to us.

Keeping customer appointments

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

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 the water retailer.

Payments will not be made if the appointment is cancelled by the water retailer or customer, or if we cancel the appointment and give 24 hours' notice of the cancellation, either verbally or in writing.

South East Water

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.

Our GSS and the payments we will make via your water retailer

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	
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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Kent
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