



# **Customer Promise**

## **Our promise to you**

**Last updated: 1 October 2025**

# Introduction

We're committed to delivering great customer service all day, every day.

We must meet certain standards by law, and our **Customer Promise** contains information on these standards and our promises to you.

Towards the end of this document, we also have set out how to contact us, as well as more information on the other services we provide.

This document has screen reader available. If you need further support, please contact a member of our Extra Care team on 01737 785606. They're available Monday to Friday 8am until 5.30pm.



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# Appointments (visits)

We'll respond as quickly as possible in an emergency, but sometimes a pre-agreed appointment may be the best way to help resolve your issue.

## Making appointments

- If we need to make an appointment to visit you, we'll agree on a morning or afternoon slot, or a specific two-hour time slot if that's more convenient for you
- If we fail to do this, we'll automatically pay you £40\*

## Keeping appointments

- We'll automatically pay you £50\* if we cancel the appointment with less than 24 hours' notice, or if we do not attend the appointment within the agreed slot

We offer additional support for home visits, such as a knock and wait service for those who may need a little longer to answer the door and to protect you against bogus callers. All our staff have an identity card with a name, photograph and company logo. Please see our Priority Services page for more information

<https://seswater.co.uk/your-account/priority-customers>



Or scan the QR code



\*Payment will not be given in case of an emergency, where the customer has cancelled the appointment, an act or default of a person prevents us from keeping the appointment, where we have given at least 24 hours' notice, or where it's impossible to keep the appointment due to severe weather.

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# Account queries

We're here to help you if you have any questions about your water account.

## Queries about the accuracy of your water bill

- If you contact us because you feel your bill is not correct, we promise to respond to you within ten working days beginning on the day after the request was received
- If we don't do this, we'll automatically pay you £40\*

## Changing the way you pay

- If you contact us and ask to change the way you pay your bill and we're not able to do this, we will reply to you within five working days beginning on the day after the request was received
- If we don't do this, we'll automatically pay you £40\*



**If you have any questions about your bill, please see page 8 for details on how to contact us.**

\*Payment will not be given if the customer tells they do not wish to continue with the query or request, or an act or default of a person prevents us from responding, or the request is not considered valid.

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# Complaints

We hope you never have to make a complaint about your water service, but if you do we want to hear from you so we can try and put things right.

- We aim to resolve your complaint as quickly as possible, and we promise to provide a substantive response to your complaint within 10\* working days
- If we fail to meet this standard, we'll automatically pay you £40\*\*

Full details about how we handle complaints, including our complaints procedure, can be found in our Customer Information Hub <https://seswater.co.uk/your-account/customer-information-hub>



Or scan the QR code



\* The 10-day period begins on the day after the complaint was received.

\*\*Payment may not be given if you have told us you do not wish to continue with the complaint, your complaint is frivolous or vexatious, or your complaint is not considered valid as detailed in our Complaint Code of Practice. Please use the link or QR code above to access.

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# Debt collection

If you're unable to pay your water bill, please contact us using the details on page 17, and we will do our best to help you get back on track.

We promise to go through your circumstances, and we'll do our best to support you. However, if we don't come to an agreement, we will either begin legal proceedings, or provide information to a collection agency.

Before we take any action, we will:

- Provide you with an **'outstanding charges notice\*'**. This will give you the opportunity to make arrangements to pay any outstanding charges before we take further action
- Attempt to contact you through a different communication method

If we fail to do any of the above, we'll automatically pay you £150.



\*This will show the amount of the outstanding charges and how that amount has been calculated, as well as some additional information, such as; property address, if the property is metered, contact information, and any relevant deadlines.

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# Notice of interruption to supply – planned

During planned maintenance or repair work, we may need to turn off your water supply.

- If we need to turn off your water supply for more than four hours, we'll let you know in writing at least 48 hours beforehand
- We'll also let you know when we plan to turn your water back on, and we'll do so by the time we have said we will (if not before)
- If we fail to tell you when we plan to turn your water off, we'll automatically pay you £50 if you're a domestic customer (or £100 if you're a business impacted by disruption)\*
- If we don't get your water back on by the time we said we will, we will pay you £50 if you're a domestic customer (or £100 if you're a business impacted by disruption)\*
- We will automatically pay you an additional £50 (or £100 if you're a business)\* for each full 12-hour period you remain without a water supply



\*We must be able to identify you as being affected by proposed interruption to your water supply and you have not made a claim within three months of the date on which the supply was cut off. Payment will also not be given if the interruption is due to drought, or due to a disconnection made under sections 61 or 62 of the Water Industry Act 1991. Any payments made are up to a cap of twice the customer's annual water supply charge.

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# Notice of interruption to supply – unplanned

During an emergency (such as a leak or a burst water pipe) it may not always be possible to pre-warn you about a possible interruption to your water supply.

- We'll do our best to let you know what's happening, when you might expect your water to be back on, including details of where to get further information or an alternative water supply (if required)
- We'll aim to get your water back on within 12 hours in the case of a burst pipe or any other emergency, but we will try to do this sooner whenever this is possible
- If we fail to get your water back on within 12 hours, we'll automatically pay you £50 (or £100 if you're a business impacted by disruption)\*
- We'll automatically pay you an additional £50 (or £100 if you're a business customer)\* for each full 12-hour period you remain without a water supply



\*We must be able to identify you as being affected by interruption to your water supply and you have not made a claim within three months of the date on which the supply was cut off. Payment will also not be given if the interruption is due to drought, or due to a disconnection made under sections 61 or 62 of the Water Industry Act 1991. Any payments made are up to a cap of twice the customer's annual water supply charge.

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# Low pressure

- We must maintain a minimum water pressure in the communication pipe (at the boundary of your property) of seven metres static head (0.7 bar)
- If pressure falls below this on two occasions, each occasion lasting more than one hour, within a 28-day period, then we will automatically pay you £50\*



\*Payment will not be given where; five £50 payments (or a maximum of £250) have already been made for the same issue in the same financial year, it's been impractical to identify the customer as being affected, the customer has not made a claim within three months of the latter occasion, or an act or default of a person other than the company representative making it unfeasible to maintain the required pressure. The standard also does not apply if the pressure falls below the minimum due to necessary works taking place, a burst, or due to drought.

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# Water quality

Occasionally, we may have to ask you to boil your water, or in some cases not consume or use any water, if the quality of it is lower than the required standard. This also includes if we're unable to guarantee that our water quality standards can be maintained. We'll let you know if this happens by giving you what's called a '**water quality notice**'.

If we issue a notice, our teams will work very hard to get your water back to the required quality as soon as possible. This will generally take up to 48 hours, but if it takes longer, we'll automatically pay you £40\* after the initial full 48-hour period, then £20\* for each subsequent full 24-hour period.

If you're a business customer, you'll get £60\* then £40\* for each subsequent full 24-hour period.

We'll let you know when it's ok to use your water normally again.



\*Payment will not be made where the water used for supply was polluted or contaminated by the customer contrary to section 72 or 73 of the Water Industry Act 1991, the water quality notice was served due to drought (or immediately following a period of drought), or where the water supply was cut off or interrupted.

The amount someone can receive is capped at the annual water bill amount for the property.

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# Metering



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# Reading your meter

We know how important it is to have accurate bills, so that you only pay for what you've used.

In a 13-month period, we will provide you with at least one actual meter reading, which will be used to bill you for the water you're using.

If we don't do this, we'll automatically pay you £40\*, then a further £80 for each subsequent full period of 13 months if the water meter remains unread.



\*Payment will not be given where we're unable to read the meter through either; the customer refusing access to the premises for purpose of reading the meter, obstruction meaning the meter cannot be read practically or safely, or any other act or default by a person. This standard also does not apply to smart meters.

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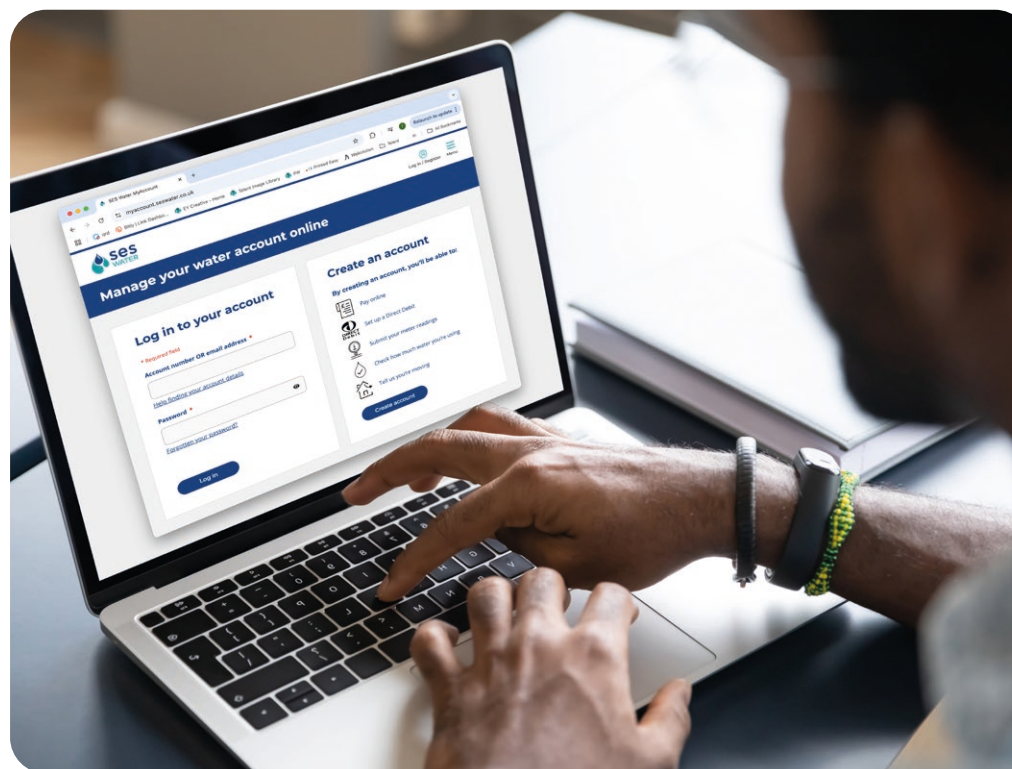
# Moving to measured charges

If you request to move to measured charging for your water supply at your property, we will begin measuring the supply of water for the purpose of charging within eight weeks (or 56 days) from the date of your application.

If we don't do this, and the delay is our fault, then we will automatically pay your water charges from the 57th day until we begin to charge by measure.

Once you have your meter, you can view your water usage online by signing up to MyAccount. To create an account, simply visit <https://myaccount.seswater.co.uk> – you'll need your account number to hand, which can be found at the top of your water bill.

Or scan the QR



Payment will not be made if we're prevented from beginning to measure supply of water for the purposes of charging by the act or default of a person other than the customer (or someone acting on their behalf). Wastewater charges still apply.

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## Extra help



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# Priority services for customers who need extra help

We provide a service, called the '**Priority Services Register**', which allows us to provide additional support to customers who need extra help. These services are free to join, and the information you provide about your health, communication or access needs is treated confidentially.

If, based on your needs, you receive water delivery during an incident, have signed up for alternative formats of communication, or appointed a person to manage your water account on your behalf, you will be added to our **Core Priority Services Register (CPSR)**.

- We will register you to our **Core Priority Services Register** within 30 calendar days from when we receive your application. We will confirm what services you can expect to receive after joining the register and the timescales for these in your welcome letter (otherwise known as an inclusion notice). If you're not eligible we'll also let you know
- We'll communicate with you in your preferred way or speak with your nominated contact on your behalf during an incident
- We'll deliver bottled water to you in an incident within a certain time, as promised in your welcome letter

If we fail to do any of the above, we'll automatically pay you £100.



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# Sewerage and wastewater

We are a water only company, and depending on where you live, your sewerage and wastewater services will be provided by either Thames Water or Southern Water.



We collect sewerage and wastewater service charges on behalf of Thames Water. If you wish to contact Thames Water, or see a copy of their standards scheme, please visit their website: <https://www.thameswater.co.uk/contact-us>

Or scan the QR code



If you wish to contact Southern Water, or see a copy of their standards scheme, please visit their website: <https://www.southernwater.co.uk/contact-us/>

Or scan the QR code



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## Call us

On **01737 772000**. We're available Monday to Friday from 8am until 6pm. You can also use this number 24/7 for water emergencies.



## Email us

Billing and account enquiries:  
[customerhelp@seswater.co.uk](mailto:customerhelp@seswater.co.uk)

Metering enquiries:  
[metering@seswater.co.uk](mailto:metering@seswater.co.uk)

Financial support enquiries:  
[hereforyou@seswater.co.uk](mailto:hereforyou@seswater.co.uk)



## Write to us

SES Water, London Road, Redhill, Surrey RH1 1LJ

We welcome calls via SignVideo to support British Sign Language (BSL).

SignVideo is a video relay service that connects our customers with a British Sign Language-trained interpreter to assist with queries and relay information to one of our agents. Our lines are open from 8am until 6pm, or 24/7 in an emergency.

Further information: This document forms part of our important customer information, which covers key information about our services, including our charges and the support we can offer you during an incident. Please visit our Customer Information Hub for more information:

<https://seswater.co.uk/your-account/customer-information-hub>



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# Important information

The intention of this document is to serve as a general guide to the guaranteed standards of service we offer and does not attempt in any way to set out in full our legal obligations to you.

Our payments do not constitute an admission of liability on our part, and if you accept a payment it does not affect our liability to you. If you require more information, please contact us using the details provided on page 17.

Our guarantees do not apply if we are prevented from meeting our standards as a result of the act or default of a staff member or agent of the company (or someone acting on their behalf) or exceptional circumstances outside of our control (such as extreme weather conditions, or industrial action by our employees). There are also some other restrictions related to specific standards which are available upon request.

We may credit your account with any of the payments due under these standards, in place of making a direct payment to you.

If you're unhappy with anything in this document, please get in touch with us using the details on page 17, or you can contact Ofwat – the regulator for water services – directly using the address below:

**Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA**



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The following table summarises the amount of money we will pay you if we fail to meet one of our standards of service.

Where we fail to make an automatic payment within the stated time, we'll also pay you a late payment penalty (as shown below).

Standard	GSS payment			Late payment penalty	
	Residential customers	Business customers	Response time for making payment	Residential customers	Business customers
● Making appointments	£40	£40	10 working days	£40	£40
● Keeping appointments	£50	£50	10 working days	£40	£40
● Account queries and requests about changing the way you pay	£40	N/A	10 working days	£40	N/A
● Complaints	£40	£40	10 working days	£40	£40
● Debt collection	£150	N/A	20 working days	£40	N/A

**Area key:** ● Billing and account queries

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Standard	GSS payment			Late payment penalty	
	Residential customers	Business customers	Response time for making payment	Residential customers	Business customers
▲ Notice of interruption to supply	£50	£100	20 working days	£40	£100
▲ Supply not restored (initial period)	£50	£100	20 working days	£40	£100
▲ Supply not restored (each further 12 hours)	£50	£100	20 working days		
▲ Low pressure	£50	£50	20 working days	£40	£40
▲ Water quality (initial period)	£40	£60	20 working days	£40	£40
▲ Water quality (each further full 24 hours)	£20	£40	20 working days		

**Area key:** ▲ Water supply

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## Summary cont.

Standard	GSS payment			Late payment penalty	
	Residential customers	Business customers	Response time for making payment	Residential customers	Business customers
■ Reading your meter (initial period)	£40	N/A	20 working days	£40	N/A
■ Reading your meter (each further 13 months)	£80	N/A	20 working days		
■ Moving to measured charges	The sum equal to the charges payable for the supply of water beginning the day after the expected charging date. (Exceptions apply).	N/A	20 working days	£40	N/A

Area key: ■ Metering

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## Summary cont.

Standard	GSS payment			Late payment penalty	
	Residential customers	Business customers	Response time for making payment	Residential customers	Business customers
★ Core priority services – failure to notify within 30 calendar days	£100	N/A	20 working days	£40	N/A
★ Core priority services – failure to provide promised service	£100	N/A	20 working days	£40	N/A

Area key: ★ Extra care

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[www.seswater.co.uk](http://www.seswater.co.uk)