



# **Our Customer Charter**

**Our promise to you**

# Introduction

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

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

Towards the end of this document, we 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 – 5.30pm.



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# Appointments (visits)

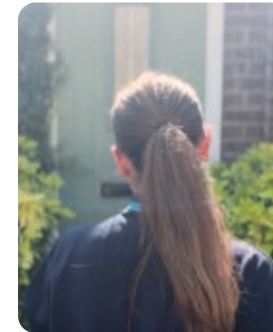
We'll respond as quickly as possible in an emergency, but sometimes a pre-agreed appointment may be the best way to help resolve your issue.

## Making appointments

- If we need to make an appointment to visit you, we will give you notice that we'll visit during a morning or afternoon slot
- If requested, we will give you a two-hour time slot when we plan to visit you

## Keeping appointments

- We'll automatically pay you £50\* if we fail to:
  - visit you on the day we said we would
  - visit you during the morning or afternoon slot
  - visit you within the specified 2 hour time slot
  - give at least 24 hours if we wish to cancel or change your appointment



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 where the customer has cancelled 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 write to us because you feel your bill is not correct, we promise to respond to you within 10 working days from the date of receiving your query
- If we don't do this, we'll automatically pay you £50\*

## Changing the way you pay

- If you write to 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 from the date of receiving your request
- If we don't do this, we'll automatically pay you £50\*



**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 of request.

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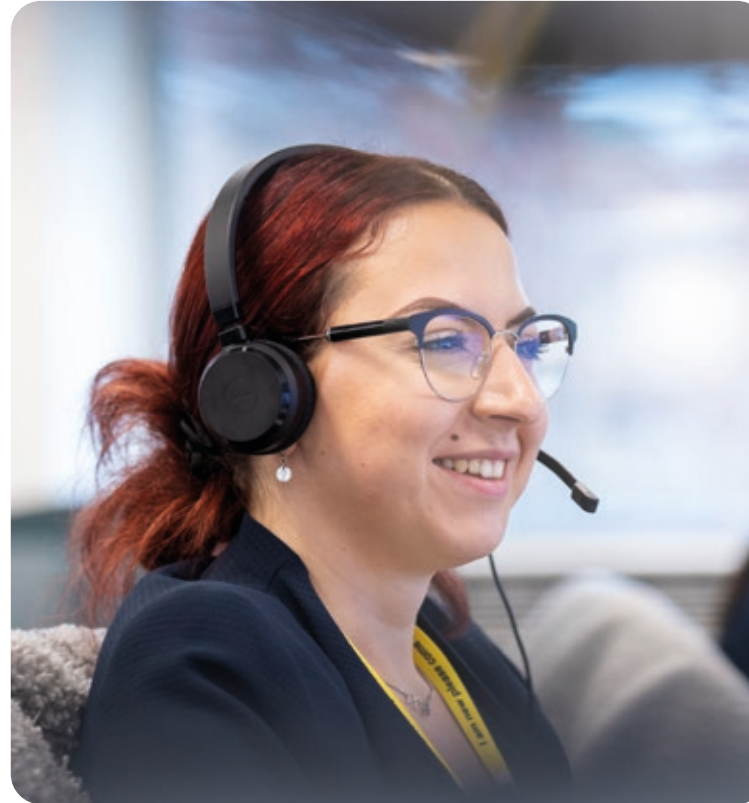
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# Written complaints

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 from the date we receive it
- If we fail to meet this standard, we'll automatically pay you £50\*

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



\*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 you have not sent your complaint to the appropriate address as detailed in our Complaints Code of Practice.

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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 £60 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 £60 if you're a business impacted by disruption)\*
- We will pay you an additional £20 (or £35 if you're a business)\* for each full 24-hour period you remain without a water supply



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\*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.



# 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
- Repairs to our major supply pipes (we call these strategic mains) may take longer, and in these cases we'll aim to get your water back on within 48 hours from the time we first become aware of the interruption
- If we fail to get your water back on within 12 hours (or 48 hours in case of a strategic main), we'll automatically pay you £50 if you're a domestic customer (or £60 if you're a business impacted by disruption)\*
- We'll pay you an additional £20 (or £35 if you're a business customer) for each full 24-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.

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# Low pressure

- We must maintain a minimum pressure in the communication pipe (at boundary of your property) of seven metres static head (0.7 bar)
- If the pressure falls below this on two occasions or more, with each occasion lasting more than 1 hour and occurring twice within a 28 - day period, then we will pay you £50\*



\*Payment will also not be made if the fall in pressure is because of a burst, planned work we are doing on our water mains, or because of problems on your own pipework. In addition, we will only make one payment for the same problem in any given year.

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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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# How to contact us



## Call us

On **01737 772000**. We're available Monday to Friday from 8am to 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 – 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 8.

Our guarantees do not apply if we are prevented from meeting our standards as a result of the actions of a third party acting on our 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 8 , 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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# Summary

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

We also aim to make payments to you within 10\* working days – if this is not possible we have late payments which are also shown in the table.

Area	GSS Payment		Late payment penalty	
	Residential customers	Business customers	Residential customers	Business customers
Making appointments	£50	£30	£10	£10
Keeping appointments	£50	£30	£10	£10
Account queries and requests about changing the way you pay	£50	£30	£10	£10
Written complaints	£50	£30	£10	£10
Notice of interruption to supply	£50	£60	£20	£50
Supply not restored (initial period)	£50	£60	£20	£50
Supply not restored (each further 24 hours)	£20	£35		
Low pressure	£50	£35	N/A	N/A

\*Or 20 days for more complex operational issues.

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