

Customer code of practice

February 2025

Contents

Introduction 3

Contacting us 3

Your water supply 3

Sewerage services 6

Our guaranteed standards 10

Priority services 13

Our complaints procedure 13

Introduction

We are mua Water, the independent water and wastewater services company operating in your area. We own and operate water, gas and electricity networks nationwide

This customer code of practice explains the service levels you can expect as one of our household customers. We also set out what we will do to put things right if things go wrong or if our service falls short of the high standards you expect from us. You can also find details of the compensation we will offer you if we fail to deliver on our promises.

We're committed to providing consistently high standards of service to our customers and constantly aim to improve our service. As an Ofwat-regulated independent water company, our standards of service must be at least as good as those of your local supplier, but we'll try to exceed those standards where we can.

As well as this customer code of practice, we've also published codes of practice for customer debt and leakage, which you can find on [our website](#).

Contacting us

You can contact us in the following ways:

- You can email us at support@muagroup.co.uk
- You can call our 24-hour Customer Service team on 0800 011 4193

If you want to speak to us about your bills, you can call us on 0333 009 5219 or email billing@muawater.co.uk. Our Billing team is available Monday to Friday between 8am and 7pm, and on Saturdays between 8am and 1pm.

Your water supply

Drinking water quality

The quality of your drinking water is regulated by the Drinking Water Inspectorate (DWI) and must meet high standards of quality set by Government based on international standards recommended by the World Health Organisation. The water we provide must meet strict chemical and microbiological standards and must be acceptable to our customers with respect to taste, odour and colour.

We regularly sample and analyse the water at our customers' taps at random throughout the year to make sure we are maintaining the high standards that our customers and Government expect of us. We will provide information about the drinking water quality in your area on our website and can also send it to you on request. We will operate and maintain our network so that it is fit to provide you with high-quality drinking water.

If one of our samples fails a test we need to investigate, report our findings to DWI, and work to put right any problems that we identify with the supply.

If you have a question about your drinking water supply or want to raise a complaint, please contact us on 0800 011 4193.

Sometimes the appearance or quality of your drinking water can be temporarily affected by work going on our network or nearby. If you have any concerns about the appearance, taste or odour of your water you should contact us straight away and avoid drinking the water if you suspect there is a problem.

On very rare occasions, we may need to issue boil water, do not drink or do not use notices because of an operational issue or event on our network or nearby. We will tell you as soon as possible if a problem arises with your supply that means you should not use the water or that you need to boil it first. If we need to do this, we will call door-to-door to give the notices to you, and make sure that you are aware of what you need to do. In such instances, the problem may well affect a wider region and we will need to work closely with other local water companies, public health authorities and medical experts as we resolve the situation.

Water fittings in your property

To protect our drinking water supply to you, there are regulations in place setting out national requirements for the design, installation and maintenance of plumbing systems, water fittings and water-using appliances. Their purpose is to prevent misuse, waste, under consumption or erroneous measurement of water and, most importantly, to prevent contamination of drinking water.

We are required to enforce these regulations through inspecting new build properties connecting to our network and periodically re-inspecting properties that we consider having a high risk of having non-compliance water fittings installed. If we find non-compliant water fittings that pose a risk to public health, the water supply may be disconnected to the property immediately to protect water quality and ensure safety. It is a criminal offence to breach the Regulations and offenders may face prosecution. We will also require you to make good any non-compliant fittings or poorly installed water fittings.

We have statutory rights to enter a customer's premises to investigate compliance of a customer's water fittings, take samples, carry out surveys and work. We will do this within reasonable hours unless it is an emergency. We will give you 24 hours' notice for routing investigations of water fittings compliance visits and seven days' notice in all other cases. You have the right to refuse entry if we haven't given you notice.

Protecting you against bogus callers

We want to safeguard you against bogus callers. If you have a door chain, you should use it when you answer the door and ask the caller to show you their name badge. Our colleagues will wear mua Water identification badges. If you are still unsure, you can call us on our 24-hour operations line on 0800 011 4193 to verify the caller's identity. Our team will always be happy to wait while you do this. If you are part of our Priority Services Register, we may have given you a dedicated password that our operations staff must use if they visit you – you can ask the caller to give you the password.

Water pressure

We aim to supply water at the stop tap on the boundary of your property at a minimum pressure and flow to ensure a minimum flow from a ground-floor tap of 9 litres of flow per minute (or 30 seconds to fill a one-gallon watering can). This is the flow on the ground floor and will decrease on upper levels of your property. Our water pressure should be at least seven metres static head at the stop tap.

You may experience lower water pressure for a number of reasons, including if the height of your property exceeds the height of the local service reservoir, if there are local network issues, in dry weather at peak demand.

If you think your mains pressure is too low, please contact us on 0800 011 4193 or support@muagroup.co.uk and we will investigate. Low pressure can be caused by a number of

factors that may be to do with our network or the way your plumbing is set up. Pressure and flow are not always closely related, and we will usually need to investigate the cause of your problem. If the pressure is too low either in general or at specific times on our network, we will take action to improve your experience. If it is to do with your plumbing, we will advise you on what we think could make a difference.

If we provide water to property below seven metres of static head (in the communication pipe) on two occasions lasting at least one hour each within a 28-day period, you are automatically entitled to compensation as set out in [our guaranteed standards](#). We will make up to one payment per customer per year. As pressure issues can be transient on water networks, it can be difficult to identify customers automatically, so it is important that you ask us to investigate if you suspect that your water pressure is too low.

Supply interruptions

We have a duty to provide a constant supply. However, sometimes operational events on our network and nearby mean that we may need to temporarily turn off your supply to carry out work on our network. If we do this, we will try to minimise the impact on our service to you. There may also be unplanned interruptions on our network, for example, due to burst mains either locally or in the surrounding area. We will strive to fix unplanned interruptions as quickly as possible to minimise the impact.

If we plan to temporarily turn off your supply, we will give you notice so that you can prepare. If we expect the interruption to last four hours or more, we will give you at least 48 hours' notice of our plans. If your circumstances mean you need extra support during a restriction in supply, you can let us know what you need and we will help where we can. You can find more information about the help we can provide in [our priority services section](#).

For unplanned interruptions we should restore supplies within 12 hours, and within 48 hours in emergency situations. If you have no water, please call us on 0800 011 4193. We will investigate and get your supply restored as soon as we can, working with regional companies if the interruption is across a wider area.

Drought

We aim to provide sufficient water to meet your normal household needs, including in dry weather. However, if there are long periods of low rainfall this can lead to pressures on the water environment and the sustainability of the water resources that we all rely on for our essential needs. This is made worse by climate change and the increasingly variable weather that comes with it – droughts in the future may be more severe and prolonged than they have been in the past.

It is important that we all look after this precious resource so that we can maintain a sustainable supply for generations to come. We have a duty to promote the efficient use of water, which includes working with you to help you use water wisely and not waste it. If we work together to use water efficiently, we can reduce the pressures we place on the environment at times when low rainfall is causing environmental stress.

Although we do not anticipate having to do so, there may be times when prolonged stress on the environment means we need to put restrictions in place to protect nature and our future supplies. This might include restrictions on your use of sprinklers and hosepipes. If we do need to put restrictions in place it is likely to be due to a regional drought and we will be working closely with other companies and our environmental regulators to do the right thing. We will play our

part in saving water during a drought by paying particular attention to finding and fixing leaks on our network.

New connections

We must connect all new household premises, and premises that use water for domestic purposes within our operating area, to our water mains if you ask us to do so. Connections can also be carried out by an independent approved contractor (or self-lay provider who must be WIRS accredited and listed on the Lloyds register) if authorised in advance.

As we mainly operate on new build housing developments, we do not expect to receive new connection requests. If we are requested to do so, we will honour all relevant requests, according to the approach set out in our new connections charging arrangements document.

For all new connections, you must pay an infrastructure charge which is a fixed contribution towards additional investment in our local distribution system and the wider local area. The charge is in addition to the actual cost of making a connection.

Infrastructure charges are intended to make sure that the costs of the investment are met from a one-off charge to new properties as and when they are connected rather than from higher charges to existing properties. The maximum infrastructure charge for a domestic supply is governed by Ofwat charging rules and the charges must broadly reflect the cost of local network expansion needed to support new connections over time.

All new connections are metered and will be charged on our published measured tariffs.

We may also need to divert mains as a result of new properties being built or extensions to existing properties.

Sewerage services

Our sewerage network

We are responsible for a number of assets in your local area. These include:

- **Foul sewerage** – pipes which take waste from toilets, sinks and other water-using devices in your property to be treated.
- **Surface water sewers** – these pipes carry rainwater runoff from roofs, paved areas and roads. They may drain into the public sewer, into our sustainable drainage assets, into a watercourse or via our sustainable drainage assets to control flow rates into the public sewerage system.
- As we serve new development sites, our sewers will normally be separated. On rare occasions, we may own a **combined sewer** which carries both surface water and foul sewage away for treatment.
- **Sustainable drainage assets** – assets such as swales, rainwater attenuation tanks, ponds and other managed wetlands that store and treat surface water runoff for safe release into the environment or into the public sewer.
- If the effluent cannot be conveyed away through gravity alone, we may also own **pumping stations**.

You are responsible for the drain that runs from your property to the main sewer. We are always responsible for foul and surface water sewers outside of your property boundary. Sometimes, the public sewer is laid through gardens – segments of sewer that serve more than one property are

our responsibility whereas the segment of lateral drain that only serves your property is your responsibility.

We do not own or have responsibility for road gullies, highway drains, land drainage, groundwater, watercourses or culverts. Where there are problems caused by drainage arrangements that multiple organisations are responsible for, including mua Water, we need to work together on improvements.

Blockages and pollution from blockages

Blockages to our sewer network or your lateral drain can cause problems with performance, including backing up of sewage and potentially sewer flooding that pollutes the local environment or your property. It is important that any blockages are fixed quickly or avoided in the first place to avoid causing pollution or nuisance to your property or the surrounding area.

Blockages can arise for a number of reasons, including on older networks due to tree roots growing into the sewer or because an older sewer has collapsed. Blockages can also arise on newer networks because people put things into the sewers that they are not designed to carry. Only wastewater and the three Ps (poo, pee and paper) should be put down the drain.

Fats oils and greases (FOG) can block sewers or drains, especially if they combine with unflushables such as wet wipes, nappies or sanitary towels. Unflushables can also release plastic into the environment in the form of tiny fibres or fragments that pass through wastewater treatment works causing pollution and potential harm to wildlife. You should dispose of anything that is not one of the three Ps in the bin. Alternatively, you can make fat balls for the birds in your garden with waste fats and oils.

You should not dispose of chemicals, oils or anything else in the public drains which may discharge surface water runoff directly to a watercourse or wetland habitat that could become polluted.

For more information about taking care of the sewers to avoid blockages and pollution, please go to [our website](#).

You are responsible for clearing any blockages on the drain you are responsible for (for example, the portion of drain within your property boundary that only serves your property). It's always worth checking with your insurer in case you are covered for the cost of the work.

We are responsible for clearing blockages on the sewers that we own and maintain. If the sewer runs through gardens, we may need to access your or your neighbour's land to clear a blockage. We may spot blockages when we attend site to operate and maintain our assets, and we also encourage people to tell us about any problems on our network so we can fix them as quickly as possible.

If you have a blocked sewer and are unsure who is responsible, you can call us on 0800 011 4193. If we are responsible, we will fix the problem.

Protection against flooding from public sewers

We aim to provide sufficient capacity in our network to protect customers from sewer flooding. Where feasible we will own and maintain sustainable drainage assets, or SuDS, to help protect our operating areas and areas nearby. SuDS remove the rainwater and surface runoff from the public sewer or slow the flow of water into the public sewer substantially. SuDS therefore take the pressure off combined sewers, which need to be designed to handle rainfall. Our SuDS are designed with enough capacity to take rainfall from an exceptional event in current

climatic/weather conditions and are future-proofed to take account of future climate change based on current forecasts.

As the population grows and as climate change results in increasing weather variability including more heavy downpours and other extreme weather events, the sewers regionally are increasingly put under pressure and, after extreme rainfall events, could overflow.

When sewers become blocked, they can also flood due to the blockage and will be exacerbated if there is significant surface runoff. The majority of local sewer flooding is due to a blockage. We describe in the section on blockages above the things we can all do to avoid blocking the sewers, causing pollutants to get into the environment through flooding or causing pollution through putting the wrong things into the sewer.

If there is flooding from a sewer that affects your property land or your street, you should call our 24-hour Customer Service team on 0800 011 4193. If the flooding is inside your property, we will attend as soon as possible, normally within four hours. We will try to help you as much as possible, provide information about how you can clean up, and our responsibilities with respect to sewer flooding.

We are not legally liable for loss or damage caused by flooding from public sewers unless we have been negligent. If you're affected by flooding and it has resulted in loss or damage to your property, your insurance company should be able to help you. If you are not insured, then please get in touch and we'll try to help. It remains your responsibility to have and maintain proper and adequate insurance.

If you have experienced flooding inside your property or on your land, you will be entitled to compensation from us. For internal flooding, we will make an automatic payment of a minimum of £150, up to a maximum of £1,000, with compensation relating to how much you pay for sewerage over a year. For flooding on your garden or land, this is a minimum of £75, up to a maximum of £500, also linked to your sewerage bill amount. You will need to provide us with evidence of the impact on your property to support your claim for compensation. This is also set out in section 5 (our guaranteed standards).

If you want to understand the cause of sewer flooding inside your property or within your property boundary, please email us at support@muagroup.co.uk or call us on 0800 011 4193. We will respond within 10 working days of receiving your enquiry.

New sewer connections

You are entitled to connect with the main sewer as long as it meets certain requirements. It is your responsibility to make sure the connection is laid at an appropriate depth and location so that you can communicate with our sewers, does not cause environmental or amenity problems and to share your proposal for the connection with us in advance so that we can establish whether it is appropriate.

As we mainly operate on new build housing sites, we do not expect to receive new connection proposals. Sewers are rarely laid by the water and sewerage company and tend to be self-laid by groundwork contractors or developers unless the water company's powers of access to land are needed to progress the work. If we are requested to do so, we will review all relevant requests, according to the approach set out in our new connections charging arrangements document.

For all new connections, you must pay an infrastructure charge which is a fixed contribution towards additional investment in our local sewerage system and the wider local area. The charge is in addition to the actual cost of making a connection.

Infrastructure charges are intended to make sure that the costs of the investment are met from a one-off charge to new properties as and when they are connected rather than from higher charges to existing properties. The maximum infrastructure charge for a domestic supply is governed by Ofwat charging rules and the charges must broadly reflect the cost of local network expansion needed to support new connections over time.

All new connections are metered and will be our published measured wastewater tariffs.

We may also need to divert mains as a result of new properties being built or extensions to existing properties.

New sites must receive approval, potentially combined with a planning application if the development has drainage implications. The approving body will consider whether the drainage system complies with national standards for sustainable drainage when making a decision. We expect that smaller or individual sewer connections will still be made if the development does not have drainage implications.

Misconnections

Sometimes foul sewers are connected in error to the surface water sewerage system. This is known as a misconnection. If the surface water sewer drains into a water course or to our sustainable drainage assets such as wetlands, the pollutants in the effluent can cause damage to wildlife, as well as public health risks from raw sewage getting into the environment.

We will not allow any new connections to our network where we have reviewed the design and it suggests you intend to connect to the wrong sewer.

Most problems are associated with the installation of washing machines or dishwashers, where outlet pipes are accidentally connected to a surface water drain instead of the foul drain. Chemicals and food waste can then contaminate the watercourse and affect water quality. Wrong connections can also occur from extensions when new toilets and sinks are incorrectly connected to the surface water drain.

If you are making any new connection to the foul or waste drains, please ensure that the connection is to a foul or combined drain/ sewer. Information on how to correctly install a washing machine or dishwasher will be included in the device's instruction leaflets, and your local council will be able to advise you about any building regulation requirements for building drainage.

We will investigate misconnections where we find a problem during our normal operational checks on our sewer network. If you suspect there is a problem with misconnections that affects our sustainable drainage assets or surface water drains, please contact us on 0800 011 4193 and we will investigate.

Our guaranteed standards

This section summarises the standards of service we offer to our household customers, consumers who use our services and where relevant potential customers.

Performance area	Our service levels	What will we do if we fail to meet the standard?
<p>Appointments We will arrange appointments with you in advance if we need to access your property or if you need us to attend.</p>	<p>Depending on your preference, we will specify a date and one of the following for the appointment:</p> <ul style="list-style-type: none"> • a two-hour time window, or • a morning/ afternoon time window and what we mean by morning/afternoon. <p>You may cancel the appointment at any time. If we need to cancel, we will give you at least 24 hours' notice.</p>	<p>If we do not give you proper notice, we will automatically pay you £25.</p> <p>If we fail to attend within the agreed time window or fail to attend at all we will automatically pay you £25.</p>
<p>Complaints If you are not satisfied with the service you have received from us you may complain to us in writing (via email or letter).</p>	<p>We will provide a substantive response to written requests for changes to payment arrangements within five working days after we receive it.</p> <p>We will provide a substantive response to written complaints or queries within 10 working days after we receive it.</p>	<p>If we fail to respond within five working days, we will automatically pay you £25.</p> <p>If we fail to respond within 10 working days, we will automatically pay you £25.</p>
<p>Account queries We will respond to written contacts about your account within 10 working days.</p>	<p>Depending on your preference, we will specify a date and one of the following for the appointment:</p> <ul style="list-style-type: none"> • a two-hour time window, or • a morning/ afternoon time window and what we mean by morning/afternoon. <p>You may cancel the appointment at any time. If we need to cancel, we will give you at least 24 hours' notice.</p>	<p>If we fail to respond to written contacts about the correctness of your account within 10 working days of receipt, we'll automatically pay you £25.</p>
<p>Requests for changes to payment arrangement We will respond to your written request for a change to your payment arrangement within five working days.</p>	<p>We will provide a substantive response to written requests for changes to payment arrangements within five working days after we receive it.</p> <p>We will provide a substantive response to written complaints or queries within 10 working days after we receive it.</p>	<p>If we fail to respond to your written request for a change to your payment arrangement within five working days of receipt, we'll automatically pay you £25.</p>

Performance area	Our service levels	What will we do if we fail to meet the standard?
<p>Planned supply interruptions We may need to turn off your supply to carry out work on our network.</p>	<p>If we plan to interrupt your supply, we will give you notice of the date and time we expect to turn the water off and the date and time when we will restore your supply.</p> <p>If we expect your supply will need to be off for more than four hours, we will give you at least 48 hours' notice in writing.</p> <p>If we do not restore the supply within the time stated on the notice, we will give you compensation, and you will also receive compensation for each subsequent 24-hour period that your supply remains off.</p>	<p>If we fail to notify you at least 48 hours before the interruption for an interruption over four hours we will automatically pay you £25.</p> <p>We will automatically pay you £30 if we don't restore your supply when we said we would, and a further £30 for each 24-hour period beyond the time we should have restored your supply.</p>
<p>Unplanned supply interruptions You may experience a supply interruption if there is an operational event or emergency such as a burst main.</p>	<p>We will notify you as soon as possible that your supply has been cut off, when we plan to restore it, how to access alternative supplies, and a contact number you can call to get information about the interruption.</p> <p>If the burst is on a strategic main, we must restore supply within 48 hours of becoming aware of the problem, or within 12 hours for all other events.</p>	<p>If we fail to restore supply within 48 hours for strategic mains bursts or 12 hours for other interruptions, we will automatically pay you £30, and a further £30 for each 24-hour period beyond the time we should have restored your supply.</p>
<p>Low pressure</p>	<p>We must maintain at least a 7m static head in the communication pipe serving your property in normal operating conditions.</p>	<p>We will automatically pay you £25 if the pressure in your communication pipe falls below 7m of static head for at least an hour and on two occasions within a 28-day period. You can claim this payment once per financial year (1 April to 31 March).</p>
<p>Sewer flooding inside customer properties</p>	<p>Wastewater must not enter your property from our sewers and drains, this includes backflow from toilets and drains.</p>	<p>For each sewer flooding event you experience we will automatically pay you either:</p> <ul style="list-style-type: none"> • a minimum of £150 • a full refund of your sewerage charges for the year, or • capped at £1,000, if your bill is higher than that

Performance area	Our service levels	What will we do if we fail to meet the standard?
<p>External sewer flooding</p>	<p>Wastewater must not enter your land or property from our sewers and drains, this includes backflow from toilets and drains.</p>	<p>For each sewer flooding event you experience that materially affects your land or property we will pay you either:</p> <ul style="list-style-type: none"> • a minimum of £75 • a 50% refund of your sewerage charges for the year, or • capped at £500, if your bill is higher than that. <p>If you have experienced external sewer flooding, you must claim for compensation providing evidence of the impact on your land or property.</p>
<p>Timing of payments</p>	<p>If we breach any of the performance standards listed above, we must pay you within 10 working days of the performance payment becoming due.</p>	<p>If we can identify that you were affected and fail to pay automatically within 10 working days, we will pay you a further £10.</p> <p>If you have had to contact us to claim a payment that we should have made automatically, we will pay you a further £10, providing you contact us within three months of the service failure.</p>
<p>How we make compensation payments</p>	<p>You can ask us to make payments directly to you. We will also make payments directly for most of the standards listed above, except for complaints.</p> <p>If you have not asked for direct payments, we will credit any performance-related payments due for complaints handling performance directly to your account.</p>	
<p>Emergency water restrictions</p>	<p>If we have to interrupt or cut off your supply because of a drought we will pay compensation for each 24-hour period that your supply is cut off.</p> <p>We won't pay if, in Ofwat's opinion, the circumstances were so exceptional that interrupting or cutting off supplies couldn't be avoided.</p>	<p>We will automatically pay you £10 per 24-hour period or pro rata for each part of a day that the restrictions applied up to a maximum of the average household water charges in the year preceding the interruption.</p>

Priority services

Some people rely on their water supply more than others, such as people with medical conditions, older people and families with young children.

Our free Priority Services Register helps us look after households who have extra communication, access or safety needs.

The PSR helps us to deliver what you need either in your everyday interactions with our customer service and operational teams if something goes wrong on our network (such as a supply interruption) or if we need to restrict supply due to a drought.

Anyone who has particular needs for water and wastewater services can join our free service. If you have specific needs, you can either let us know, or we may ask you if you want to be included if you contact us for another reason and we find that you might benefit from priority services. If you're a caregiver, you can register on someone else's behalf, but we may check that the person you are registering is happy to be included on our PSR.

You may benefit from joining our Priority Services Register if:

- You have mobility issues or may need help carrying bottled water if it is provided in large containers during an interruption
- You have physical disabilities, are deaf, hard of hearing, blind or partially sighted
- You have learning disabilities
- You have a speech impairment
- You have a medical condition that means you need to use more water or need continuous access to clean water
- You have dementia
- You have a mental health condition
- You live alone, are nervous about bogus callers or are unable to answer the door
- You are unable to be alone with a stranger
- You cannot read, write or communicate in English
- You are going through a serious life event such as a bereavement, redundancy or divorce
- You are recovering from a serious illness or stay in hospital.

Once you are registered on our PSR it is important that we keep up to date with what you need. Please let us know if your circumstances or needs change and we will update our records. We may also contact you from time to time to find out if anything has changed.

Any information you give us about the PSR is confidential and we will only use it to provide priority water and wastewater services to you. If we operate gas and/or electricity networks in your area and think that you might be eligible to be included on our energy PSRs, we will ask you whether you would find this useful before we do anything more.

If you would like to be included in our PSR, you can contact us in confidence by calling 0333 009 5219.

Our complaints procedure

We want to deliver great service to our customers that you deserve and expect. If we get it wrong, we want to put things right as quickly as possible. If we haven't provided the high quality of service you expect, please contact us so we can work with you to resolve the problem.

Making a complaint

There are several ways to contact us:

- By phone on **0333 009 5219**
- By email at support@muagroup.co.uk
- Through our website at muagroup.co.uk/contact-us
- By post at **mua Water Limited, Payment Processing Department, Rocfort Road, Snodland, Kent ME6 5AH.**

If you use our website, please make sure to provide full contact details so that we can respond to you as quickly and effectively as possible.

Please note that we have a separate contact number for emergencies that you can use if you need us to attend to an urgent matter regarding your water or wastewater supply. The number is 0800 011 4193 and our team is on hand to help you 24 hours a day.

When we receive your complaint

Once we receive your complaint, we will get back to you as soon as possible. Some complaints can be resolved fairly quickly, where it is clear what the problem is and what we can do about it.

Other complaints may be more complex and we may need to send our operations team to visit your home or our local network to investigate. In exceptional circumstances, we may also need to trial more than one potential solution before we can put things right. We know that complaints can be a source of frustration and inconvenience for our customers, especially if they are complex – we will treat you with respect and do our best to help you.

Whether you put your complaint in writing, or if you call us to complain we will send you a substantive response within 10 working days. If you call us, we may decide to summarise your complaint in writing along with any further details we have received from you and our response to help us clarify your complaint.

Should we fail to provide a substantive response within 10 working days we will automatically credit your account with a compensation payment.

If our initial substantive response is not acceptable to you, let us know. We will continue to review whether other options are open to us to resolve your case until we are satisfied that we have exhausted all available options.

If you are not happy with our response

If we have exhausted all the options we think are available for resolving your complaint and you still feel that we could have done more, you can refer the matter to the Consumer Council for Water (CCW).

CCW will accept your case only when our complaints procedure has been completed. If you refer a complaint to CCW and they think we have not exhausted the complaints procedure, they may send the complaint back to us so we can continue to investigate.

CCW will review your case and may investigate further if they need more information. When CCW completes its review may either ask us to take further action or may uphold our original findings.

You can contact CCW on the following details:

Telephone: 0300 034 2222 (England)
Email: enquiries@ccwater.org.uk
Website: ccwater.org.uk

Address: CCW, 23 Stephenson Street, Birmingham B2 4BH.

If your complaint remains unresolved after CCW has fully reviewed it, you may be eligible to refer your complaint to the Water Industry Redress Scheme (WATRS), which can provide an independent binding decision.

Referring complaints to the Water Industry Redress Scheme (WATRS)

WATRS is a free and independent adjudication service which reviews disputes between customers and companies that CCW has not been able to resolve. You will need to have received a 'deadlock' letter from CCW to be eligible.

You can apply to WATRS on the following details:

Telephone: 020 7520 3801

Email: info@watrs.org

Website: watrs.org

Address: WATRS International, Dispute Resolution Centre, 70 Fleet Street, London EC4Y 1EU

If WATRS finds that your case is eligible and accepts it for adjudication, it will review your complaint and come to a binding decision.