

# our promises to you

## our customer charter

### promising to put our customers first

At Scottish Water we believe in quality. That's why every day we work to provide you with clear and fresh water around the clock. Our customers are at the heart of everything we do. We are continually investing in improvements to meet your needs as well as meet regulatory targets. This booklet tells you about the Guaranteed Service Standards we promise to keep in all the areas you said were most important to you. This constitutes Our Promise and means that you know what to expect from us.

Here we tell you what our promises are and what happens if we don't keep them. In some cases we will make compensatory payments to you if we cannot keep our promises.

We are committed to ensuring that you always have a person to speak to when you call us and have staff on hand to help you 24 hours a day, 7 days a week.

### appointments

We will offer you an appointment for either the morning, afternoon or a two hour time slot on a particular day. If our representative doesn't turn up at the appointed time or we don't give you 24 hours notice of a change in the appointment, you'll automatically receive £20.

### complaints

We hope that you never have to complain about any of our services or employees. However, if you do have a concern, please call and tell us about it. We'll try to resolve the matter while you're on the line. If we can't do this, we'll call you back promptly.

If you ask for a written response we promise to provide you one within 5 working days. If we don't do this, you'll automatically receive £20.

If you feel your complaint has not been resolved to your satisfaction you can ask Waterwatch Scotland to investigate it on your behalf.



**Scottish Water**  
Always serving Scotland

## paying your bill

For services such as metered water supplies and septic tank de-sludging we will send you an accurate bill.

If you call to query an item on your Scottish Water bill, we'll do our best to resolve the issue immediately.

If some work is required on your account, we'll get back to you within 5 working days or you'll automatically receive £20.

If you ask to change the way you pay your bill, we will respond within 5 working days or you'll automatically receive £20.

## turning off your water supply...

### ...when it's planned

Sometimes we need to turn off your water to carry out essential maintenance and repairs to protect the supply and quality of your water. If this work is planned to last longer than 4 hours, we will give you at least 48 hours notice. We may use the local TV or radio to let you know if large areas are affected. If we don't give you this warning, or we don't restore your water by the time we said we would, you can claim £20. You can also claim £20 for every subsequent 12 hour period you are without water.

We understand how inconvenient it is to have long periods without water and we do everything we can to prevent this. However, if we can't avoid the interruption, we'll provide you with alternative drinking water at key locations within 8 hours of the water going off.

### **...in an emergency**

We are continually investing in our network across Scotland, but on occasion pipes may crack or collapse causing interruptions to your water supply. We can usually restore it within 12 hours. However, if a large water main has burst, it may take us longer. In this case, we promise to restore your water within 48 hours of us finding out. If we don't do this, you can claim £20 and a further £10 for every additional 12 hour period you are without water.

### **...during a major incident**

Occasionally large numbers of customers are affected by a disruption to water supply. We call this a major incident and you can count on us to keep to the following Guaranteed Service Standards when this happens:

- updates every 48 hours via the media and our website, loudhailers in the street, leaflet drops
- alternative supplies of water within 24 hours of declaring a major incident (or 48 hours if it's a very large-scale incident)

- a reasonable supply of drinking water delivered to every customer on our confidential Additional Support Register. If we're notified of a vulnerable customer during the incident, we'll also supply drinking water to them.

If you are directly affected by a declared major incident and we fail to meet these Guaranteed Service Standards, you can claim a payment of between £20 and £100.

## **if you are flooded**

If the inside of your home is flooded with water from our sewers we promise to send someone to attend within 4 hours of your call. We will investigate the cause of the problem and report back our findings to you. We'll also offer you a support package of help and advice. To cover any losses we would always advise that you make a claim through your household insurance policy as these companies are experienced in dealing with these kinds of claims or will generally offer you new for old cover. We will refund any insurance excess costs for those customers severely flooded, except where the flood was caused by extreme weather conditions.

In this situation, we will make a payment equal to your annual waste water charge as long as the flooding has not been caused by your own actions, a defect in your own drains or by widespread flooding due to extreme weather.

## water in your gas pipe

If you notice water coming from a gas appliance or if you lose your gas supply because water has got into your gas pipe, contact our

**Emergency Helpline** on **0845 600 8855** immediately.

We'll liaise with Scotland Gas Networks to ensure your safety and phone you back within 2 hours to let you know what happens next. If we don't do this, we'll automatically pay you £20.

## water pressure

We aim to provide your water at a minimum pressure of 1 bar which means you should be able to fill a bucket with 10 litres of water in around one minute. If you suspect your pressure is lower than 1 bar, please call us on our **Customer Helpline** on **0845 601 8855**.

We'll investigate the pressure levels and get back to you within 5 working days or you will automatically receive £20.

## water meters

When you apply for a water meter, we first have to carry out a survey to make sure that one can be fitted. We will charge you for this service. Within 10 working days of your application we'll let you know what alterations will be involved and what they will cost. If we don't do this, you'll automatically receive £20.

We aim to install your meter within 15 working days of agreeing the installation arrangements and you paying the costs. If we fail to install the water meter by the agreed date, you will only have to pay the annual fixed charge element until the meter is installed and working.

## making a claim

For our automatic Guaranteed Service Standards you will receive a payment within 10 working days. If you don't, we'll pay you a further £20. Where we ask you to make a claim, you must do this within 3 months of the incident. You can find our contact details on page 8 of this booklet.

We are sorry but there are some circumstances outwith our control where we cannot guarantee these standards, such as severe weather, industrial action or the actions of others.

## price promise standards

Scottish Water is committed to providing you with a consistent, value for money service. We believe that you should only pay for services you receive.

When we don't meet our promise to provide a minimum level of service and under normal operating conditions, you can apply to receive an appropriate rebate of your charges, up to a maximum of £1,000. These Price Promise Standards apply to:

- low pressure
- flooding
- unplanned interruptions
- water quality
- connection services

For more information on what the standards cover and the level or rebate available call our **Customer Helpline** on **0845 601 8855** or visit our website at **[www.scottishwater.co.uk](http://www.scottishwater.co.uk)**

# who does what in the water industry in Scotland

## The Scottish Government

### Scottish Government Ministers

Telephone: **0845 278 1999**

- own Scottish Water and report to the Parliament on our activities
- established the statutory framework
- define our objectives
- define the principles that underpin charging
- provide us with borrowing
- consider some types of appeal



### The Water Industry Commission for Scotland

Telephone: **01786 430 200**

**[www.watercommission.co.uk](http://www.watercommission.co.uk)**

- promotes the interests of customers
- sets our charge limits at the lowest level possible
- approves our Code of Practice
- annually reports on our performance
- facilitates competition in the water industry



### The Drinking Water Quality Regulator for Scotland

Telephone: **0131 244 0190**

**[www.dwqr.org.uk](http://www.dwqr.org.uk)**

- is an independent body appointed by Scottish Government Ministers to monitor drinking water quality
- ensures we keep to our drinking water quality standards
- audits our water treatment works
- audits our sampling and analysis procedures
- sets water quality improvement targets



## **The Scottish Environment Protection Agency**

Telephone: **0800 80 70 60** (Pollution Hotline)

Telephone: **0845 988 1188** (Floodline)

**[www.sepa.org.uk](http://www.sepa.org.uk)**

- sets standards for and monitors waste water and other discharges into streams, rivers, estuaries and the sea
- regulates new water schemes
- keeps records of river flows and warns of possible floods from rivers



## **Waterwatch Scotland**

Telephone: **0845 850 3344**

**[www.waterwatchscotland.org](http://www.waterwatchscotland.org)**

- investigates unresolved complaints
- represents the views and interests of consumers
- publishes reports and promotes consumer interests
- may take statutory recommendations to Government Ministers, the Scottish Government, Scottish Water, the Water Industry Commission, SEPA or the DWQR.
- is a statutory consultee for matters relating to the Scottish water industry
- is independent of Scottish Water and the industry regulators

## how to contact us

### we have made it easy for you to contact us — here's how

Call us on the following numbers:

#### **Customer Helpline**

**0845 601 8855**

For general customer enquires, requests and complaints.

If you have a speech or hearing difficulty you can use the **RNID Typetalk service**.

Our main offices have an induction loop for customers with hearing aids.

#### **Emergency Helpline**

**0845 600 8855**

You can contact us at any time of the day or night in an emergency situation on this 24 hour helpline number. In the case of a major incident in your area, you can also call this number to hear regularly recorded updates.

#### **Access Line 0845 606 8855**

Please call this number if you speak a language other than English and you would like an interpreter.

#### **Additional Support Register**

If you have a disability or medical condition or other reason for additional support, please contact our **Customer Helpline** on **0845 601 8855** and we will take a note of your name, address and discuss any additional support you require and keep this on our confidential Additional Support Register.

We can offer customer documents in alternative formats: translations, Braille and audio. Please contact us to request an alternative format.

Or visit our website at this address:  
**[www.scottishwater.co.uk](http://www.scottishwater.co.uk)**