



South Staffs Water

South Staffs Water
Our Code of Practice for
Household Customers 2023/24
Our customer promise



January 2023

Our Code of Practice for Household

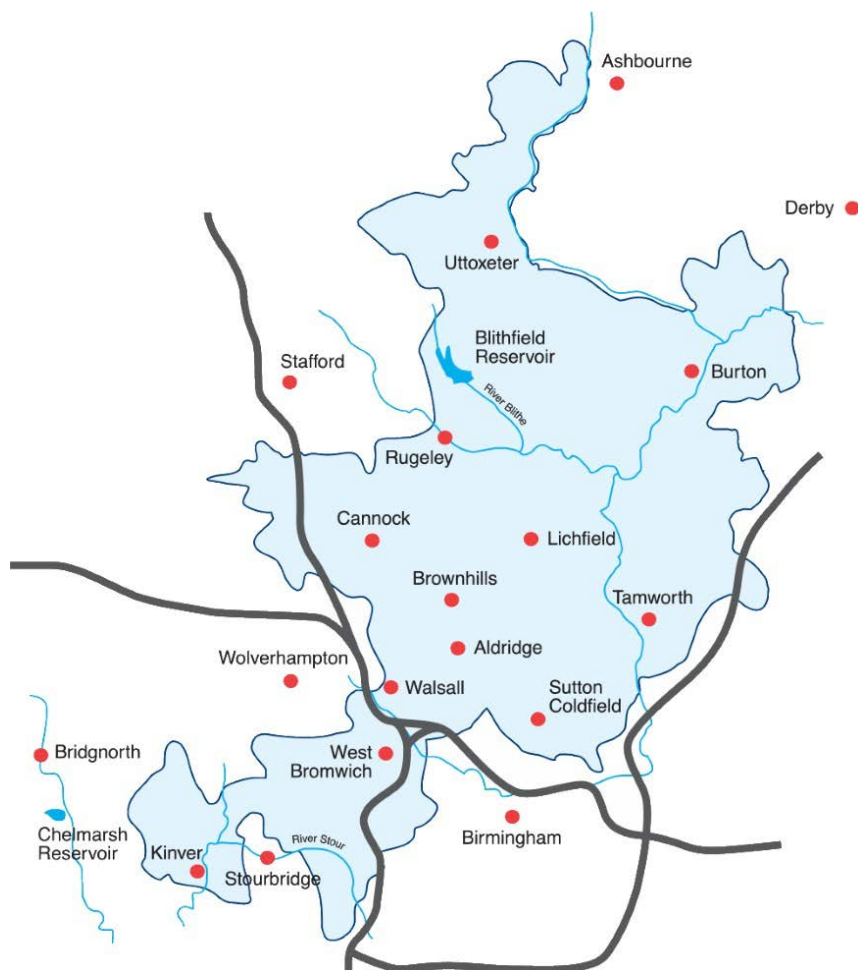
Customers Introduction

The Code

This Code of Practice is for household customers and gives information on the services we provide, the terms and conditions on which they are offered and how our customers can find the help and advice they need. It does not establish a contractual relationship between South Staffs Water Plc and any of its customers.

South Staffs Water

South Staffs Water provides clean drinking water to a population of 1.3 million customers through a network of 6000km of water mains. Almost half of our water is sourced from boreholes in the ground and the remainder from two major treatment works one of which takes water from the River Severn. We have excellent service standards, have very efficient operations and our bills to customers are amongst the lowest in the country. Our area of supply incorporates the Black Country conurbation and stretches up to Burton and Uttoxeter. We do not supply sewerage services; our customers receive these from Severn Trent Water Ltd.



We provide an essential public service to our customers, enabling them to go about their daily lives while also protecting the environment that they rely on and enjoy.

How we perform as a business is important to our customers and other stakeholders, including our regulators and our owners. Because we want to demonstrate that we are accountable for our performance, we have developed a number of outcomes for the business. These are the promises we have made to our customers on the services they want us to deliver.

To ensure we maintain our customers' trust in us, it is vital that we deliver these promises. So we have developed 30 performance commitments, which are the areas our customers have said they want to hold us to account. We have worked with customers to set targets for each of these commitments so they can measure our performance and see how we are doing.



Further details of the measures that sit underneath these outcomes can be found on our website www.south-staffs-water.co.uk.

Throughout this Code there are references to useful information that can be found on our website.

If you do not have access to the internet, please call us for any information you require and we will be happy to help.

Our Customer Promise

We are committed to continually improving our standards of customer service. We operate a Customer Promise, which covers the terms of the statutory Guaranteed Standards Scheme and sets out our additional customer service promises for more information you can visit our website, www.south-staffs-water.co.uk. In line with our Customer Promise there are a number of specific circumstances where we will credit your account or make payment if we fail to meet our Guaranteed Standards. A summary of our Promise is detailed below.

Keeping appointments

When we make an appointment to visit you, we will always contact you to see when's best for you and if we ever need to rearrange or cancel we will give you at least 24 hours' notice. If we fail to meet these guidelines for an appointment we will give you £20.

Responding to written correspondence

We will reply to your written enquiry about your bill within 10 working days. If you ask for a change to your payment arrangements, (for example, to pay by instalments) and we cannot accept the change we will write and tell you the reason why within five working days of your request. We will reply within 10 working days to any letter of complaint. If we fail to meet any of these standards, we will give you £30.

If we fail to make an automatic payment to you for any of the above standards within 20 working days following a payment becoming due and you submit a written claim within three months we will pay you a further £20.

Keeping the water flowing

Occasionally we need to turn off the water supply to carry out essential planned work. We will always let you know in advance and tell you when the supply will be restored. If the supply is off for more than four hours, and we have failed to give at least 48 hours' notice, you may be eligible for a payment under the terms of our Guaranteed Standards Scheme.

After an emergency or unplanned interruption such as a burst water main, we will restore supplies within 12 hours for most bursts or within 48 hours if it is a burst on a strategic main. If necessary, we will provide an alternative supply. If we fail to meet these standards, we will give £20.

We shall pay you a further £10 for every additional 24 hours you are without supply. Sometimes it is difficult to know who has been affected by supply interruptions.

If you have been affected and we have not made an automatic payment to you within 20 working days of the interruption then please write to us. We will then make an additional payment to you of £20.

Maintaining pressure

We aim to provide you with water at sufficient pressure to enable you to meet your normal domestic needs. If you are affected by low pressure of less than seven metres static head on two occasions each lasting one hour or more in a period of 28 consecutive days you may claim a payment once in any year. This payment will only be made once in any year in accordance with current Guaranteed Standards of Service exclusions.

Exceptional circumstances

The making of any payment shall not constitute an omission of liability for any other purpose. Similarly, acceptance of a payment by you will not affect any other liability we may owe to you. Our guarantees do not apply if we are prevented from meeting our standards by third party actions or exceptional circumstances or severe weather conditions or industrial action.

Additional promises

We will:

- Reduce your water charges if your supply is continuously interrupted on three or more occasions during any 12 month period. A written claim must be received within three months of the third interruption
- Pay you £10 if we do not despatch a refund cheque to you within 10 working days and you submit a written claim within three months
- Pay you automatically £10 if we issue a notice of boil water in an unplanned emergency (excluding mains rehabilitation works)
- Pay you £10 if we do not despatch two metered bills within 12 calendar months and you submit a written claim within three months
- Provide compensation if you suffer loss of supply as a result of our mismanagement during a drought

Where a dispute arises between a customer and the company regarding a payment, the matter can be referred by either party to Ofwat for determination.

Water Services Regulation Authority (Ofwat)

Centre City Tower

7 Hill Street

Birmingham

B5 4UA

Telephone: 0121 644 7500

E-mail - enquiries@ofwat.gsi.gov.uk

Website: www.ofwat.gov.uk

Key telephone numbers and addresses

South Staffs Water

Green Lane
Walsall WS2
7PD

www.south-staffs-water.co.uk

CUSTOMER ENQUIRY NUMBERS

Billing enquiries: 0345 60 70 456

Difficulty paying: 0800 09 30 610

Request a Water Meter: 0345 60 70 456

Supply problems & emergencies: 0800 389 10 11

Report a leak: 0800 389 10 11

SEWERAGE AND DRAINAGE SERVICES

Severn Trent Water

2 St John's Street, Coventry, CV1 2LZ

0800 783 4444

Website: www.stwater.co.uk

CCW the voice for water consumers

Customers are represented in the water industry by an independent body called the CCW.

23 Stephenson Street

Birmingham

B2 4BH

Telephone: 0300 034 2222

Email: enquiries@ccwater.org.uk

Water Services Regulation Authority (Ofwat)

Centre City Tower

7 Hill Street

Birmingham

B5 4UA

Telephone: 0121 644 7500

Email: enquiries@ofwat.gsi.gov.uk

Website: www.ofwat.gov.uk