



PEEL WATER NETWORKS LIMITED

STANDARDS OF SERVICE SCHEME

Peel Water Networks Limited,
Peel Dome,
The Trafford Centre,
Manchester.
M17 8PL
Registered No: 6680258

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1. Introduction

- 1.1 Peel Water Networks Ltd are a Licensed provider for water and wastewater services, at the inset named Media City UK.
- 1.2 This Code of Practice informs you of our standards of service for domestic customers only. It is one of a suite of documents that make up our domestic Codes of Practice, all of which are approved by Ofwat.
- 1.3 At Peel Water Networks Ltd, the quality of service we provide to our customers is very important to us. The following document details our Standards of Service Scheme and explains the levels we aim to achieve. A minimum level of service is set out in the Guaranteed Standards Scheme (GSS) that is laid out by the Government, but we aim to exceed this and deliver the highest standards at all times.
- 1.4 If we fail to meet these high standards, we will put things right as quickly as possible and will compensate you if this is applicable.
- 1.5 Customers can contact Peel Water Networks Ltd using the following details:

Operational (Emergency) Enquiries for domestic/business customers

We will offer a 24 hour, 7 days a week emergency telephone line, where you can call and report faults and emergencies with your water and wastewater supply.

Telephone: 01706 659 701

Billing Enquiries for domestic/business customer

Telephone: 0845 122 6780

Fax: 0161 629 8332

Lines open: Monday to Friday: 9am to 5pm

Note: calls are charged at local rates.

Email: billing@peel.co.uk

Website: www.peel.co.uk

Or write to us at: Peel Water Networks Ltd, Peel Dome, The Trafford Centre, Manchester, M17 8PL.

2. Making Appointments

- 2.1 If you ask Peel Water Networks Ltd to visit your property, we will offer you an appointment in writing or by telephone. We will tell you if our representative will visit you before or after 1pm. If you request a more specific appointment, we will offer you one within a 2 hour slot.
- 2.2 If we do not specify when we will visit, we will pay you £25.

Keeping appointments

- 2.3 If for any reason we are unable to keep the appointment, we will let you know at least 24 hours in advance. If we fail to let you know within this prescribed timescale, we will pay you £25.
- 2.4 If we miss the appointment or the appointment time, we will pay you £25.
- 2.5 If you cancel the appointment or we give you 24 hour advanced notice that we are unable to attend, you are not eligible for a payment.

3. Account Queries and Payment Arrangements

- 3.1 If you write to query the accuracy of your bill, we will reply to you within 10 working days of receipt of your correspondence. If we fail to respond to you within this prescribed timescale, we will pay you £25.
- 3.2 If you write to us asking us to change the way you pay your bill, but we are unable to do this, we will tell you within 5 working days of your request. If we fail to respond to you within this prescribed timescale, we will pay you £25.
- 3.3 If we are able to make the change, we will do so within 20 working days of being in receipt of your request and if appropriate give you a replacement bill. If we fail to provide you with a replacement bill within this prescribed timescale, we will pay you £25.
- 3.4 If you have paid in full and on time in the way we have asked you to, and we make a mistake leading to a court issuing a summons or county court judgement, you can claim compensation of £150.

4. Written Complaints

- 4.1 We will respond to written complaints about your water and wastewater services, within 10 working days of being in receipt of your correspondence. If we fail to respond to you within this prescribed timescale, we will pay you £25.

5. Interruptions to Your Supply

- 5.1 We aim to provide you with a constant supply of water 24 hours a day, every day of the year for all your domestic purposes.
- 5.2 There may be instances when we need to carry out planned work on the mains supply, for on-going maintenance and upgrades to the system. If we carry out planned work on the mains supplying your property, we will try to minimise the disruption it causes you.
- 5.3 In such cases, we may have to shut off the water supply to your property and if so, make the following guarantees:

- when carrying out works on the mains, we will normally give you written notice of the times between which we expect your water supply to be cut off though we may carry out maintenance of the network that will cause short term interruption to your supply, typically less than 4 hours, without notice. We will carry out such work overnight to minimise the disruption this may cause;
- if the water is to be off for more than 4 hours, we will give you written notice at least 48 hours in advance and if we fail to do this we will pay you £25;
- if we identify that we have failed to restore your water supply, within the times we have told you in the written notice, we will pay you £25 plus another £10 for every additional 12 hour period we leave you without water;
- if we restore your supply by the times we have told you in the written notice, but your water has been cut off for more than 12 hours, you can claim £20 plus another £10 for every additional 12 hours that we leave you without water; and
- in emergency situations and in any instances where the water supply will be off for more than 12 hours, we will supply bottled water to customers with extra needs (blind, partially sighted, disabled and limited mobility).

5.4 Where we are not practicably able to identify that you have been affected, you can claim the relevant payment within 3 months of the date of the incident. Claims can be submitted by telephone or in writing, using the billing enquiries details provided in paragraph 1.5 of this document.

Unplanned

5.5 In rare cases, we may have to cut off your water supply without warning you, due to emergencies on our network, such as a burst main.

5.6 Where a water main has burst, we aim to restore your supply within 12 hours. If we have identified that we failed to get your supply back on within 12 hours, we will pay £25 plus £10 for every additional 12 hour period that we leave you without water.

5.7 Repairs to our strategic mains may take longer. If we identify that we failed to get your supply back on within 48 hours, we will pay £25 plus another £10 for every additional 12 hour period we leave you without water.

5.8 In such emergency situations when water is off for more than 12 hours, arrangements will be made to provide temporary water supplies to the affected area by using water bowsers/tankers, which will be placed in various locations.

5.9 We will inform you of the action being taken and location of the temporary supplies, by delivering a card through your letterbox. Customers with extra needs (blind, partially sighted, disabled and limited mobility) will be supplied with bottled water.

5.10 Where we are not practicably able to identify that you have been affected, you can claim the relevant payment within 3 months of the date of the incident. Claims can be submitted by telephone or in writing using the billing enquiries details provided in paragraph 1.5 of this document.

5.11 Please note that if a third party prevents us from restoring the supply and we fail to meet the above guarantees, no payments for loss of supply are due

- 5.12 In cases of severe emergencies such as droughts, we may need to take action to save water supplies. In such cases:
- we believe that a hosepipe ban should not occur more than once in 20 years; and
 - in emergency drought situations, if we cut off your water, we will make a payment of £10 to you for each day, or during part of which day you are without water. The maximum compensation we will pay out is equal to United Utilities Water's average household bill for the previous year.

6. Low Pressure

- 6.1 If you tell us that your water pressure is poor and we need to visit you, we aim to do so within 3 working days.
- 6.2 If your water pressure drops below seven metres static head (seven metres static head allows you to fill a 10 litre bucket from your kitchen tap in roughly one and a half minutes) twice within a 4 week period (each time no longer than an hour), we will pay you £50 once per annum.
- 6.3 If we are aware of this problem, we will pay you automatically. This does not apply if the drop in pressure is because of necessary work we are doing on our water mains, or because of a drought situation.
- 6.4 Where we are not practicably able to identify that you have been affected, you can claim the relevant payment within 3 months of the date of the incident. Claims can be submitted by telephone or in writing using the billing enquiries details provided in paragraph 1.5 of this document.

7. Relocation of Meters

- 7.1 If you would like to have your meter re-located, we will carry out a survey for a small fee, tell you what needs to be done and how much it will cost. We will re-locate ExtraNeed customers' meters without charge.
- 7.2 We aim to carry out this survey within 10 working days of receiving your survey fee. If we fail to do so, we will compensate you to the value of £20.
- 7.3 Providing we can re-locate the meter, we will carry out the work within 15 working days of you asking us to. If we fail to do so, we will compensate you to the value of £20.
- 7.4 We will automatically make compensation payments as detailed in 7.2 and 7.3 if we fail to meet the relevant deadlines.

8. Flooding From Sewers

- 8.1 We aim to protect homes against flooding from sewers. Unfortunately, on rare occasions a blockage may occur or a fault take place at our pumping station, which disrupts our service or threatens to flood domestic properties. The weather is also a risk and severe storms could potentially overload the sewer and cause it to flood. If this happens, please call us immediately on 0845 122 6780.
- 8.2 If one of our sewers floods, we aim to have a representative on site to inspect within 2 hours of being notified. We then aim to have a team on site within 4 hours and resolve the problem within 8 hours of the initial inspection.

- 8.3 Where the sewage flooding enters your home, we will make a payment equivalent to your annual sewerage charges, up to a maximum of £1,000 and minimum payment of £150 per incident.
- 8.4 In addition to the above payment of your annual sewerage charges, we will give you a one-off payment of £100 for the disturbance the flooding causes.
- 8.5 We will consider making a contribution to your uninsured losses, where the flooding has caused damage to your home and contents.
- 8.6 If you are in critical or extreme health related circumstances at the time of the flooding and you need to move into temporary accommodation, we will consider making a discretionary payment of up to £50 per day, up to a maximum of £500 towards your total costs.
- 8.7 Where you have been materially affected by sewage flooding entering your external areas, such as your garden, we will automatically make a payment equivalent to half of your annual sewerage charges, up to a maximum of £500 and a minimum payment of £75.
- 8.8 Where we are not practicably able to identify that you have been affected, you can claim the relevant payment within 3 months of the date of the incident. Claims can be submitted by telephone or in writing using the billing enquiries details provided in paragraph 1.5 of this document.
- 8.9 If you are affected by both internal and external sewer flooding during the same incident, no payment can be claimed for external flooding if we have made payment for internal flooding.

9. Payments and Claims

- 9.1 If you are entitled to compensation, then you can expect to receive this from us in a prompt manner.
- 9.2 Where we compensate you automatically under Making Appointments, Account Queries, Payment Arrangements and Written Complaints, we will do so within 10 working days of the failure occurring. If we fail to compensate you within this prescribed timescale, you can claim a further £10 from us.
- 9.3 When we compensate you automatically for a supply interruption or for sewage flooding, we will do so within 20 working days. If we fail to compensate you within this prescribed timescale, we will pay you a further £20.
- 9.4 For all other standards where a claim is applicable, we aim to settle it within 20 working days. If you make a claim, you should do so within 3 months of the event taking place.
- 9.5 If you are more than 6 weeks behind with paying your water and wastewater charges, we will automatically take the compensation payment off the amount you owe us.
- 9.6 The Standards of Service Scheme does not affect any legal rights to compensation that you may have.

10. Exclusions

- 10.1 There are times when our levels of service cannot be met or the compensation payments do not apply. Different exclusions apply to different standards, but reasons for this can vary and relate to circumstances which

are outside of our reasonable control such as: exceptional weather conditions, the actions of third parties or industrial action.

10.2 Any dispute regarding your right to payment can be referred to Ofwat for determination.

10.3 Ofwat's contact details are:

Ofwat,
Centre City Tower,
7 Hill Street,
Birmingham.
B5 4UA.

Telephone: **0121 625 1300**

11. Summary of Payments

GSS Regulation	GSS Payment		Late Payment Penalty	
	Domestic Customers	Business Customers	Domestic Customers	Business Customers
Appointments not made properly	£25 (£20)	£20 (£20)	£10 (£10)	£10 (£10)
Appointments not kept	£25 (£20)	£20 (£20)	£10 (£10)	£10 (£10)
Incidents of low water pressure	£50 (£25)	£50 (£25)	-	-
Incorrect notice of planned interruptions to supply	£25 (£20)	£50 (£25)	£20 (£20)	£50 (£25)
Supply not restored (*) – initial period	£25 (£20)	£50 (£25)		
Supply not restored (*) – each further 24 hours	£20 (£10)	£50 (£25)	£20 (£20)	£50 (£50)
Written account queries and requests to change payment arrangements not actioned on time	£25 (£20)	£20 (£20)	£10 (£10)	£10 (£10)
Written complaints not actioned on time (within 10 days)	£25 (£20)	£20 (£20)	£10 (£10)	£10 (£10)
Properties sewer flooded internally	Payment equal to annual sewerage charges (Minimum payment of £150. Maximum of £1000)		£20 (£20)	£50 (£50)
Properties materially affected sewer flooded externally	Payment equal to 50% of annual sewerage charges (Minimum payment of £75. Maximum of £500)		£20 (£20)	£50 (£50)
Meter relocation survey not actioned on time (within 10 days) **	£20	£20	£10	£10
Meter relocation not actioned on time (within 15 days of survey) **	£20	£20	£10	£10
Court summons or County Court judgement issued due to error on our part **	£150	£150	£10	£10

Note 1: (*) Supply not restored within time notified (planned work) or when supply is interrupted for an extended time under unplanned/emergency situations.

Note 2: The figures shown in the above table are Peel Water Networks Ltd's payments. The figures shown in () are the minimum payments required by the Act.

Note 3: ** The figures shown are over and above the legal requirements under the GSS Regulations.