

AffinityWater

Customer Contact Policy



Customer Contact Policy

This document is intended to provide guidance to Retailers on how Affinity Water will approach contact with non-household (NHH) customers upon receipt of a bilateral request.

We would advise in all instances that Retailers provide us with up to date and relevant contact details where possible to ensure requests can be completed in a timely manner.

Whilst we can survey external faulty meters and pit issues without the need to contact customers, follow up actions may require contact details to arrange the necessary operational work i.e. to discuss interruptions and access, in these cases we will request contact details.

Cold Calls

Please note we will only attempt cold calls where the Retailer can demonstrate they have exhausted all avenues of contact with the customer or cannot identify the customer due to our data issues. Cold calls will not be attempted for internal meters or known vacant premises unless we can clearly access/inspect our asset and a result can be yielded.

We will not accept cold call requests in which the Retailer has not made attempts to obtain details or contacted the customer.

Making Customer Contact

When we receive a request with the relevant site contact details and consent to contact the customer we will in most cases:

- Call the customer three times across different days and times (across 5 working days), leaving a voicemail on the first attempt, if available.
- Email the customer to contact us to schedule a visit/appointment (if email details have been provided).

We will also on occasion use text messages if a mobile number has been provided.

If the above actions are unsuccessful we will deem the customer as unavailable and we will defer the form. We will request further information and/or different contact details from the Retailer.

Please note that if we are provided with a switchboard number and no instructions on who to contact we will make one call attempt. If we are unable to obtain the appropriate site contact using this general number we will utilise the email address (if provided) or ask for a more appropriate contact to be obtained by the Retailer and defer the form.

Deferrals and Information Requests

If we have been unable to get hold of the customer at any point throughout the process, we will set a "Customer Unavailable" deferral to match the circumstances, this will apply from the date of the first attempt made to contact the customer and this will be removed once we have managed to agree a date for the appointment/visit with the customer.

If the customer requests a specific appointment which is outside of the SLA or is not the earliest available appointment we will apply a deferral to match.

Customer Contact Policy

If we have exhausted attempts to get hold of the customer, need new or updated contact details or the details provided are incorrect/out of date, we will info request the form and set a "Info Required" deferral of 15BDs to match the auto closure process (OSD 701).

If we receive a response with new contact details within that time, we will end the deferral from the following business day. If you are unable to provide any additional information the request may be closed, and an alternative billing method may be proposed.

We will endeavour to limit the use of backdated deferrals where possible, however will always ensure that delays outside of our control are reflected within the relevant process.

If you need any more information or would like to provide feedback, please speak to our Wholesale Operations Service Desk (WOSD) team on 0345 350 3677 or email us at WOSD@affinitywater.co.uk.