

# AffinityWater

## Our commitment to you

We'll always try and provide you with the best possible service. If we fall short of the standards we set ourselves, we'll make sure we put it right.



## Interruptions to your water supply

If we're planning to turn off your water supply to carry out work on our network, we'll give you as much notice as possible, advising you when we expect to turn your water off and back on again.

- If we plan to turn off your water for more than four hours, we'll give you at least 48 hours' notice. If we fail to notify you, we'll pay you £20.
- If we fail to turn your water back on by the time specified in our notice, we'll pay you £30 and a further £30 for each subsequent 12 hour period you have no water.

For unplanned interruptions, for example, when your supply is cut off due to a burst water main, we'll notify you as soon as practicable when we expect to restore the supply and any information you may need about alternative supplies.

- If we fail to restore your supply within 12 hours, we'll pay you £30 and a further £30 for each subsequent 12-hour period you have no water.

## Low pressure

If the water pressure in our pipework falls below seven metres static head (a technical term used to measure water pressure) at the boundary of your property on two occasions, each one lasting one hour or more in any 28 day period, we will automatically pay you £25

You can only receive one payment under this guarantee in any financial year (1 April to 31 March). This guarantee does not apply if the low pressure is caused by essential work we have to do to our water pipe network, or if there is a drought.

## Billing queries

If you write to us to query the accuracy of your bill or account details, we aim to send a reply within 10 working days of receiving your letter or email.

If we take longer than this to send our reply, we will automatically pay you £20.

If you write to ask us to change the way you pay your bill, we will make the change as quickly as possible. If we are unable to make the change and do not let you know within five working days, we will automatically

## Bank charges

We'll reimburse any banking or Direct Debit charges that you experience as a result of a billing inaccuracy. In the unlikely event that a court judgement is entered against you as a result of our error, we'll pay you a minimum of £50 too.

## Responding to written complaints

Where you have followed our complaints procedure, we will send you our reply within ten working days of receiving your letter or email. If we take longer than this to send our reply, we will automatically pay you £20. To view our complaints process, please visit [affinitywater.co.uk/complaints](http://affinitywater.co.uk/complaints)

## **Payments, credits and exclusions**

Where we have failed to keep an appointment, respond to a complaint or change the way you wish to pay your bill, you may be eligible for a payment of £20 which we will either pay you directly or credit your account within 10 working days of the failure in service

In all other cases, payment will be made within 20 working days of the failure in service

If we do not make the payment automatically, a further penalty payment may also be due.