

# Our Customer Charter

**Five commitments that flow through everything we do...**

*It starts with our dedication and focus on supplying high quality drinking water*

*Our empathy with our customers and commitment to always being effective, efficient and safe*

*The way we talk and listen to our customers and stakeholders*

*The pride we take in our delivery and performance*

*An Affinity for our colleagues, customers and the environment we serve*

**Easier reading:**

**This information can be supplied in large print, braille or audio on request.**

**Please visit [www.affinitywater.co.uk/priorityservices](http://www.affinitywater.co.uk/priorityservices) or call us on 0345 357 2406.**

