



**APPENDIX I
ISSUE 13 JUNE 2006**

GUARANTEED STANDARDS SCHEME

The Company is committed to providing an ever improving standard of service to our customers. The Company operates a Guaranteed Standards Scheme of which the Water Services Regulation Authority (OFWAT) sets out the guidelines. Failure by us to meet these standards may entitle you to compensation and we would therefore pay you the guaranteed standard payment. The only exception is when we cannot meet our usual standards through severe weather or industrial action. No direct payments will be made if your account is more than 6 weeks in arrears.

KEEPING APPOINTMENTS

If we need to visit you at your property or site for any reason, we will offer a mutually acceptable timed appointment. The appointments can be specified as two-hour banded appointments at the customer's request, otherwise the appointments will be specified as between 8.30 am and 12.00 noon or between 12.00 noon and 4.30 pm. If we fail to keep such an appointment by more than one hour, then an automatic payment of £20 will be paid to you. If the appointment needs to be cancelled the customer will receive 24 hours notice. No payment will be made where notice of cancellation has been given.

BILLING QUERIES

We will make a full response to any written enquiry about your bill or account within 10 working days of receiving your letter. If your enquiry requires a site visit or further discussion, we will make a suitable appointment at your convenience. If we do not meet this standard we will automatically credit your account with £20.

RESPONSE TO A REQUEST TO CHANGE PAYMENT METHOD

The Company operates a number of payment schemes, details of which are available on request. We will meet any written request to change your method of payment to any alternative offered by the Company. The change will be made within 5 working days and you will receive written confirmation of the change.

If you request a method of payment not offered by the Company you will be advised in writing within 5 working days and an alternative will be suggested. If we do not meet either of these standards we will automatically credit your account with £20.

WRITTEN COMPLAINTS

We will provide a written and substantive response to any written complaint about our service within 10 working days of its receipt. If we fail to meet this standard we will automatically credit your account with £20.

NOTE If the Consumer Council for Water Wales refers the matter to us we will provide a response within 10 working days of its receipt from them.

RESTORATION OF SUPPLY

The maintenance of our distribution system will, from time to time, require interruption to your water supply.

- (a) **Planned Interruptions** We will give you at least 48 hours advance notice in writing of when we intend to carry out planned work which will result in an interruption to your water supply of more than 4 hours duration. If we fail to give you at least 48 hours notice of such interruption to supply, you are entitled to claim £20. If we fail to restore the supply by the time specified in our notice, you are entitled to claim a payment of £20 plus a further £10 for each additional 24 hours of interruption thereafter. Non-household properties can make a claim for a payment of £50 plus a further £25 for each additional 24 hours of interruption thereafter.

- (b) **Unplanned Interruptions** There are occasions when mains bursts and their repair can result in unplanned interruptions to supply. We will do all we can to minimise the disruption that this causes.

If the burst is on a strategic main, we will restore supply within 48 hours of being notified and in all other cases within 12 hours. Where we do not meet this standard then an automatic payment of £20 plus a further £10 for each 24 hour of interruption will be paid to you. Non-household properties will receive an automatic payment of £50 plus a further £25 for each 24 hour of interruption.

In addition to these guaranteed standards we will also, as soon as possible, take all reasonable steps to inform you of:

- Where an alternative supply may be obtained
- Where supplies will be restricted; and
- A telephone number where you can obtain more information

PRESSURE OF WATER SUPPLY

We are required to maintain a minimum pressure of 7 metres static head at the point where your supply pipe is connected to our distribution system. If the pressure does fall below that level on two occasions for one hour or more in a 28 day period, then you are entitled to claim £25 (limited to one payment in any one financial year). Periods when the Company is carrying out essential works or during droughts are **excluded** from such payments.

NOTE ANY CLAIMS IN RESPECT OF SUPPLY INTERRUPTIONS OR POOR WATER PRESSURE SHOULD BE MADE IN WRITING TO THE COMPANY NO LATER THAN 3 MONTHS OF THE EVENT OR ON THE LAST OCCASION ON WHICH POOR PRESSURE OCCURRED.

DROUGHT

If your supply is interrupted due to drought then you can claim £10 for each day (or part day) that the supply of water is interrupted or cut off. The maximum compensation entitlement is equal to the Company's average household bill for the previous year.

Non-household customers, in the same circumstances, can claim £50 a day (or part day). The maximum amount payable is the water charge paid by the customer in the previous year. If, however, you have not paid a full year's water charge, or a third party is responsible for the water charges, the maximum is set at £500.

There would be no entitlement to compensation if the circumstances were so exceptional that it would be unreasonable for the Company to have avoided the interruption or cut off.

PENALTY PAYMENT

If we do not make you an automatic compensation payment within ten working days you are entitled to a further £10. This is not an automatic payment it must be claimed.

ANY PAYMENTS UNDER THIS GUARANTEED STANDARDS SCHEME DO NOT AFFECT YOUR LEGAL RIGHTS NOR DO THEY CONSTITUTE ANY ADMISSION OF LIABILITY ON OUR PART.

DISPUTES

In the event of a dispute you are entitled to refer your claim to the:

Water Services Regulation Authority
OFWAT
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Tel. 0121 625 1300