

Our commitment to you

The standards of service you can expect
from Dŵr Cymru Welsh Water
Effective from 1st April 2010

FEBRUARY
2010



Dŵr Cymru
Welsh Water

www.dwrcymru.com

PAB 0006

How to contact us:

All calls to 0800 numbers are free when dialled from a landline in the UK.

Water services and emergencies
0800 052 0130

Sewerage services and emergencies
0800 085 3968

Reporting a leak
0800 281 432

New water connection enquiries
0800 917 2652

For your nearest area office call
0800 052 0130

Lines are open

**24 hours a day
seven days a week**

Billing and accounts
0800 052 0145

Water meters
0800 052 0140

Welsh language line for billing
and account enquiries
0800 052 6058

For customers with hearing difficulties,
call our text telephone facility
0800 052 4125

Lines are open

**Monday - Friday
excluding Bank
Holidays
8am - 8pm**

**Saturday
8.30am - 1.30pm**

Publications request line
0800 052 0138

**Monday - Friday
9am - 5pm**

This leaflet is available in other formats, including audio cassette/CD and large print. For more information please call 0800 052 0145.

Visit us online

www.dwrcymru.com

www.livingandlearningwithwater.com

At Dŵr Cymru Welsh Water we aim to get things right first time, every time. We have a number of minimum standards that we try to meet all the time and when we don't we pay compensation.

What is this leaflet about?

By law all water companies have to maintain certain minimum guaranteed standards. We are committed to going further than this and that's why we have developed 'Our commitment to you'. It explains the standards of service you can expect from us - whether you are a tenant, homeowner or a business customer - and the compensation you could receive if we fail to deliver these standards.

Automatic Payments

The company compensation payments outlined below are automatically paid to you, so you do not have to claim for them. Payment will be sent to you within the timescale outlined in the table below. However if you owe us over six weeks charges on your water bill, we will credit your account instead.

	Household	Non-household	Timescale for payment
Visiting your home We will offer you a morning or afternoon appointment or if requested a two hour slot. If we miss an appointment or don't give 24 hours notice for a cancellation or change of appointment we will give you:	£20	£20	10 working days
Queries and complaints* If you write with a complaint about our service or with a question about your bill we will respond within 10 working days of receipt of your letter. If we don't we will give you:	£20	£20	10 working days
If you write with a request to change your payment arrangement we will respond within five working days of receipt of your letter. If we don't we will give you:	£20	£20	10 working days
Internal sewage flooding** If effluent from our sewers enters your home or premises, and we attend at the time of the flooding, we will give you a payment equivalent to your annual sewerage bill.	Minimum of £150 and maximum of £1,000 per incident	Minimum of £150 and maximum of £1,000 per incident	20 working days

	Household	Non-household	Timescale for payment
External flooding** If effluent from our sewers enters your grounds causing you to be materially affected by the flooding, and we attend at the time of the flooding, we will give you a payment equivalent to 50% of your annual sewerage bill.	Minimum of £75 and maximum of £500 per incident	Minimum of £75 and maximum of £500 per incident	20 working days
Planned interruptions to your water supply*** If we need to turn your water supply off for more than four hours we will give you written notice at least 48 hours in advance. If we don't we will give you: If we don't restore the water supply by the time stated on the written notice we will give you: For every further 24 hours the water supply remains interrupted we will give you:	£20 £20 £10	£50 £50 £25	20 working days 20 working days 20 working days
Unplanned interruptions to your water supply*** In the case of an emergency or burst we aim to restore your water supply within 12 hours of us knowing about the problem. Repairs to a strategic main – a major water main supplying the area - may take longer, so in these cases we aim to restore your water supply within 48 hours. If we fail to meet either of these time limits we will give you: For every further 24 hours the water supply remains interrupted we will give you:	£20 £10	£50 £25	20 working days 20 working days
Water pressure*** Where we are aware that your water pressure has dropped below seven metres static head twice within four weeks, each time for one hour or longer (unless this is because of essential work or drought), we will give you: Only one payment will be made in a 12 month period.	£25	£25	20 working days
Drought Order (does not include hosepipe restrictions) If your supply is interrupted due to drought we will give you:	£10 per day or part day (up to the limit of last year's average household bill)	£50 per day or part day (up to the limit of last year's water charges for the premises or up to £500 if you were not liable for last year's charges)	20 working days (after the drought order is lifted)

	Household	Non-household	Timescale for payment
Fitting meters If we do not fit your meter within three months of receiving your signed application we will give you:	£20 per month or part thereof	£20 per month or part thereof	10 working days

* When we answer your request, it may be by telephone, a visit or in writing.

** If we were not aware that you were affected at the time of the flooding you will need to make a claim within three months of the incident. The definition of 'internal and external flooding' can be found in our 'Floodcare' booklet which is available online at www.dwrcymru.com or by calling **0800 052 0138**.

*** If we were not aware that your supply has been interrupted or has been affected by low pressure, you will need to make a claim within three months of the incident.

Penalty Payments

If we fail to make any of these payments within the stated time then we will automatically pay you a penalty payment. For household customers this is £20, and for non household customers this is £50.

Payments you must CLAIM

The payments outlined below must be claimed. To do this simply phone **0800 052 0130** and ask for a compensation claim form within three months of the incident.

If you owe us over six weeks charges on your water bill, we will credit your account instead.

	Household	Non-household
Water quality If you telephone us with a problem regarding an abnormal taste or smell of water, or if you think someone is ill as a result of drinking the water, we will contact you within four hours, unless we are already dealing with the problem in your area. If we don't you can claim:	£20	£20
Water quality report If we take a water sample as a result of your call, we will give you the result within 10 working days. If we don't you can claim:	£20	£20
Incorrect summons or judgements If we issue a summons claim against you or obtain judgement after you have paid everything you owe you can claim:	£100	£100

Additional Services

We aim to meet the needs of all our customers, but we recognise that some customers including the elderly and disabled may require extra help. We offer a range of free additional services, including a 'password scheme' and 'redirection of callers'. Also, if you have a water meter that you find difficult to read and there is no-one able to assist you AND you are in receipt of Disability Living Allowance or Attendance Allowance, we can arrange to read it every quarter or it may be possible for us to move it for you, free of charge, subject to your supply arrangements.

Further information about these services is available online at www.dwrcymru.com, or by calling **0800 052 0138** and asking for a copy of our Additional Services publication. If you are deaf or hard of hearing and have the use of a textphone please contact us on **0800 052 4125**.

In doubt? Keep them out!

All our representatives carry an identification card that shows their name, their photograph and the number **0800 281 141**. Please ask to see this card and if you wish to verify their identity please ring this number. If anyone calls at your door without identification and cannot produce an identification card on request, it is likely that they do not work for Dŵr Cymru Welsh Water – **do not let them in and contact the police. Remember Lock–Stop–Chain and Check!**

Welsh Language Scheme

We treat the Welsh and English languages equally, in order to meet the needs of our customers. All our publications are bilingual, and we operate a dedicated Welsh language telephone line for billing and account enquiries. Customers who prefer to speak to us in Welsh can call us on **0800 052 6058**.

Protecting our sewers

Changes in weather patterns and sewer abuse are both contributing factors to sewer flooding. To find out more about how you can help reduce this risk please visit our website www.dwrcymru.com and look up **Green Space Wales**, our surface water management campaign.

Also, why not visit our website to find out how you can help us protect our sewers by not putting fats, oils and grease (FOG), and the 'Dirty Dozen' down the sink and toilet. You could also save yourself money by not having to call out the plumber to unblock your sewer pipe.

Be Waterwise

Using water wisely is one of the everyday activities we can all do to help manage the effects of climate change. You can be water wise by:

- telling us about leaks
- turning off the tap when brushing your teeth
- taking a shower not a bath – but remember a power shower can use twice as much water as a bath

- fixing any dripping taps
- using a watering can or handheld device in the garden. A garden sprinkler typically uses 1000 litres of water per hour, the same as a family of four over two days.

Please log on to www.dwrcymru.com for further information and advice.

Putting a water saving device, such as a hippo bag, in old toilet cisterns may help to reduce the amount of water used when you flush your toilet. Please call us on **0800 052 0138** to request a hippo bag or you can request one from our website www.dwrcymru.com/waterefficiency.

Supply pipe policy

We are responsible for the water main in the street and the pipe that runs from our main to the boundary of the street. You are responsible for the pipe that runs from the boundary of the street/highway into your premises. If you are the person who pays the water bill you are responsible for this pipework. Where the pipe supplies more than one property, called a common supply or joint supply, the responsibility to maintain it is shared equally by all the customers who receive water from this pipe.

A copy of our leakage information sheet and our Code of Practice for leakage can be obtained by calling us on **0800 052 0138**.

Publications and leaflets

To request the following information booklets please contact our publication hotline on **0800 052 0138** or visit our website at www.dwrcymru.com

- DIY Home Audit
- How we handle your complaints
- Code of practice for household customers
- A guide to recreation around the reservoirs of Wales
- A guide to fishing the reservoirs of Wales
- Water supply (water fittings) regulations
- Drinking water quality
- Code of practice for the collection of unpaid charges
- Customer information sheet – leakage
- Using water wisely
- Floodcare
- A guide to having a water meter
- Additional Services
- In doubt? Keep them out!
- Code of practice for leakage
- Drought plan overview
- Draft water resources management plan overview
- Where does your water go?

SAVE WATER & SAVE MONEY

Unhappy with our service?

We try our best to do the right thing but sometimes things can go wrong. If they do, please tell us, and we will do our best to put them right. Our preferred method of dealing with a complaint, as this is the quickest way to get a complaint resolved, is by telephone. Please ring us on one of the numbers below.

- Billing and account queries **0800 052 0145**
- Water services **0800 052 0130**
- Sewerage services **0800 085 3968**

Alternatively you can email us at water.enquiries@dwrwymru.com

If you've spoken to us and are not happy with our response, then please write to us. Our booklet 'How we handle your complaints' will explain our complaints procedure in full. The procedure, in brief, is outlined below.

1. You write to your local area office. You can contact us on **0800 052 0130** to find out the correct address.
2. If you are not happy with the response from the area office you can ask for your complaint to be reviewed by a director.
Write to:
Head of Customer Relations,
PO Box 8, Nelson, CF46 6YG.
Fax **01443 452618** or email welsh.water@dwrwymru.com
3. If you remain dissatisfied you can contact:
Consumer Council for Water Wales,
Room 140, Caradog House,
1-6 St Andrews Place, Cardiff, CF10 3BE.
Telephone **08457 078267** fax **029 20 239847**
minicom **0121 345 1044** or email wales@ccwater.org.uk
4. If your complaint is about our standards of service and we haven't resolved it, you may wish to contact:
The Water Services Regulation Authority (Ofwat)
Centre City Tower,
7 Hill Street, Birmingham, B5 4UA.
Telephone **0121 625 1300** fax **0121 625 1400**
or email enquiries@ofwat.gsi.gov.uk

Please contact us first as both the Consumer Council for Water Wales and Ofwat will normally only investigate complaints you've already told us about and will want to see how we've handled your complaint first.



BUY ONE
GET SECOND
**HALF
PRICE**

Mini Rainsaver® Kit

Kit includes:-

- 100 Litre Water Butt with Tap
- Mini Water Butt Stand
- Rain Diverter Kit

Height with stand 1240mm (49")
Diameter 380mm (15")



BUY ONE KIT
£36.95
RRP £57
GET SECOND FOR
£18.48!

All water butts guaranteed for 5 years.
Money back guarantee if not deluged.

Different designs and larger sizes also available. See website for details.

PRICES INCLUDE DELIVERY
Please allow up to 28 days.

Complete Rainsaver® Kit

Kit includes:-

- 190 Litre Water Butt with Tap & Childsafe Lid
- Water Butt Stand
- Rain Diverter Kit
Fits 68mm round or 65mm square plastic downpipes.

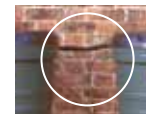
Height with stand 1240mm (49") Diameter 650mm (26")

BUY ONE KIT
£46.95
RRP £64
GET SECOND FOR
£23.48!

Water Butt Link Kit

Connect two water butts together, to save twice the water.

ONLY £5.00 RRP £6.00



To order visit www.welshwater2u.com
Call **0844 472 1886** quoting ref. WW04A. Or complete this coupon.

Enclose cheque payable to: **evengreener** or complete your credit/debit card details.

Product	BUY ONE FOR	BUY SECOND	Qty	TOTAL £
Complete Rainsaver® Kit	£46.95	£23.48		
Mini Rainsaver® Kit	£36.95	£18.48		
Water Butt Link Kit*	£5.00	Not applicable		

Every second water butt of the same type ordered is half price.
Please see website for Terms and Conditions.

*Link Kit only available when ordered with a water butt.



WW04A

Name _____ E-mail Address _____

Address _____

Postcode _____ Daytime Tel _____

Card No _____

Valid from _____ Issue No (debit card only) _____ Expiry Date _____

Send to: **evengreener (Welsh Water Offer)** FREEPOST RRSX-TXTE-RCCB, Leeds LS1 4BN
Closing date for applications 31 January 2011

SAVE WATER & SAVE MONEY



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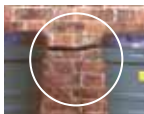
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