

Our promises to you

Introduction

We always want to give you the best service possible, and we work hard to ensure that all our customers receive a consistently high level of service by monitoring our performance very carefully.

Our promises to you, outlined below, set out our customer service standards, which include all the minimum standards set out in the government standards scheme (GSS) regulations and enhancements where we can offer them.

It also sets out several specific circumstances where you may be entitled to receive a payment if we fail to meet the standards we promise. If you have been adversely affected because of our service failure, please let us know what you believe your losses to be, and we will investigate it for you.

If you would like further information about your water supply or sewerage, please refer to our Customer Code of Practice on our website www.espug.com or call us for a copy on 01372 587500

Guaranteed Service Standards and Compensation

If we fail to meet one of our Guaranteed Service Standards, you may be entitled to compensation. Details of our service standards, eligibility criteria, compensation amounts and payment arrangements are set out in the Compensation Table at the end of this document.

1. Appointments

When we arrange an appointment with you, we will offer a suitable appointment slot and aim to attend as agreed. If we need to change an appointment, we will let you know as soon as possible.

If we fail to meet these commitments, compensation may be payable as detailed in the Compensation Table.

2. Account Queries

We will deal with billing and account enquiries promptly and keep you informed throughout the process.

If we need further information from you, or we are unable to agree a requested payment arrangement, we will explain this clearly and provide an appropriate response.

If we fail to meet these commitments, compensation may be payable as detailed in the Compensation Table.

3. Written Complaints

We are committed to handling complaints fairly, consistently and within the applicable service standards.

If we fail to meet these commitments, compensation may be payable as detailed in the Compensation Table.

4. Interruptions to Supply

We will do everything we reasonably can to minimise disruption when carrying out planned work on our network and will provide advance notice where appropriate.

If an unexpected interruption occurs, we will work to restore your water supply as quickly as possible and provide alternative supplies where required.

If we fail to meet these commitments, compensation may be payable as detailed in the Compensation Table.

5. Water Pressure

We aim to maintain water pressure in line with our obligations and will investigate reports of low water pressure promptly. If we fail to meet the applicable service standards, compensation may be payable as detailed in the Compensation Table.

6. Sewer Flooding

We understand the impact sewer flooding can have and will treat all incidents as a priority.

Where sewer flooding occurs, we will investigate the cause, take appropriate action and support affected customers. Compensation may be payable as detailed in the Compensation Table.

7. Flooding from Water Mains

If flooding occurs because of our water network, we will investigate the incident and take reasonable steps to minimise disruption and damage. Compensation may be payable as detailed in the Compensation Table.

8. Drinking Water Quality

We are committed to providing wholesome drinking water and responding promptly to any concerns about water quality. Where a water quality issue occurs, we will investigate, keep affected customers informed and take appropriate action to resolve the issue. If we fail to meet these commitments, compensation may be payable as detailed in the Compensation Table.

9. Water Shortages

In the unlikely event of water restrictions or interruptions caused by drought conditions or other exceptional circumstances, we will keep customers informed and provide appropriate support. Compensation may be payable as detailed in the Compensation Table.

10. Priority Services Register and Additional Support

We are committed to supporting customers who may require additional assistance.

Customers registered for Priority Services will receive the support relevant to their individual needs.

If we fail to meet these commitments, compensation may be payable as detailed in the Compensation Table.

11. Leakage

We will investigate reported leaks and take appropriate action to prevent unnecessary water loss.

Where applicable, we will consider requests for leakage allowances and other forms of customer support.

Further details are provided in the Compensation Table.

12. Water Meters

We will install, maintain and read water meters in line with our service commitments.

Where customers require additional support relating to meter services, we will do our best to help.

If we fail to meet these commitments, compensation may be payable as detailed in the Compensation Table.

13. Working Near Your Property

Where planned works may affect access to your property, we will provide advance notice whenever reasonably possible and work to minimise disruption. If we fail to meet these commitments, compensation may be payable as detailed in the Compensation Table.

14. Debt Recovery

We will always seek to work with customers to resolve payment concerns and will follow a fair and transparent process before taking any debt recovery action. If we fail to meet these commitments, compensation may be payable as detailed in the Compensation Table.

15. New Connections

We are committed to processing applications, providing quotations and delivering new connections in a timely manner. If we fail to meet these commitments, compensation may be payable as detailed in the Compensation Table.

16. Meter Relocations

If you ask us to relocate a household water meter, we will assess your request and complete any agreed work within the applicable service standards. If we fail to meet these commitments, compensation may be payable as detailed in the Compensation Table.

17. Moving to Metered Charges

If you request a water meter and choose to move to metered charging, we will manage the process as smoothly as possible and keep you informed throughout. If we fail to meet these commitments, compensation may be payable as detailed in the Compensation Table.

18. Exceptional circumstances

In certain circumstances it will be impractical for us to meet our service standards. In such cases you will not be entitled to a payment.

Examples of where exclusions may apply are:

- Exceptional or severe weather conditions
- Industrial action
- Third party action including action by customers.

Where a payment is made, it does not act as an admission of liability for any other purpose, similarly, its acceptance by the customer, will not affect any other liability owed to them.

19. If you are not satisfied

If you are not satisfied with anything relating to our promises, you're welcome to contact us by telephone, letter, email or through our website, as shown below. Our complaints process can be found on our website www.espug.com or at Section 9 of our Code of Practice document. We will make it our priority to consider and resolve your complaint promptly and to your satisfaction.

- Hello@espug.com
- 01372 587 500
- <https://espug.com/contact>
- Customer Service – First Floor, Kings Court, 41-51 Kingston Road, Leatherhead, KT22 7SL

If you still feel your complaint has not been adequately resolved, you have the right to refer the matter to the Consumer Council for Water (CCW), who will investigate it.

CCW is an independent statutory body, which represents and protects the interests of water and wastewater customers. You can contact them on:

Telephone: 0300 034 2222

CCW

23 Stephenson Street, Birmingham, B2 4BH.

Email: via a form on their website

The table below includes standards set by Ofwat and by the local water company (incumbent). Any payments linked to Ofwat standards are normally made automatically, unless stated otherwise, in which case a claim must be submitted within three months. Payments linked to local water company standards are not automatic and will be considered on a case-by-case basis at the discretion of ESPW, with any claim required within three months.

Our Promises to You	GSS payment (£)	GSS payment (£)	GSS payment timescale (days)	Late payment penalty	Origin
	Household	Business			
Appointments					
When we make an appointment to visit. You can choose morning (before 12pm) or afternoon or within a 2-hour duration. If we are late, early or not at all this payment is also due.	£50	£50	£10	£40	Ofwat
If we need to change the appointment, 24-hour notice	£50	£50	£10	£40	Ofwat
Account queries					
Reply to written enquiry about your bill in 10 days	£40	£40	£10	£40	Ofwat
If you ask to change your payment arrangement and we can't do it, we will write back in 5 days	£40	£40	n/a	n/a	Ofwat
If we take a Direct debit payment by mistake, we'll refund you and reimburse any costs you incur.	n/a	n/a	n/a	n/a	Incumbent
If you pay in full and on time and we make a mistake and we default you or the court issues a summons or a county court judgment you can claim £150.	£150	£150	n/a	n/a	Incumbent
Written complaints					
Respond to all written complaints within 5 days of receipt	£40	£40	£10	£40	Ofwat
Interruptions to supply					
Notice of planned interruptions of supply of > 4 hour; we will give 48-hour notice and restore by the time in the Notice.	£50	£100	£10	£40	Ofwat
Emergency or unplanned interruptions; we will restore within 12 hours and if necessary, give an alternative supply. Claim within 3 months of unplanned interruption.	£50	£100	£10	£40	Ofwat
Emergency or unplanned interruptions and planned interruptions – every additional 12 hours	£50	£100	£10	£40	Ofwat
	30 (15hrs)	30 (15hrs)	n/a	n/a	Ofwat

	60 (24hrs) 30 (additional 24hrs)	60 (24hrs) 30 (additional 24hrs)			
Intermittent interruptions to supply during 1 incident >15 hours					
Give 24 hours' notice if plan to interrupt your water supply for between 30 minutes and 4 hours. Claim within 3 months.	£20	£20	n/a	n/a	Incumbent
We'll provide alternative supplies for any interruption of more than 5 hours. Claim within 3 months.	£40	£40	n/a	n/a	Incumbent
Water pressure					
Pressure level is below 7m static head for least 1 hour on 2 separate occasions within a 28-day period. Claim within 3 months. Up to a Maximum of £250 per financial year.	£50	£50	£10	£40	Ofwat
We will compensate you if we do not investigate within three working days of you telling us you have low pressure.	£40	£40	n/a	n/a	Incumbent
Sewer flooding					
Internal flooding, we will attend within 4 hours and resolve the issue in 12 hours. Claim within 3 months	This will be a minimum of £300 and up to a maximum of £2,000 per incident. We'll automatically add an extra £100 to this payment as a gesture of goodwill, to contribute towards any costs and disruption you've had.	This will be a minimum of £300 and up to a maximum of £2,000 per incident. We'll automatically add an extra £100 to this payment as a gesture of goodwill, to contribute towards any costs and disruption you've had.	n/a	n/a	Ofwat
Consider compensation due to any damage caused by sewer flooding. Claim within 12 months	Nil	Nil	n/a	n/a	Ofwat
Member of household has medical condition such that they need to move out, consider compensation.	Consider £50 a day up to max £500	Consider £50 a day up to max £500	n/a	n/a	Ofwat

External flooding affects your property Respond within 6 hours (only if not claiming internal flooding). Claim within 3 months.	equal to 50 per cent of your annual sewerage charge for each flooding incident. This will be a minimum of £150 and up to a maximum of £1,000 per incident.	equal to 50 per cent of your annual sewerage charge for each flooding incident. This will be a minimum of £150 and up to a maximum of £1,000 per incident.	n/a	n/a	Ofwat
Flooding from water mains					
Consider compensation due to any damage caused by water mains flooding. Claim within 12 months	Nil	Nil	n/a	n/a	Ofwat
Drinking water quality					
Unhappy with the taste or odour of your water - we will contact you by the next working day	Nil	Nil	n/a	n/a	Ofwat
You report a WQ issue that we consider has a public health issue, we will contact you within 2 hours and visit within 4 hours.	Nil	Nil	n/a	n/a	Ofwat
If the above is true (WQ public health issue) and we take a water sample, we will give an indication of the results in 48 hours (unless the analysis takes longer) and write to you within 10 working days.	Nil	Nil	n/a	n/a	Ofwat
Issue of 'Do not drink', or 'Boil Water' Notice – consider compensation, claim within 3 months.	£40	£40	£10	£40	Ofwat
Issue of 'Do not use' Notice – consider compensation, claim within 3 months.	Nil	Nil	n/a	n/a	Ofwat
If your water is discoloured because of our work and we ask you to run it clear	£ representing 5m ³ worth of water	£ representing 5m ³ worth of water	n/a	n/a	Ofwat
If you contact us about a water quality concern, we will compensate you if we do not investigate it within 10 working days -	£40	£40	n/a	n/a	Incumbent
If you report a concern about any other water quality issue, we will compensate you if we do not contact you (as long as we have your telephone number). With in 4 working hours	£40	£40	n/a	n/a	Incumbent
Water shortages					
If we interrupt or cut off your supply because of a drought order you will receive	£10	£10	£10	£20	Ofwat

a payment for each day or part day that your water is interrupted					
Priority Services Register					
We will register you to our Core Priority Services Register within 30 calendar days when we receive your application. We will confirm what services you can expect to receive after joining the register and the timescales for these in your welcome letter (otherwise known as an inclusion notice). If you're not eligible we'll also let you know	£100	£100	n/a	n/a	Incumbent
We'll communicate with you in your preferred way or speak with your nominated contact on your behalf during an incident	£100	£100	n/a	n/a	Incumbent
We'll deliver bottled water to you in an incident within a certain time, as promised in your welcome letter	£100	£100	n/a	n/a	Incumbent
If you need a constant supply of water due to a medical condition, we'll provide assistance	Nil	Nil	n/a	n/a	Incumbent
If you're registered for a Core Priority Service, we will write to you to confirm your inclusion, the service you are registered for and tell you what level of service you can expect to receive for the registered service. (GSS)	£100	£100	n/a	n/a	Incumbent
If you ask us to, we can take up to two additional meter readings each year. We'll compensate you if we don't take the readings within five working days	£40	£40	n/a	n/a	Incumbent
Leakage					
Repair any leaks within 7 days	Nil	Nil	n/a	n/a	Ofwat
Claim for a leakage allowance will be considered provided that the repair is made within 30 days	Nil	Nil	n/a	n/a	Ofwat
Water meters					
Aim to read your meter at least once a year and provide bill	£80	£80	£10	£40	Ofwat
We will compensate you if we do not fit your meter within 56 days	£40	£40	n/a	n/a	Incumbent
Working near your property					
If we work in the street and this will restrict access to your property, we will let you know in advance. Claims up to 3 months	£40	£40	n/a	n/a	Ofwat
Debt recovery action					
Court order or judgement made in error by us	£150	£150	n/a	n/a	Ofwat
Court order or judgement made in error by us if already paid	£150	£150	n/a	n/a	Ofwat

We requested Credit reference agency report in error. Consider compensation.	Nil	Nil	n/a	n/a	Ofwat
Demonstrated in writing that they have been unfairly prejudiced - Consider compensation	Nil	Nil	n/a	n/a	Ofwat
Provide you with an 'outstanding charges notice*'. This will give you the opportunity to make arrangements to pay any outstanding charges before we take further action	£150	£150	n/a	£40	Incumbent
Attempt to contact you through a different communication method	£150	£150	n/a	n/a	Incumbent
New connections					
We will provide an estimate within 28 calendar days of receiving your completed application form and fee for a connection to one of our existing water mains	£25	£25	n/a	n/a	Incumbent
We will make the connection within 21 calendar days from the date that all required conditions have been met.	£25	£25	n/a	n/a	Incumbent
Relocation of household meters					
We aim to carry out this survey within 10 working days of receiving your survey fee.	£25	£25	n/a	n/a	Incumbent
Providing we can relocate the meter, we will carry out the work within 28 working days of you asking us to.	£25	£25	n/a	n/a	Incumbent