

AffinityWater

Our commitment to you Household Customers

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.

Updated March 2024



Interruptions to your water supply

If we're **planning to turn off your water supply** to carry out works 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, we'll give you at least 48 hours' notice. If we fail to notify you of a planned interruption lasting more than four hours, we'll pay you £20. This does not apply to unplanned/emergency interruptions (see below).
- 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) in the [communication pipe](#) supplying your property on two occasions, each one lasting one hour or longer within any 28 day period, we'll 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 necessary work we have to do to our water pipe network, or if there's 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'll pay you £20.

If you write to ask us to change the way you pay your bill, we'll make the change as quickly as possible. If we're unable to make the change and don't let you know within five working days, we'll pay you £20.

Responding to written complaints

Where you've followed our complaints procedure, we'll send you our reply within 10 working days of receiving your letter or email. If we take longer than this to send our reply, we'll pay you £20. To view our complaints process, please visit **affinitywater.co.uk/complaints**

Appointments

- When an appointment is made, we must offer you a morning or afternoon appointment. We must also inform you of the times we consider to be morning or afternoon. If requested, we'll offer a specified two-hour time slot. If we fail to do this, you are entitled to £20.
- We must visit in the morning or afternoon as notified, or within the requested two-hour time slot. Where we have to cancel an appointment, we'll provide 24 hours' notice. If we fail to do this, we'll pay you £20.

Late Payment Penalty

- Guaranteed Standards Scheme payments for appointments, written complaints, billing, and changes to payment arrangements should be made within 10 working days of it becoming payable. If we don't do this, we'll pay you a late payment penalty of £10.
- Guaranteed Standards Scheme payments for interruptions should be made within 20 working days of it becoming payable. If we don't do this, we'll pay you a late payment penalty of £20.

Banking charges

In addition to the Guaranteed Standards Scheme regulations, we'll also reimburse any banking or Direct Debit charges that you experience as a result of a billing inaccuracy. In the unlikely event that a court judgment is entered against you as a result of our error, we'll pay you a minimum of £50 too.

Just so you know

Our Guaranteed Standards Scheme payment amounts are higher than what is set out in the government regulations. [Click here for more information on the regulations.](#)