



# Our Promises to You

What you can expect from IWNL

IWNL CUSTOMER CODE OF PRACTICE



# Contents

- 03 Introduction
- 04 Customer contacts
- 05 Interruptions to supply
- 05 Flooding standards
- 06 Low pressure
- 06 Direct Debits and Standing Orders
- 06 Court claims
- 06 Discoloured water
- 06 Quality standards
- 06 Exceptions
- 07 Independent advice
- 08 Contact us

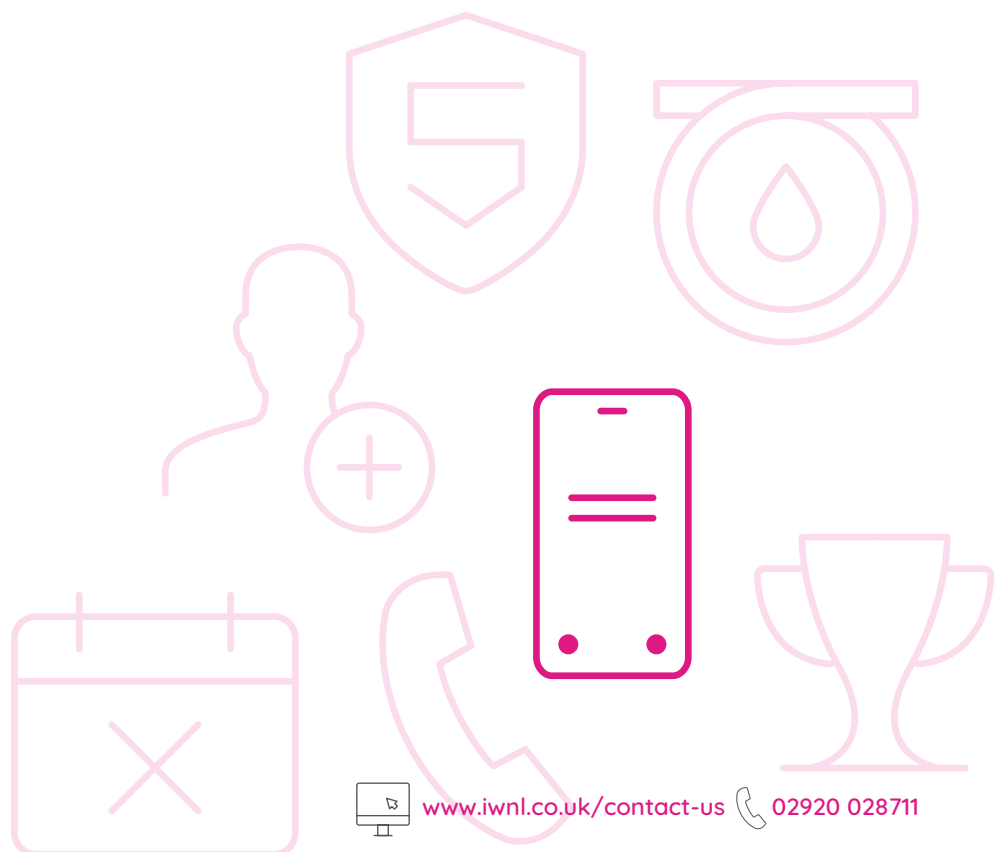


## Introduction

This booklet explains the standards of service you can expect from Independent Water Networks (IWNL) and outlines the compensation you could receive if we fail to deliver these Standards.

These Standards are hosted on the IWNL website - [www.iwnl.co.uk/useful-documents/](http://www.iwnl.co.uk/useful-documents/) and are available for customers to download. Hard copies are available on request by contacting us on 02920 028711.

Independent Water Networks is the water supply company operating in your area. We are owned by BUUK Infrastructure, a company that owns and operates gas, water, electricity, fibre and heat networks across England, Scotland, and Wales.



## Customer contacts

If we fail to achieve any of the standards set out in the 'Maintaining appointments' or 'Account queries' sections, we will pay (or credit your account) with whichever is the greater amount - £20, or the amount your incumbent water company would pay for the equivalent service, within 10 working days.

If we fail to achieve the standards set out in the 'Payment arrangements' or 'Complaints' sections, we will pay you £35 within 10 working days or credit £35 to your account if it is in arrears.

If we do not make our payment to you within 10 working days, you may claim a further £35 by contacting us within three months.

## Maintaining appointments

- When an appointment has been made, we will tell you whether we can attend before or after 12pm
- You can ask for an appointment within a two-hour time frame
- If we need to change your appointment, we will give you at least 24 hours' notice
- If you cancel or miss the appointment, you will not be eligible to receive payment under this standard

## Account queries

- If you write to us with a query regarding your account, we will send you a reply within five working days of your request
- You will not be eligible to receive payment if your query is vexatious or you tell us that you do not wish to pursue your query
- If you require a receipt for your payment, we will issue one within five working days of the request
- If you request a copy of a bill, we will do this within five working days
- A final bill will be issued within five working days of notification that you have vacated your property (provided you have taken a meter reading on the day you moved, or you are happy for us to use an estimated reading)

## Payment arrangements

If you write to us asking to change your payment method and we cannot meet the request, we will notify you within five working days of receiving your letter.

## Complaints

- We will send you a reply within five working days of receiving your written complaint
- You will not be eligible to receive payment if your complaint is vexatious or you tell us that you do not wish to pursue your complaint



## Interruptions to supply

### Planned

We will notify you in writing at least 48 hours in advance if we need to interrupt your water supply for more than four hours to undertake planned works.

- We will let you know the time by which your supply will be restored
- If we fail to provide you with notice, or fail to restore your supply by the time stated, we will automatically pay you £20, or £50 if you are a business customer
- If we do not provide you with water when an interruption has lasted longer than 12 hours, you can claim a payment of £20
- If we do not make payment within 20 working days of the date your water supply was interrupted, we will usually make an additional payment of £20, or £50 for business customers. However, in some cases we may not know that the supply to your property was interrupted. In these cases, you will need to contact us to claim payment

### Unplanned

- Except in exceptional circumstances, we will restore your supply within 12 hours of becoming aware of an unplanned interruption (for example, due to a burst main)
- If we fail, we will automatically pay you £30, or £75 if you are a business customer. For each following period of 12 hours where we do not restore the supply, we will pay an additional £30 to domestic customers and £75 to business customers
- A payment is not due where the burst main has been caused by third-party damage

In addition to this standard, we will also aim to let you know where supplies will be restricted, where you can obtain an alternative supply of water, if applicable, and whom you should contact for more information.

## Drought orders

We will compensate you if your water supply is interrupted by the imposition of a drought order. IWNL customers will never be any worse off than the terms offered by the regional water company. We will therefore match any compensation offered by the upstream regional water company.

## Flooding standards

### Flooding from water mains

If your property is flooded as a result of a burst water main, we will pay you £30. We will also compensate you for uninsured loss or damage, provide specialist drying and cleaning services free of charge, and will pay alternative accommodation where appropriate. We will also aim to arrange a loss adjuster to visit your property within 24 hours of us being notified of the event occurring.

### Internal flooding

If we know that water has escaped from our sewers and entered the buildings of your property, or passed beneath a suspended floor, we will automatically cancel or refund annual sewerage charges the first time this happens, and make a payment equal to your annual sewerage charges each time flooding occurs following this.

- We will calculate any future payments by taking the previous year's consumption and recalculating the charges payable at this year's prices. There is a limit of £1,000 to each payment made
- If we do not make payment automatically within 20 working days of the flooding, we will make an additional payment of £20 to you, or £50 if you are a business customer

### External flooding

If water escapes from our sewers and enters your garden, and we are contacted at the time, a payment will be made depending upon the scale and type of flooding damage.

More than one payment may be made in any year, but the maximum total amount that will be paid will be no more than 50% of your annual sewerage charges.

For both internal and external flooding, we will aim to provide assistance with removing sewage debris and disinfecting the area affected.



## Low pressure

Except when we need to carry out necessary works or during drought, we will ensure that there is a minimum pressure of seven metres static head in our section of the service pipe that connects your property to our main. Should the static pressure fall below this level for one hour or more on two separate occasions in any 28-day period, we will make a payment of £25.

Where we are not able to make an automatic payment as we have not been able to identify a drop in pressure, you can contact us within three months of the last occurrence to make a claim. Only one payment of £25 will be made in any charging year.

## Direct Debits and Standing Orders

If we make an error in the handling of a Direct Debit or Standing Order payment, we will refund you if you can provide proof of any bank charges incurred or financial loss.

## Court claims

If we make an error or omission that causes a court claim to be issued against you incorrectly for non-payment of charges, we will pay you £100.

## Discoloured water

If there is damage to your property as a result of discoloured water, we will compensate you. All claims must be submitted in writing and are subject to agreement. Please note that where replacement costs are paid, the damaged goods will become the property of IWNL.

## Quality standards

IWNL customers will never be any worse off than the terms offered by the regional water company. We will therefore match any compensation offered by the upstream regional water company which provides a bulk supply of water to IWNL. If we discover quality problems in your water supply, we act immediately. However, while we correct the problem, there may have to be restrictions on the use of water:

- If you complain about our water making you ill, we will contact you within two working hours of receiving the complaint. However, if your complaint relates to another water quality matter, we will contact you within one working day. If we fail to do this, we will make a payment of £35
- If we take water samples, we will normally let you know the initial results within 48 hours and provide full written details within 10 working days or contact you by another agreed method when they become available. If we fail to do this, we will make a payment of £35

## Exceptions

- The law does not require us to make a payment if we fail to meet a Guaranteed Standard because of circumstances outside our reasonable control, such as exceptional weather conditions, strikes, actions of third parties, or acts of negligence by the customer
- If you owe us money and the debt has been outstanding for more than six weeks when a payment is due to you under this Scheme, any payment will normally be credited to your account
- Your legal rights to take action for any loss or damage suffered are not affected by payments under this Scheme. Payments do not constitute an admission of liability on our part
- Any dispute regarding your right to a payment may be referred to the Water Service Regulation Authority (Ofwat) for determination



## Independent advice

### CCW

The voice for water consumers (known as CCW) is the independent customer watchdog for the water industry and may be able to provide you with independent advice.

If you have a complaint, you can refer it to CCW at any point, but they may ask that you contact us to look into the matter before they begin their investigation. For more details, please see our Customer Complaints Procedure which is available on our website -

[www.iwnl.co.uk/useful-documents](http://www.iwnl.co.uk/useful-documents)

### CCW

First Floor  
Victoria Square House  
Victoria Square  
Birmingham  
B2 4AJ

Telephone: 0300 034 2222

Website: [www.ccwater.org.uk](http://www.ccwater.org.uk)

### Water Redress Scheme (WATRS)

If you remain dissatisfied following CCW's efforts to resolve your complaint, you have the right to refer your complaint to the Water Redress Scheme known as WATRS.

WATRS is a voluntary, alternative dispute resolution scheme to help address customer complaints that remain unresolved. WATRS is designed to provide an independent, impartial, and easy to use alternative to going to court or a tribunal.

### We have signed up to the scheme's commitments below.

- Commitment to provide WATRS free of charge to customers
- Commitment to support the principles set out in the ADR Specification
- Commitment to respect the independence of WATRS
- Commitment to be bound by the decision of the WATRS' adjudicator if accepted by the customer and to implement the decision as required by the Scheme Rules
- Commitment to co-operate with, and have due regard to, the recommendations of the ADR Panel
- Commitment to provide accurate and reliable information to, and co-operate with, the WATRS' adjudicators

A full copy of the Scheme Rules can be found at:

[www.cedr.com/consumer/watrs](http://www.cedr.com/consumer/watrs)

You can make an application, free of charge, via the WATRS website - [www.cedr.com/consumer/watrs](http://www.cedr.com/consumer/watrs) - or you can ask for an application form to be sent to you by emailing [applications@watrs.org](mailto:applications@watrs.org). Guidance notes are available on the website or you can ask for a copy to be sent to you by calling 0800 008 6909.

### WATRS

Centre for Effective Dispute Resolution  
International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU

Telephone: 0207 536 6000

Website: [www.cedr.com](http://www.cedr.com)

Email: [info@cedr.com](mailto:info@cedr.com)



## Contacting us

You can contact IWNL at:

Independent Water Networks  
Driscoll 2  
Ellen Street  
Cardiff  
CF10 4BP

Website: [www.iwnl.co.uk/contact-us](http://www.iwnl.co.uk/contact-us)  
Telephone: 02920 028711

### Our office hours

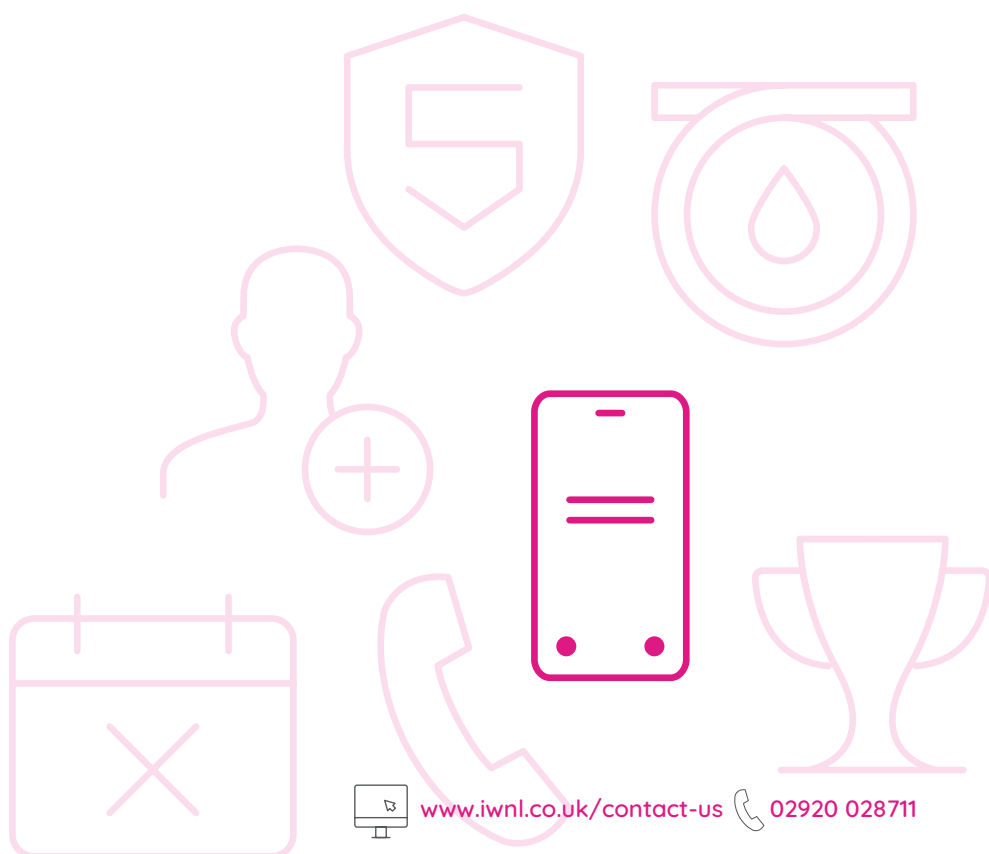
#### GENERAL QUERIES AND BILLING:

Monday – Friday 8am – 8pm

Saturday 9am – 1pm

#### WATER OR DRAINAGE EMERGENCIES:

Available 24 hours a day, seven days a week.



[www.iwnl.co.uk/contact-us](http://www.iwnl.co.uk/contact-us)



02920 028711