Independent Water Networks

Independent Water Networks Limited (IWNL)

Key Performance Indicators for year ended 31st March 2025

Payments under Guaranteed Standards Scheme

Customers of water and sewerage companies are entitled to guaranteed minimum standards of service, as laid down by the Government in the Water Supply and Sewerage Services (Customer Service Standards) Regulations 2008. The table below outlines IWNL's year ending 31st March 2025 performance figures and shows any associated penalty payments made.

Description of Standard	Number of Failures	Total Amount of Compensation paid £
KEEPING OF APPOINTMENTS		
Failure to provide notice in the required form	0	£0
Failure to attend appointment on day specified	36	£1040
Failure to attend appointment during the time specified	0	£0
COMPLAINTS, ACCOUNT QUERIES AND REQUESTS ABOUT PAYMENT ARRANGEMENTS		
Failure to reply to a complaint or query within 10 working days	3	£125
Failure to reply to a request to change payment arrangements within 5 working days	16	£320
NOTICE OF INTERRUPTION OF SUPPLY		
Failure to provide at least 48 hours notice of an interruption of supply	71	£2,130
ENTITLEMENT TO PAYMENT OR CREDIT WHERE SUPPLY NOT RESTORED AS PROMISED		
Failure to restore supply by the time and date specified in the notice	486	£14,580
Failure to restore supply within 48 hours of a leak or burst	0	£0
Failure to restore supply within 12 hours	307	£29,475
PRESSURE STANDARD		
Failure to meet the pressure standard	2	£85
FLOODING FROM SEWERS - INTERNAL FLOODING OF BUILDINGS		
Number of internal sewer flooding incidents	0	£0
FLOODING FROM SEWERS - EXTERNAL FLOODING		
Number of internal sewer flooding incidents	0	£0
Number of external sewer flooding incidents	0	£0
TIMING OF PAYMENTS		
Penalty payments made	0	£0