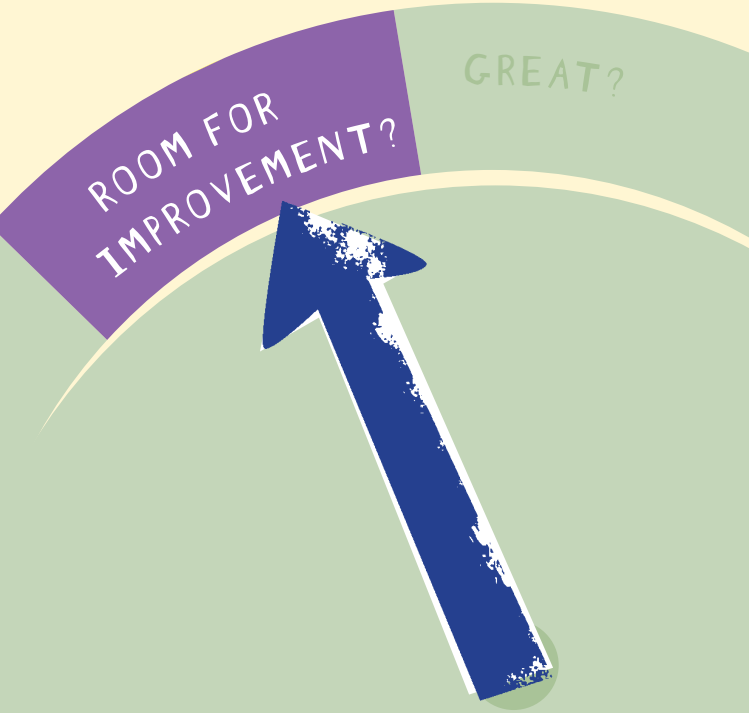
love every drop.

anglianwater




# WHEN THINGS GO WRONG AND YOU'RE NOT HAPPY WITH OUR SERVICE

# WAYS TO CONTACT US

## WITH YOUR QUERY OR COMPLAINT

When you raise a query or want to make a complaint about our service, we don't want it to be an unpleasant experience.

### WAYS TO CONTACT US WITH YOUR QUERY OR COMPLAINT

**By phone**
**03457 145 145**
**for water and wastewater services** (this is a 24-hour emergency helpline)

**03457 919 155**
**for bill or payments**
(available 8am-8pm Monday to Friday and 9am – 1pm on Saturdays).
You can also call this number to request a copy of this leaflet in Braille or large print.

**03457 919 155**
**for a free telephone translation service** which is particularly useful for customers whose first language isn't English. Language line is a confidential service for billing queries where the customer is linked by telephone both to a member of our staff and a translator (available 8am-8pm Monday to Friday and 9am–1pm on Saturdays).

**0800 91 75 901**
**for our 24-hour Minicom text facility** for people with speech or hearing difficulties.

By email
**anglianwatercustomerservices@anglianwater.co.uk**

In writing
**Anglian Water Customer Services**
**PO Box 10642**
**Harlow**
**CM20 9HA**

# WHAT YOU CAN EXPECT

When you or someone acting on your behalf calls us, we'll try to resolve your issue while you're on the phone.
But if we can't, we'll...

- Take a note of your details.
- Give you a contact name within Anglian Water who will be dealing with your issue.
- Investigate your issue before calling you back with our answer.

Sometimes we may need to make an appointment to visit you before we can resolve the problem but we will keep you regularly updated on our progress.

## MANAGING YOUR COMPLAINT

We keep a record of all the complaints we get and use them to try to improve our service for the future. Reports on the different types of complaints we receive are continually updated and reviewed by our directors on a monthly basis. The records are also monitored and audited independently.

When you or someone acting on your behalf emails or writes to us, we'll provide you with a response within 10 working days of us receiving your written communication. If we can't answer your issue without carrying out further investigations we'll write back and tell you.

## OUR PROMISE

**This statement is backed by the promise that we will credit your account with £20 if we fail to do this and as this is part of our Guaranteed Service Standards, we'll make this payment within 10 working days.**

If we fail to make payment within this time you're entitled to claim a penalty payment of £10. You must claim the penalty payment within three months.

More details of our guaranteed service standard can be found at **www.anglianwater.co.uk/codesofpractice** as they form part of our codes of practice. Further details of the Guaranteed Standards Scheme are available on Ofwat's website at **www.ofwat.gov.uk**

BUT WHAT IF YOU'RE UNHAPPY

# WITH OUR RESPONSE?

## LET US KNOW

### INTERNAL REVIEW

If you're not happy with our response and want to discuss the matter further, please give us a call on **03457 919 155**.

If you continue to be unhappy with the way we are dealing with your complaint, please ask to speak to our **Customer Relations Team** and they will arrange for a fresh investigation to be made into your issue and respond within 10 working days.

### INDEPENDENT REVIEW

Consumer Council for Water
If you remain unhappy with our response to your complaint you can contact the Consumer Council for Water – Central and Eastern Region. They're an independent body set up to look after the interests of water customers and one of its key roles is to investigate complaints.

Phone:
**01223 323889**

Website:
**www.ccwater.org.uk**

In writing:
**Consumer Council for Water**
**Henry Giles House, 73 Chesterton Road**
**Cambridge, Cambs CB4 3BQ**

### WATER INDUSTRY REDRESS SCHEME – WATRS

If after completion of any mediation and investigation process by the Consumer Council for Water, you believe a dispute remains unresolved an application can be made to WATRS. For more information on this process see their website: **www.watrs.org**

WATRS can be contacted by email:
**info@watrs.org**

In writing:
**WATRS , International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU**

## OFWAT

You can also refer certain disputes to Ofwat for a decision or for arbitration. Ofwat can be contacted at:

Phone:
**0121 625 1300**

Website:
**www.ofwat.gov.uk**

In writing:
**Ofwat,**
**Centre City Tower,**
**7 Hill Street, Birmingham B5 4UA**

### A full list of the type of disputes Ofwat will get involved in is given below. It also indicates when an arbitrator needs to be involved:

- **Guaranteed Standards Scheme (GSS)** – Any dispute about a failure to meet the GSS standards.
- **Conditions for water mains requisition** – Any dispute about the amount we require you to pay; or the undertakings or securities we expect you to give; or about extending the three months time limit for us to provide a water main; or about where your water pipe should be connected to the main.
- **Adoption of water mains** – Any appeal against our refusal or decision to adopt water mains or our technical requirements for construction of such water mains.
- **Connections to water mains** – Any dispute about the amount we require you to pay for connection to our water main, or securities we require you to give before we will carry out the work.
- **Refusal to allow a customer to pay by metered charges** – where it isn't practical or is unreasonably expensive for us to install a water meter.

- **Reconnection charges** – Any dispute about the amount we require you to pay before reconnecting a supply, which has been disconnected for failure to pay.
- **Water meter installation** – Any dispute about our conditions for the installation of a water meter on new connections.
- **Separate supply pipes** – Any dispute about our requirement for separate water supply pipes to separately occupied premises.
- **Requirements to maintain pressure and supply** – Any dispute about our requirements, as a condition of connection, that premises have 24 hours water storage and be provided with a tank which has a float-operated valve in good repair.
- **Conditions for sewer or lateral drain requisitions** – Any dispute about the amount we require you to pay; or the undertakings or securities we expect you to give; or about extending the six months time limit for us to provide a public sewer or lateral drain; or about where your private drain or sewer should connect with the public sewer.

- **Adoption of sewers** – Any appeal against our refusal or decision to adopt sewers, new lateral drains, or our technical requirements for construction of such sewers.
- **Connection to public sewers** – Any dispute about our refusal to allow a connection; or our request to have a drain or sewer opened before agreeing to the connection; or the amount we require you to pay; or the securities we expect you to give before the connection is made.
- **Power to close and restrict use of a public sewer and to provide a replacement drain or private sewer** – Any dispute about the effectiveness of a replacement sewer; or the position or sufficiency of a drain or sewer we propose to provide in place of an existing and inadequate system.
- **Power to lay a pipe on private land** – Any dispute about our intention to lay a pipe on private land.
- **Concern about licence conditions** – Any concerns that we are allegedly breaking our licence conditions or our main water supply or sewerage duties.
- **Anti competitive behaviour** – Any complaints about our behaviour under the Competition Act 1998.

## ARBITRATION

Under the Water Industry Act 1991 some disputes between you and us may have to be decided by an arbitrator. We'll have to agree who will be the arbitrator, but if we can't agree, the President of the Institution of Civil Engineers, the Secretary of State for the Department of the Environment, Food and Rural Affairs (DEFRA) or Ofwat can appoint an arbitrator.

For further details on arbitration you may find the following websites useful: Chartered Institute of Arbitration **www.ciarb.org.uk** or alternatively **www.adviceguide.org.uk**

## LEGAL PROCEEDINGS

The Water Industry Act also gives you the right, in certain circumstances, to take legal proceedings against us for any loss or damage caused to you by our failure to comply with our duties under the Act.

## CAN WE HELP YOU?

**For more information please visit:**
www.anglianwater.co.uk

**By phone:**
03457 919 155

**By Post:**
Anglian Water Customer Services
PO Box 10642
Harlow
CM20 9HA

OKAY?

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