

Our guarantees to you

We want to give you the very best service possible, at all times. We try to keep our promises and make sure you're totally satisfied with what we do for you.

Our commitment is backed up by our Customer Guarantee Scheme, which covers the following activities:

Our Customer Guarantee Scheme includes all of the standards set out in government regulations, along with some extra promises that we've added on top. If we fail to meet one of our guarantees, we'll say sorry, confirm what we're going to do to put it right, and give you a good will gesture because we didn't keep our promise.

A summary of our guarantees is provided below. For a more detailed explanation, please read the leaflet 'Our guarantees to you – customer guarantee scheme'. A copy of which can be found at [thameswater.co.uk/ourcommitment](https://www.thameswater.co.uk/ourcommitment).

This scheme only applies to our household customers.. Non-household customers, who may receive wholesale services from us, aren't eligible to the enhanced terms of the scheme. Non-household customers who may be entitled to receive a payment in line with the Guaranteed Standards of Service should contact their retailer for further information on this.

Making appointments

Whenever we need to meet you at your home or gain access to your property for non-emergency works, we'll agree an appointment with you. We will inform you whether your appointment will be in the morning or afternoon, as well as the start and finish time of the appointment slot. We'll let you know whether we're going to arrive before or after 1pm. If you request it, we'll also be able to give you a two hour time slot, but this may not be at the same time as the original morning or afternoon slots offered.

It will be very unlikely that we'll need to cancel your appointment, but if we do, or we need to reschedule it to a later date, we'll give you at least 24 hours' notice.

If we fail to do any of the above, or we don't arrive within the times we promise you, we'll automatically pay you £50.

You can find out more in the below sections:

Written billing queries

If you write to us about the accuracy of your bill or account details we'll reply within ten working days. If we take longer than this, we'll automatically pay you £30.

If you ask us in writing to change the way you pay your bill, we'll make the change as quickly as possible. If we can't make the change you've requested, and we don't let you know within five working days, we'll automatically pay you £30.

You can find out more in the below sections:

Written queries about water or wastewater services

If you write to us about the water or wastewater services we provide for your home, we'll either send our reply by post, or call you, within ten working days of receiving it. If we don't reply within ten working days, we'll automatically pay you £30.

You can find out more in the below sections:

Responding to written complaints

If you complain in writing about our water and wastewater services, we'll either send you our reply by post or call you within ten working days of receiving it. If we don't reply within ten working days, we'll automatically pay you £30.

You can find out more in the below sections:

Written queries about extra care services

If you write to us about our extra care services (priority services), we'll reply to you or let you know whether you've been added to our special assistance register within five working days of your request. If we don't do this, we will automatically pay you £20.

You can find out more in the below sections:

Interrupting your water supply

Sometimes, we have to turn your water off to repair leaks, replace water pipes and mains, fit a water meter or connect new customers. If we plan to turn your water off for longer than four hours, we'll give you 48 hours advance notice and tell you when we're going to turn your water back on.

If we don't give you 48 hours advance notice of when we plan to turn your water supply off or we don't turn it back by the time that we said we would, then we will automatically pay you £30.

If you have no water because our water main bursts, we'll get your water back on within 12 hours of knowing about the problem. If the burst is on one of our larger strategic mains, we'll get your water back on within 48 hours.

If we have been unable to restore the supply within 12 or 48 hours (depending on the size/type of the burst main in question), we'll automatically pay you £30. For every extra complete 24 hour period you have no water we'll pay you an additional £10.

You can find out more in the below sections:

Low water pressure

If the water pressure in our communication pipe – the pipe connecting your water supply pipe with our water main – falls below seven metres head, you may be eligible for a payment of £30. To be eligible for this payment you must experience low pressure twice within a 28 day period for at least one hour on each occasion.

Only one payment will be made in any financial year (1 April to 31 March).

If we know you've had two periods of low pressure, we'll make the payment automatically.

Otherwise, you can submit a claim for the payment but you must do this within three months of the date of the second period of low pressure.

This guarantee doesn't apply if the low pressure is caused by work we're doing on our water mains, for example repairing bursts and leaks, or because of drought.

You can find out more in the below sections:

Restriction of use

If we issue you with a notice telling you either to not use or to boil your water and this is because of problems with the water we supply to you, we'll automatically pay you £30 each time we do this.

You can find out more in the below sections:

Internal sewer flooding

If our sewer overflows and wastewater gets into your home or beneath a suspended floor, we'll automatically make a payment to you. Our payment will equal your wastewater charges for the year in which the flooding occurs, subject to a minimum payment of £150 and a maximum of £1,000.

We'll make a payment to you each time you experience internal flooding from our sewers.

This guarantee doesn't apply if the flooding was caused by exceptional weather conditions or if it was caused by a blockage or defect within your private drains.

If we make a payment under our Customer Guarantee Scheme, it doesn't mean that we have accepted liability for any damage or loss that you may have incurred.

You can find out more in the below sections:

External sewer flooding

If our sewer overflows and wastewater gets on to your land but doesn't enter your home or buildings, you may be able to claim a payment under our Customer Guarantee Scheme.

When you make a claim, you'll need to show you have experienced actual loss, damage or serious loss of amenity. To make this easier for you, we do have a specific form we can give you to help you describe the impact the flooding has had on you. If eligible, our payment will be equal to half your wastewater charges for the year in which the flooding occurs, subject to a minimum payment of £75 and a maximum of £500.

This guarantee doesn't apply if the flooding was caused by exceptional weather conditions or if it was caused by a blockage or defect within your private drains.

If we make a payment under our Customer Guarantee Scheme it doesn't mean we have accepted liability for any damage or loss that you may have incurred.

You can find out more in the below sections:

Making the payment

In most cases, we'll make a payment automatically when we have failed to meet one of our guarantees. Payments are normally made in the form of a credit to your water services account that you hold with us. If you're not directly billed by us for your water and wastewater services, or your charges are fully paid, we may send you a cheque.

We might not make a payment if there are circumstances beyond our reasonable control. For example, severe weather conditions, strikes or if the failure was caused by the action of third parties or the customer themselves.

Payments made under the Customer Guarantee Scheme do not affect any legal rights you may have to take action for any loss or damage you suffer. Entitlement to a payment under the Customer Guarantee Scheme doesn't mean we admit liability for the incident.

How do I make a claim?

We hope you'll never need to make a claim under our Customer Guarantee Scheme.

If you need to claim, you must do so within three months of the event. You can use our online form at thameswater.co.uk/ourcommitment, call us on **0800 316 9800**, or write to us at:

Thames Water
Customer services (Customer Guarantee Scheme)
PO Box 436
Swindon
SN38 1TU

We will let you know if you're entitled to a payment.

Penalty payments

For broken appointments, written complaints, billing enquiries, written questions about your water and wastewater services, and written enquiries about extra care services, we will make the payment to you within ten working days of us becoming aware of the failure in service.

In all other cases, except low water pressure, payment will be made within 20 working days of us becoming aware of the failure in service. If we don't make payment automatically, a further penalty payment may also be due.

If we can't agree about making a payment

We will always explain why we can't make a payment under our Customer Guarantee Scheme. Ofwat, our independent regulator, can consider your claim if you feel we have acted unfairly or have not made a payment where you think you may be eligible. You can write to:

Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA
Tel: 0121 644 7500
Email: mailbox@ofwat.gsi.gov.uk