

# Our Customer Promise

Code of Practice

# Our promise to customers

We're proud of what we do and we're very aware of the high standards of service our customers expect from us. That's why when it comes to our promises to you, we go above and beyond our legal obligations.

We're committed to keeping these promises and providing excellent service and we're always sorry when we let you down.

This leaflet will explain what our promises are, and what we'll do if we fail to keep them.

The information applies to household customers – if you're a business or other non-household customer, see [bournemouthwater.co.uk/businesses-tariffs](https://bournemouthwater.co.uk/businesses-tariffs)



# Contents

- Payments made as part of our promise . . . . . v
  - Automatic payments . . . . . v
  - Making a claim . . . . . v
- Our promises about your account . . . . . 1
  - Account queries . . . . . 1
  - Bills and payments . . . . . 2
  - Court claims . . . . . 4
  - Meters . . . . . 5
- Our promises about your water supply . . . . . 6
  - Water quality (discoloured water) . . . . . 6
  - Sampling your water . . . . . 7
  - Pressure . . . . . 8
  - Interruptions to your water supply . . . . . 9
  - Restricted notices . . . . . 11
  - Replacement of lead pipework . . . . . 12
  - Flooding from water mains . . . . . 12
- Our promises when we're out and about. . . . . 13
- Our promises about complaints . . . . . 16
- Some extra important bits . . . . . 17
- Other ways to get in touch . . . . . 18



# Payments made as part of our promise

## Automatic payments

When we know you've been affected, we will make an automatic payment as detailed below. You'll receive this by cheque, unless your account is in arrears, in which case, it will be credited directly to your water account.

## Making a claim

If you've been affected and haven't received an automatic payment, please let us know and we will look into it.

There are some situations detailed below where a claim has to be made in order to receive a payment.

To claim a payment, please get in touch with us using the contact details towards the back of this leaflet.

# Our promises about your account

## Account queries

### Our promise

If you write to us querying your bill, we'll reply to you within 10 working days (starting the day we receive your message).

What we'll do if we don't keep our promise	Automatic	Claim
If we don't, we'll automatically pay you £20.	£20	
If you don't receive a payment you're entitled to	Automatic	Claim
If we don't make this payment within 10 working days, we'll automatically pay you a further £20.	£20	



# Bills and payments

## Our promise

If you ask to change your payment method in writing, we'll let you know if this isn't possible within five working days.

What we'll do if we don't keep our promise	Automatic	Claim
If we don't, we'll automatically pay you £35.	£35	
If you don't receive a payment you're entitled to	Automatic	Claim
If we don't make this payment within 10 working days, we'll automatically pay you a further £35.	£35	

## Our promise

If you ask for a receipt for payments you've made towards your bill, we'll send you one within five working days.

What we'll do if we don't keep our promise	Automatic	Claim
If we don't, you can claim £10.		£10

# Bills and payments continued

## Our promise

We handle Direct Debits and Standing Orders accurately and securely.

What we'll do if we don't keep our promise	Automatic	Claim
If we make an error and you contact your bank, you'll receive an immediate refund via your bank.		Refund
If we don't send you the refund within 10 working days, we'll automatically pay you £35.	£35	
If you don't receive a payment you're entitled to	Automatic	Claim
If we don't make this payment within 10 working days, we'll automatically pay you a further £35.	£35	





# Court claims

## Our promise

We only issue Court Claims after multiple attempts have been made to contact you, and you have still refused our help to pay back your debt.

What we'll do if we don't keep our promise	Automatic	Claim
<p>If we make an error which causes us to wrongly issue a court claim against you, we'll pay you £100 and withdraw associated fees and costs.</p> <p>We'll also ensure that details of the claim or judgment entered in error are removed from the court record.</p>	£100	

# Meters

## Our promise

We will read your meter at least once a year, as long as we can gain access to it reasonably easily.

What we'll do if we don't keep our promise	Automatic	Claim
If we don't, we'll automatically pay you £35.	£35	

## Our promise

We will install a meter within 60 days of receiving your application.

What we'll do if we don't keep our promise	Automatic	Claim
If we don't, we will not apply the unmeasured charge from the 61st day until the meter is installed.	Bill update	
You will also receive a £10 credit on your account.	£10	

# Our promises about your water supply

## Water quality (discoloured water)

### Our promise

We'll treat water and look after our pipes to provide clear, safe drinking water 24 hours a day.

What we'll do if we don't keep our promise	Automatic	Claim
<p>If the discolouration:</p> <ul style="list-style-type: none"><li>• Comes from our system and not from your supply pipe or plumbing, and</li><li>• Is visibly unacceptable and not just on a temporary basis, and</li><li>• Is not caused by air in the supply</li></ul> <p>We will automatically pay you £10.</p>	£10	
<p>If, after work carried out near or on your supply, your water is discoloured, we'll ask you to run your cold tap to clear it.</p> <p>We'll credit your account with the cost of two thousand litres of water.</p>		Run off allowance

# Sampling your water

## Our promise

If you have any concerns about the quality of your water, please contact us. We'll do the following (providing we have your correct contact details):

- For complaints about discolouration, chlorine taste, or water hardness, we'll get back to you within one working day.
- For all other water quality queries during working hours, we'll call you back within two hours.
- If required, we'll arrange a time with you when a sample can be taken of your tap water. We may not receive some test results for up to 14 days after the sample is taken.
- We'll call you with any abnormal results within 24 hours of receiving them from our laboratory. All results will be sent to you in writing within a further five working days.

What we'll do if we don't keep our promise	Automatic	Claim
If we don't, we'll pay you £35.	£35	

# Pressure

## Our promise

We'll make sure that there's a minimum pressure of seven metres static head (0.7 bar) in our section of the service pipe which connects your property to our main (except when we're carrying out necessary works or during a drought).

What we'll do if we don't keep our promise	Automatic	Claim
We'll automatically pay you £50 if the pressure has dropped below this for one or more hours, on two separate occasions, within a 28-day period. We will only make this payment five times in any charging year.	£50	
If you don't receive a payment you're entitled to	Automatic	Claim
If we haven't identified you as being affected, you can claim a payment within three months of the second occasion.		Amount as above

## Our promise

If you complain to us about poor water pressure, we'll visit you within three working days of receiving your complaint.

What we'll do if we don't keep our promise	Automatic	Claim
If we don't, we'll pay you £35.	£35	

# Interruptions to your water supply

## Our promise - Planned interruptions

- When we're planning work that will interrupt the water supply to more than one property, we'll give you at least 72 hours' written notice.
- If the interruption will last less than four hours to a single property, we'll let you know on the day.

What we'll do if we don't keep our promise	Automatic	Claim
If we fail to give you notice, we'll automatically pay you £35.	£35	
If we don't restore your supply by the time we said we would, we'll automatically pay you £50, plus an additional £50 for each further 12-hour period your supply remains unrestored.	£50	
If you don't receive a payment you're entitled to	Automatic	Claim
If we don't make an automatic payment within 20 working days, we'll pay you a further £35.	£35	
If we haven't identified you as being affected, you can claim a payment within 3 months of the supply interruption.		Amount as above

## Our promise - Unplanned interruptions

- When your water supply is unexpectedly interrupted (e.g. due to a burst main, or when we have to carry out emergency repairs), we'll restore the supply within 12 hours of becoming aware of the interruption.
- **Important:** A payment is not due if the burst main is caused by third party damage.

What we'll do if we don't keep our promise	Automatic	Claim
If we don't restore your supply within 12 hours, we'll automatically pay you £50, plus an additional £50 for each further full 12-hour period you remain without a water supply.	£50	
If your supply is interrupted three or more times in a 12-month period due to a burst main, you can claim £35 for the third and each subsequent interruption.		£35
If you don't receive a payment you're entitled to	Automatic	Claim
If we don't make an automatic payment within 20 working days, we'll automatically pay you a further £35.	£35	
If we haven't identified you as being affected, you can claim a payment within three months of the supply interruption.		Amount as above

## Alternative water supplies during interruptions

### Our promise

- When the interruption lasts more than 24 hours, we'll supply you with 10 litres of water each day
- If the interruption last more than five days, we'll supply you with 20 litres of water each day
- If necessary, we'll make more water available to you, whether as bottled water or in bowsers (we will notify you of the location of these).

## Restricted notices

### Our promise

If we have problems with our supply, we'll issue "Do not drink", "Do not use" and "Boil water" notices when needed to protect your health.

What we'll do if we have to issue such a notice:	Automatic	Claim
For a "Do not drink" notice, we'll pay you £10.	£10	
For a "Do not use" notice, we'll pay you £10.	£10	
For a "Boil water" notice, we'll pay you £10.	£10	
If any of these notices are in place for more than five days, we'll make an additional payment of £5 per day.	£5	



## Replacement of lead pipework

### Our promise

Provided you give us 4 weeks' notice of your intended work, we promise the following:

- If you replace a lead supply pipe (for which you're responsible), and we have to replace any lead service pipe (for which we're responsible), you can claim a contribution to the cost of replacing the supply pipe.

## Flooding from water mains

### Our promise

If the inside of your property is flooded because of a burst water main which is not your fault, we will:

- Pay the costs of cleaning up and an extra £100 for any inconvenience
- We'll also pay the costs of cleaning up and making good any garden damage.

# Our promises when we're out and about

## Appointments

### Our promise

We'll do our best to set a specific time for an appointment, but where this isn't possible, we'll let you know whether the visit will be in the morning (8am-1pm) or afternoon (12pm-5pm). If you need a more specific time, you can ask for a two-hour appointment slot.

- If we need to change your appointment, we'll give you at least 24 hours' notice.

What we'll do if we don't keep our promise	Automatic	Claim
If we fail on any of the above, we'll automatically pay you £35.	£35	
If you don't receive a payment you're entitled to	Automatic	Claim
If we don't make a payment within 10 working days, we'll automatically pay you a further £35.	£35	

# Working in the street

## Our promise

We'll do our best to carry out work so that the access to your property isn't blocked (except in emergencies). If this isn't possible, we'll let you know our plans in advance.

What we'll do if we don't keep our promise	Automatic	Claim
If we don't let you know, and you can't access your property by car, you can claim £20.		£20





# Our promises about complaints

## When you make a complaint

### Our promise

If you complain in writing, we'll reply within 10 working days from the date we receive it.

What we'll do if we don't keep our promise	Automatic	Claim
If we don't, we'll automatically pay you £35.	£35	
If you don't receive a payment you're entitled to	Automatic	Claim
If we don't make a payment within 10 working days, we'll automatically pay you a further £35.	£35	

# Some extra important bits

Your legal rights to take action for any loss or damage suffered are not affected by payments under Our Customer Promise.

Payments do not constitute an admission of liability on our part.

Your information will be treated in strict confidence in accordance with the General Data Protection Regulation, 2018 (GDPR). Access to information by employees, third parties and service providers will be on a 'need to know' basis only. Our Privacy Policy explains what information we hold and process, who we share your information with and our lawful basis for doing so. This policy is available on our website.

## **If you're not satisfied:**

If you have a complaint about your water, or want to dispute your right to payment, please let us know by calling 01202 590059, writing to us, or contacting us online.

Further information about how your complaint will be addressed can be found in Our Complaints Process on the website [bournemouthwater.co.uk/complaints](http://bournemouthwater.co.uk/complaints)

## **Important**

We are a water-only company. For any sewerage queries, please check with your sewerage provider. This will either be Wessex Water or Southern Water.

# Contact us

## Phone

**01202 590059**

to talk about your account.

### SignLive

Register at: [signlive.co.uk/login](https://signlive.co.uk/login)

### Relay

Contact us via Relay UK through the app or by dialling 18001 before the helpline number.

## Social Media

WhatsApp  
Facebook  
Twitter  
Webchat

## Post

Bournemouth Water  
PO Box 4762  
Worthing  
BN11 9NT

## Website

For more information,  
please visit:  
[bournemouthwater.co.uk/  
your-account](https://bournemouthwater.co.uk/your-account)

This document is one of a series setting out key information for customers about our services, including charges and the support we offer during an incident.

To see other documents with key information, use the QR code or the link below.

[bournemouthwater.co.uk/important-information](https://bournemouthwater.co.uk/important-information)



This leaflet is available in other languages, large print, and braille.