

CHOLDERTON & DISTRICT WATER COMPANY LTD

Commitment to Household Consumers

METERS

Fitting meters: If you ask for a meter to be installed, it will be fitted within 90 working days of receiving your completed application form. Your bill will be calculated based on the amount of water you use from the date the meter is fitted. If we fail to install the meter within the 90 working days, your water will be free from then until we fit the meter.

Meter readings: We guarantee to read your water meter at least once a year, provided you **give us access to it**. If we fail to do so, we will make an automatic compensation payment of £20.

If you move house we will read your meter on the day of the move provided you give us five working days' notice. If we fail to read it, we will reduce your final bill by £20.

LEAKAGE

Cholderton & District Water will repair leaking service pipes to individual domestic properties up to the outside wall of the house. We will normally charge £35 per hour for this service plus materials. Where access is restricted we will give you a quotation before proceeding with the work. Consumers on the vulnerable register will not be charged.

If you do not have a meter fitted we will give you the option of moving to a metered supply. If you accept this proposal the repairs to your service pipes will be carried out free of charge.

Note: If, within 1 year you decide that you wish to revert to an unmetered supply, you will be liable for the cost of the original repairs.

You may if you so wish employ a contractor to repair leaking service pipes but we need to be informed when the work is scheduled so that we can be sure the work has been done correctly.

In general we aim to repair leaks on our own mains within 3 working days and other leaks within 10 working days. Major leaks will be repaired sooner.

SUPPLY INTERRUPTIONS

Planned: If we have to carry out planned work which involves interrupting your water supply for more than one hour, we will let you know at least 48 hours in advance when the interruption will happen and when we expect the supply to be restored. We will restore it in the time stated.

Unplanned: Clearly we cannot notify you beforehand in the case of an unplanned interruption such as a burst, but we will compensate you if we fail to restore your supply within 12 hours or, in the case of a strategic mains burst, within 48 hours. In either case if the interruption extends beyond that, we will automatically compensate you for every additional 24 hours that the interruption continues. If we fail to meet any of the above guarantees for either planned or unplanned interruptions, you will automatically receive £20 compensation and a further £20 for each additional 24 hours that you remain without water.

Payments will be made within 20 working days. If we fail to make a payment within this time, we will automatically pay you an additional penalty payment of £20. Where we are not able to identify customers affected by supply interruptions, customers can claim compensation themselves. Claims must be made within 3 months.

In addition, we will also take all reasonable steps as soon as possible to inform you:

- where an alternative supply may be obtained
- the time we propose to restore the supply
- a telephone number where you can obtain more information.

Where you experience planned or unplanned interruptions lasting more than 8 hours, we will provide alternative supplies of drinking water and take reasonable steps to advise you of their location. If we fail to do this, you can claim a no quibble payment of £20.

DROUGHT ORDERS

Cholderton Water will compensate you if your water supply is interrupted by the imposition of a drought order. You will automatically receive compensation of £20 for each day or part day that the supply is interrupted. The maximum compensation payable as a result of a drought order is equal to the company's average household bill for the previous year.

You will not receive compensation for restrictions on the use of water covered by the order, e.g. ban on the use of hosepipes, sprinklers, filling of swimming pools etc.

QUALITY STANDARDS

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. This may include telling you either not to drink the water or to boil it prior to drinking. If the problem is due to our mains supply, you will automatically receive £20 compensation.

Should you complain about water quality, we will contact you within 4 working hours of receiving that complaint, provided we have a contact telephone number. However, if your complaint relates to water discolouration, hardness or chlorine taste, we will contact you within one working day.

We will sample the water within 8 working hours of a serious problem with water quality and will inform you of the results by phone within 72 hours of sampling, provided you have given us a contact telephone number. We will provide written confirmation of the results, if required by you, within a further five working days.

If you are concerned about the quality of the water in your home we will sample your water supply within two working days and provide a laboratory analysis free of charge within a further five working days.

If we fail to meet any of these guarantees, you can claim compensation of £20.

DISCOLOURATION

Very occasionally you may find that your water supply is discoloured. This discolouration, often caused by ageing iron mains, poses no health risk but is unsightly.

Where the water supplied by Cholderton & District Water is regularly heavily discoloured, you can claim compensation of £20. You can claim up to three times a year.

If laundry is stained because of water discolouration due to our mains we will compensate you accordingly. If other damage is caused, we will pay you appropriate compensation subject, if necessary, to review by a loss adjuster.

If you are a metered customer you can claim an automatic £5 credit on your account if our work causes discolouration of the water supply and we ask you to run the water until it clears.

LOW WATER PRESSURE

Very occasionally you may suffer a significant fall in your water pressure. If, through our fault, you experience low pressure for more than 1 hour on two occasions within a 28-day period, you will automatically receive compensation of £25. Low pressure is defined as less than seven metres static head (0.7 bar or 10.1 psi) at the company stop tap. Where we are not able to identify customers affected by low pressure, customers can claim compensation themselves. Claims may be made orally or in writing within three months of the later of the two occasions of low pressure. Only one claim can be made in any one year.

This does not apply to complaints about reduced pressure at times of system maintenance or drought.

GUARANTEED STANDARDS SCHEME (GSS)

All customers of water and sewerage companies are entitled to guaranteed minimum standards of service, as laid down by the Government. These rights are known as the Guaranteed Standards Scheme (GSS). Water companies are required to meet these standards and pay compensation where they fail to do so.

The Cholderton & District Water Company's commitment to its customers embraces these standards.

A summary of a water company's legal obligations is available in the following information note from OFWAT, the water industry's economic regulator:

www.ofwat.gov.uk/wp-content/uploads/2015/10/gud_pro_gss08.pdf

A general description of consumer rights under the GSS is also available on the OFWAT website:

www.ofwat.gov.uk/households/supply-and-standards/standards-of-service/

This link includes a schedule of the minimum compensation to which household and business consumers are entitled if their water supplier fails to meet any element of the standard.

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