

GUARANTEED STANDARDS SCHEME

SUMMARY OF PAYMENTS TO CONSUMERS UNDER THE SCHEME

<i>GSS Regulation</i>	GSS payment		Late payment penalty	
	Domestic customers	Business customers	Domestic customers	Business customers
<i>Appointments not made properly</i>	£20	£20	£10	£10
<i>Appointments not kept</i>	£20	£20	£10	£10
<i>Incidences of low water pressure</i>	£25	£25	-	-
<i>Incorrect notice of planned interruptions to supply</i>	£20	£50	£20	£50
<i>Supply not restored(*) - initial period</i>	£20	£50	£20	£50
<i>Supply not restored(*) - each further 24 hours</i>	£10	£25		
<i>Written account queries and requests to change payment arrangements not actioned on time</i>	£20	£20	£10	£10
<i>Written complaints not actioned on time</i>	£20	£20	£10	£10

(*) Supply not restored within time notified (planned work) or when supply is interrupted for an extended time under unplanned/emergency situations.