

9 Meters

- We will install a meter within 3 months of receiving a valid Domestic Meter Option application. If we do not, we will still transfer you to meter billing 3 months from the date of receiving your application.
- If you take up our Domestic Meter Option, you may revert to rateable value billing, provided that you write requesting this within 12 months of the installation or within 28 days of receiving the meter bill, which covers the first 12 months of your meter charges.
- We will read your meter at least once a year. Otherwise we will pay you £10 automatically. (If we cannot gain access, we will use your own reading, if you provide one).

10 Inconvenience

- We are working hard to minimise the inconvenience caused by our day-to-day activities. We will consider claims for compensation on an individual basis for unnecessary disruption or loss or damage.
- We will give you advance notice, if our planned works will restrict access to your home. Otherwise you may claim £10.
- If our unplanned (emergency) works restrict access to your home, and you are inconvenienced, we will consider claims for compensation.

11 Water shortages

- If we have to interrupt your supply because of a water shortage, we will automatically pay you £10 per day or part of a day during which we have interrupted your supply, to a maximum of our average domestic water charge in the previous year.

Do I have to claim a payment?

We pay automatically in respect of Commitments 1, 2 (b, c, d) and 9(c). We only pay automatically in respect of Commitments 4a, 5a, 5b, 5c and 6a where it is practical for us to identify that you have been affected. You may, however, submit a claim for these Commitments and for any others within 3 months of the date of the incident.

If we don't make an automatic payment in respect of Commitments 5a, 5b, 5c and 6a within 20 working days, we will pay you a further £20 automatically. If we don't make any other automatic payment within 10 working days, you may claim a further £20.

These payments relate to domestic customers. Different payments may apply for business customers.

Is my personal data safe with you?

We're registered with the Information Commissioner under the requirements of the Data Protection Act 1998 and the Data Protection Register. To inspect this register or obtain a copy of an entry, call the Information Commissioner's office on 01625 545740.

Some of the information in this leaflet may not apply, if you receive a service from any other water company. Please contact us, if you are in doubt.

Can I obtain further information about your Customer Charter?

Our Customer Charter is subject to terms and conditions. Please contact us, if you'd like written details.

What can I do if I'm not happy?

We aim to provide a high standard of service and to treat you with courtesy and fairness at all times. We welcome any comments you may have, and we try to answer queries and resolve complaints quickly and in full.

Please contact us as soon as possible, if you're not satisfied with our service. We'll then investigate your complaint and try to resolve it to your satisfaction. Where your complaint is justified, we'll apologise and do everything we can to put things right as soon as possible. If we've failed to meet any of our standards, we'll pay compensation in accordance with our Customer Charter. If our actions or inaction cause you particular hardship or inconvenience, we'll consider making a goodwill payment. We'll consider each case individually.

We send a copy of our Customer Charter to every customer each year. If you'd like another free copy, please contact us.

If you're not satisfied with the way we've handled your complaint or with the outcome, you may request a review of your complaint. This review will be independent of the original investigations and may overturn the original decision if appropriate.

If you're still unhappy with the outcome of your complaint, you may request an independent review, by telephoning or writing to:

WaterVoice Yorkshire
Northgate House
St. Augustine's Way
Darlington
DL1 1XA

Lo-call number: 0845 708 9368
E-mail: yorkshire@watervoice.org.uk
Text telephone: 0121 625 1422

WaterVoice is an independent government body set up to protect your interests. WaterVoice Yorkshire is one of 10 independent regional committees, which has a duty to investigate customer complaints relating to water and sewage companies in its area. WaterVoice Yorkshire may act on your behalf to try and resolve your complaint with us or may refer it to the industry regulator, the Office of Water Services (Ofwat).

How can I contact you?

Our contact centre is open 8am-8pm Monday to Friday, 9am-5pm Saturday

We're open 24 hours a day for emergency calls

Call us	
Billing	0845 1 24 24 20
Water	0845 1 24 24 24
Waste	0845 1 24 24 29
Leakage	0800 57 35 53
Asian language	0845 1 24 24 21
Text telephone/(minicom)	0845 1 24 24 23
Request other information leaflets	0845 1 24 24 24

Fax	01274 372800
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Visit our website	www.yorkshirewater.com
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Or write to us	Yorkshire Water PO Box 52 Bradford BD3 7YD
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Codes of practice:

Additional needs
 Charges, bills and payments
 Complaints procedure
 Customer Charter
 Debt recovery
 Leakage from metered supplies
 Responsibility for pipework
 Sewerage and waste water
 Water meters
 Water supply services

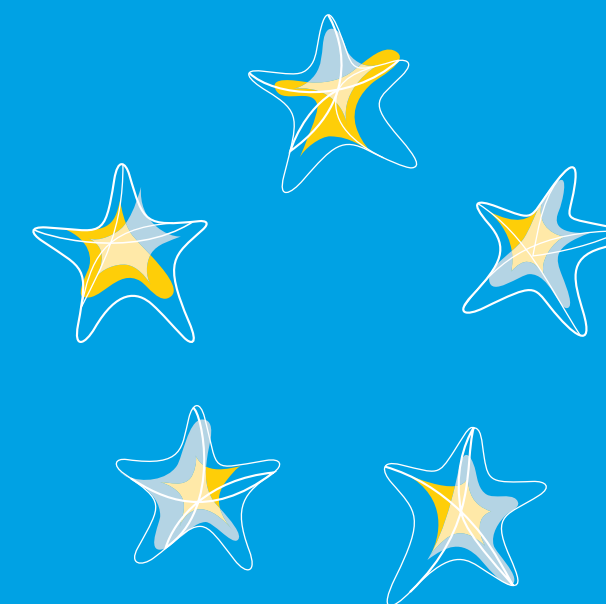
www.yorkshirewater.com

Yorkshire Water Services Limited
 Western House Halifax Road Bradford BD6 2SZ
 Registered in England and Wales No.2366682

code of practice

Our promises to you

Customer Charter



YorkshireWater

Customer Charter

These are our promises and guarantees to you. By law we must meet certain standards, but we see these as the bare minimum requirement. So we've improved on many of them – and introduced some additional standards – to demonstrate our commitment to providing the highest levels of customer service.

The payments stated in our Customer Charter relate to domestic customers. Other payments may apply for business and other non-domestic customers.

Terms and conditions also apply. Please contact us, if you'd like written details.

Our Customer Charter sets out the following 11 Commitments:

1 Customer contacts

Written complaints

- a) We will respond to all written complaints within 10 working days of receipt by letter, fax or e-mail. Otherwise we will pay you £25 automatically.

Other water and waste contacts

- b) We will respond to operational contacts within 10 working days of receipt by letter, fax or e-mail. Otherwise we will pay you £20 automatically.

Other account contacts

- c) We will respond to account contacts within 5 working days of receipt by letter, fax or e-mail. Otherwise we will pay you £20 automatically.
- d) We will provide you with a final bill within 5 working days of you notifying us that you have vacated a property. Otherwise we will pay you £20 automatically.
- e) We will provide you with a copy bill within 5 working days, if you ask us for one. Otherwise we will pay you £20 automatically.
- f) We will refund credit balances or payments made to us in error within 5 working days, if you ask us. Otherwise we will pay you £20 automatically.
- g) We will provide a receipt within 5 working days for any payment you send to us, if you ask us for one. Otherwise we will pay you £20 automatically.
- h) We will deal with your request to change your method of payment within 5 working days of receipt. Otherwise we will pay you £20 automatically.
- i) We will deal with your request to change the frequency of your payments within 5 working days of receipt. Otherwise we will pay you £20 automatically.
- j) If we wrongly issue a county court claim or wrongly obtain a county court judgement against you, we will pay you £150 automatically.
- k) If we take a Direct Debit payment in error, we will reimburse any costs you incur, including bank charges and interest attributable to our error. If we do not correct the error within 1 working day, we will pay you £20 automatically.
- l) We will rebate unmeasured charges if the sole occupier is absent due to long-term hospitalisation or residential care, or if the sole occupier passes away, even if the property remains furnished.

Helping Hands contacts

- m) We will respond to enquiries within 5 working days of receipt by letter, fax or e-mail. Otherwise we will pay you £20 automatically.
- n) We will process applications within 10 working days of receipt. Otherwise we will pay you £20 automatically.

2 Appointments (visits)

- a) Our standard hours for appointments are between 8am and 6pm Monday to Friday. Out-of-hours appointments may be possible in an emergency situation.
- b) We will keep appointments that we have agreed for a morning (up to 1.00pm) or afternoon (after 1.00pm) or if requested, for a 2 hour timeband. Otherwise we will pay you £20 automatically.
- c) We will agree and keep an appointment for a 2 hour timeband, if you request one to suit both you and a representative, for example a relative who lives elsewhere. Otherwise we will pay you £20 automatically.
- d) We will give you 24 hours notice to cancel or change any agreed appointment. Otherwise we will pay you £20 automatically.
- e) We will only reschedule any agreed appointment once. Otherwise you may claim £20.

3 Water quality

- a) If we are responsible for dirty water causing damage to your washing or appliances, you may claim a 10% reduction in your annual water charges, to a maximum of 30% each year.
- b) If we are responsible for persistent water quality problems, you may claim a reduction in your annual water charges of up to 30% each year, until we resolve the situation.
- c) We will also consider claims for losses or damage that your own insurance does not cover.
- d) We will contact you within 2 hours of receiving your telephone call reporting illness due to a water quality problem and we will advise you of what action we propose to take. Otherwise you may claim £10.
- e) We will reduce your metered bill by £5 if you have to run off excessive amounts of water to clear discolouration.

4 Pressure

- a) If the pressure in our communication pipe to your property falls below 7 metres static head on 2 occasions, each of not less than 1 hour, within a 28 day period, we will reduce your annual water charges by 25% (to a minimum of £25) automatically. We will make only one such payment per annum.
- b) If we regularly inconvenience you due to abnormally high or low pressure, you may claim a reduction in your annual water charges of 25% (to a minimum of £25). You may claim only one such payment per annum.
- c) We will also consider claims for losses or damage that your own insurance does not cover.

5 Interruptions to supply

- a) We will give you 48 hours written notice if we plan to interrupt your water supply for more than 4 hours. Otherwise we will pay you £20 automatically.
- b) Where we have given you notice and interrupted your supply to carry out planned work, we will restore your supply by the time stated. Otherwise we will pay you £20 automatically (and £10 for every subsequent 24 hour period thereafter).
- c) Where we interrupt your supply to carry out unplanned (emergency) work and it is therefore impossible to give you advance warning, we will restore your supply within 12 hours. In the case of a strategic main, we will restore your supply within 48 hours. Otherwise we will pay you £20 automatically (and £10 for every subsequent 12 hour period thereafter).
- d) We will give you 24 hours notice if we plan to interrupt your water supply for between 30 minutes and 4 hours. Otherwise you may claim £10.
- e) Where we interrupt your supply for planned or unplanned work for more than 5 hours, we will provide alternative supplies and take reasonable steps to inform you of their location. Otherwise you may claim £10.
- f) If we interrupt your supply to carry out unplanned (emergency) work on 3 or more occasions totalling over 15 hours within a 12 month period, you may claim a 10% reduction in your annual water charges.

6 Sewer flooding

- a) If flooding from a public sewer enters your home, we will automatically refund or credit the full amount of your annual sewerage charge for each incident in the year.
- b) If flooding from a public sewer enters only your land or garden, you may claim a 25% reduction in your annual sewerage charge for each incident in the year.
- c) We will also help to clean up, so please contact us without delay.
- d) We will contact you within 2 hours of receiving your telephone call reporting an internal flooding incident and we will advise you of what action we propose to take. Otherwise you may claim £10.
- e) We will also consider claims for losses or damage that your own insurance does not cover, but please refer any losses or damage to your own insurer in the first instance.

7 Leaks

- a) We will repair, within 2 days, any significant mains leakage that has been reported by a customer and is our responsibility. We will repair other minor reported leaks on our system within 7 days. We will also repair domestic supply pipe leaks within 28 days. Where we do not meet these timescales, due to factors within our control, and where you are inconvenienced, we will consider claims for compensation.
- b) If your property is flooded as a result of a burst water main, we will help you to clean up. We will consider claims for damage, inconvenience, uninsured losses and other out of pocket expenses.
- c) We grant allowances on a discretionary basis against meter charges, which have accrued due to leakage.

8 New supplies

- a) We will provide you with a quotation or estimate for a new supply connection within 28 days. Otherwise you may claim £20.
- b) We will make new connections within 14 days or 21 days of payment, dependent upon the work involved, and ensure compliance with the Water Supply (Water Fittings) Regulations 1999. Where we do not meet these timescales, we will consider claims for compensation, unless statutory notice constraints are to blame.
- c) We will carry out a lead-for-lead renewal within 28 days of receipt of your application. Otherwise you may claim £20.