

7 Leaks

- a) We will repair, within 2 days, any major leaks on our water mains that have been reported by a customer and are our responsibility. We will repair other minor reported leaks on our system within 7 days. Under the terms of our free domestic supply pipe repair scheme, 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 or incur uninsured losses, we will consider claims for compensation.
- b) If your property is flooded as a result of a burst water main, we will make arrangements to clean up afterwards. We will also 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 send you written acknowledgement of your application for a new supply within 3 working days of receipt. Otherwise you may claim £20.
- b) We will provide you with a quotation or estimate for a new supply connection within 28 days. Otherwise you may claim £20.
- c) 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.
- d) We will carry out a 'lead-for-lead' renewal, replacing any lead pipework that is our responsibility if you have replaced yours, within 28 days of receipt of your application. Otherwise you may claim £20.

9 Meters

- a) We will install a meter within 3 months of receiving a valid Domestic Meter Option application. If we do not meet this timescale, we will only charge you meter standing charges for the period beginning 3 months from the date we receive your application to the date on which we actually install your meter.
- b) 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.

- c) We will read your meter at least once a year. Otherwise we will pay you £20 automatically. We aim to read your meter twice a year. If we cannot gain access, we will use your own reading, if you provide one.

10 Inconvenience

- a) We are working hard to minimise the inconvenience caused by our water and waste water activities. We will consider claims for compensation on an individual basis for unnecessary disruption or uninsured losses or damage arising as a result of these activities.
- b) We will give you advance notice, if our planned works will restrict access to your home. Otherwise you may claim £20.
- c) If our unplanned (emergency) works restrict access to your home, and you are inconvenienced, we will consider claims for compensation.
- d) We will consider claims for compensation on an individual basis for any inconvenience arising because of an error that we have made in relation to your bill or your payments.

11 Water shortages

- a) If we have to interrupt or cut off your supply because of a drought, 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 and 2 (a, b and c).

We only pay automatically in respect of Commitments 4a, 5 (b, c and e) and 6a where it's practical for us to identify that you've been affected. This is because it's not always evident who has been affected. You may, however, submit a claim for these Commitments and for any others to which you believe you're entitled. We must receive your claim within three months of the date of the incident.

If we don't make an automatic payment in respect of Commitments 5 (b, c and e) and 6a within 20 working days, we'll pay you a further £20 automatically. If we don't make another 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.

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.

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

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.

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:

Consumer Council for Water
Northgate House
St. Augustine's Way
Darlington
DL1 1XA

Lo-call number: 0845 7 08 93 68
(or call 01325 469 777)

E-mail: yorkshire@ccwater.org.uk

Text telephone: 0121 345 1044 (minicom)

The Consumer Council for Water (CCWater) is an independent national body set up to protect your interests and to champion customer issues. CCWater ensures that customers' collective voice is heard in the national water debate and has undertaken research to understand customers' views and use this to influence decision makers within the industry.

CCWater will investigate customer complaints relating to our business activities. The regional office and committee may then act on your behalf to try to resolve your complaint with us..

Under the Water Industry Act 1991, the industry regulator, Ofwat, or an independent arbitrator may settle certain disputes. Where this is appropriate, we'll explain the action you can take – or you may prefer to seek advice from CCWater or another independent advice agency.

Services for customers with additional needs

We provide information in large-print, Braille and audio formats. If you'd like information about our free Helping Hands services, please contact us on 0800 138 7878.

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	
All enquiries	0845 1 24 24 24
Request other information or leaflets	0845 1 24 24 24
Bogus caller checks on Identity cards	0800 1 38 78 78
Leakage	0800 57 35 53

Additional services:	
Asian language	0845 1 24 24 21
Text telephone/minicom	0845 1 24 24 23
24 hour automated services	0845 1 24 72 47

Fax 01274 372800

Visit our website yorkshirewater.com

Or write to us Yorkshire Water PO Box 52
Bradford BD3 7YD

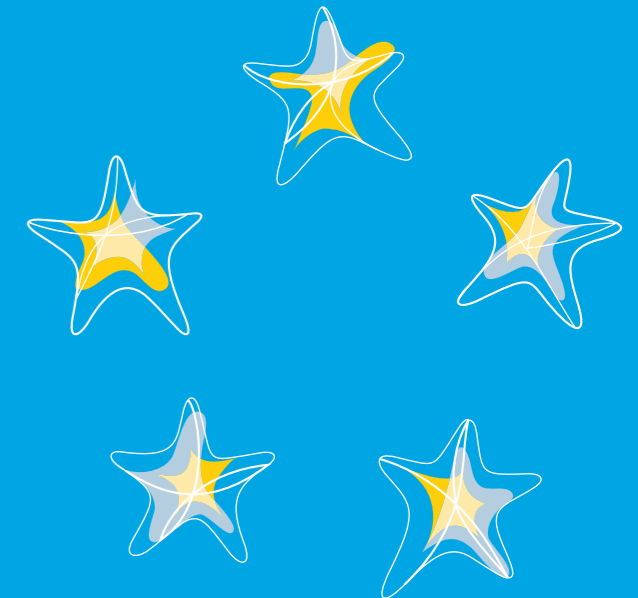
Codes of practice:

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

code of practice

Our promises to you

Customer Charter



Customer Charter

This code of practice is approved by the industry regulator, Ofwat. Please refer to the back cover for a list of other codes of practice for domestic customers. These are free and available on request.

These are our promises and guarantees to you. By law we must meet certain standards, but we see these as a 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 customers and other non-domestic customers.

We make some payments automatically; you need to claim others. We will make the payment as soon as we have confirmed your entitlement. Please refer to the section entitled 'Do I have to claim a payment?' for more information.

Terms and conditions also apply. This means that we won't make a payment in certain circumstances, for example where severe weather conditions, industrial action or the actions of a third party have made it impractical for us to meet our promises and guarantees. Please contact us, if you'd like written details.

1 Customer contacts

Written complaints

- a) We will respond to all written complaints within 7 working days of receipt by letter, fax or e-mail. Otherwise we will pay you £25 automatically.

Other water and waste water contacts

- b) We will respond to all other contacts about water supply and waste water matters 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 contacts about accounts, bills and payments within 5 working days of receipt by telephone, 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 by telephone, letter, fax or e-mail that you have vacated a property. Otherwise we will pay you £20 automatically.
- e) We will provide you with a refund within 5 working days of you notifying us by telephone, letter, fax or e-mail that you have vacated a property, if your final account is in credit. Otherwise we will pay you £20 automatically.
- f) We will provide you with a copy bill within 5 working days, if you ask us for one by telephone, letter, fax or e-mail. Otherwise we will pay you £20 automatically.
- g) We will deal with your request to change your method of payment within 5 working days of receipt by telephone, letter, fax or e-mail. Otherwise we will pay you £20 automatically.
- h) We will deal with your request to change the frequency of your payments within 5 working days of receipt by telephone, letter, fax or e-mail. Otherwise we will pay you £20 automatically.
- i) We will process your cheque payment, if sent through the post to us, within 5 working days of receipt. Otherwise we will pay you £20 automatically.
- j) 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.
- k) We will refund payments made to us in error or credit balances within 5 working days, if you ask us

by telephone, letter, fax or e-mail. Otherwise we will pay you £20 automatically.

- l) 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 one working day of our identifying that an error has occurred, we will pay you £20 automatically.
- m) If we wrongly issue a county court claim or wrongly obtain a county court judgement against you, on identifying that an error has occurred we will pay you £150 automatically.
- n) 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

- o) We will respond to enquiries about our services for customers with additional needs within 5 working days of receipt by telephone, letter, fax or e-mail. Otherwise we will pay you £20 automatically.
- p) We will process applications for these services by telephone, e-mail, fax or letter within 5 working days of receipt. Otherwise we will pay you £20 automatically.

2 Appointments (visits)

- a) If you have a water supply problem, we will arrange for our technician to visit you within an agreed two-hour timeband between 8am and 9pm Monday to Friday and from 8am to 6pm at weekends. Alternatively you may choose a morning or an afternoon appointment.

For all other appointments we will agree a two-hour timeband, or a morning or afternoon appointment if you prefer, between 8am and 6pm Monday to Friday.

If we fail to tell you that your appointment is for the morning, the afternoon or within a specific two-hour timeband, we will pay you £20 automatically. We operate 24 hours a day, 7 days a week. We will respond as quickly as we can if you report an emergency. An appointment is not usually appropriate in these circumstances.

- b) We will keep any appointment that we have agreed with you. Otherwise we will pay you £20 automatically.
- c) We will give you 24 hours' notice to cancel any agreed appointment. Otherwise we will pay you £20 automatically.

- d) 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 £20.
- e) If we need to take a sample to test the quality of water at your property, we will arrange for our technician to visit you within an agreed two-hour timeband between 8am and 9pm Monday to Friday and from 8am to 6pm at weekends. Alternatively you may choose a morning or an afternoon appointment.
- f) Where you have reported illness due to a water quality problem, we will contact you by telephone the next working day after we have collected the sample and inform you of your initial test results relating to micro-biological water quality. We will then provide the results in writing within 5 working days of validating the results. Please allow up to 15 working days for us to receive and validate the results of the sample test. Otherwise you may claim £20.
- g) For all other water quality samples, we will provide the results in writing within 5 working days of validating the results. Please allow up to 15 working days for us to receive and validate the results of the sample test. Otherwise you may claim £20.
- h) We will reduce your meter bill by a minimum of £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 two occasions, each of not less than one hour, within a 28-day period, we will

automatically reduce your annual water charges by 25% or £25, whichever is greater. 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% or £25, whichever is greater. 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.
- d) If we need to check the water pressure at your property, we will arrange for our technician to visit you within an agreed two-hour timeband between 8am and 9pm Monday to Friday and from 8am to 6pm at weekends. Alternatively you may choose a morning or an afternoon appointment.

5 Interruptions to supply

- a) We will warn you by card, giving you 24 hours' notice, if we plan to interrupt your water supply for between 30 minutes and 4 hours. Otherwise you may claim £20.
- b) We will warn you by card, giving you 48 hours' notice, if we plan to interrupt your water supply for more than 4 hours. Otherwise we will pay you £20 automatically.
- c) Where we have given you notice and interrupted your water supply to carry out planned work, we will restore your supply by the time stated on the card. Otherwise we will pay you £20 automatically (and £10 for every subsequent 24-hour period thereafter).
- d) When we are carrying out planned work, we will not interrupt your supply for more than 12 hours on any occasion. Otherwise you may claim £20.
- e) 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).
- f) 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 £20. If you need a constant supply of

water or delivery of bottled water due to a medical condition or another similar reason, we will provide assistance on request.

- g) 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. This is in addition to any payment due under e) or claimed under f) above.

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 or £150, whichever is greater, for each incident in the year.
- b) If flooding from a public sewer enters only your land or garden, you may claim a 50% reduction in your annual sewerage charge or £75, whichever is greater, for each incident in the year. You cannot claim a payment for sewer flooding to your land or garden, if you are entitled to an automatic payment for sewer flooding to your home for the same incident. Additionally, your claim for a payment for sewer flooding to your land or garden will only be valid if you were materially affected by the incident. You need therefore to show or explain the affect of the sewer flooding on your land or garden, when you make your claim.
- c) We understand how upsetting it can be if flooding from a public sewer enters your home or garden. We will therefore help to clean up and disinfect, and we can also provide hygiene advice, so please contact us without delay.
- d) If flooding from a public sewer enters your home, we will visit you on the same day (where practical) and provide advice and an information leaflet. We will send your payment due under a) above within 20 working days; otherwise we will pay you £20 automatically. We will also write to you at that time with an update on our investigations into the problem and any intended future action.
- e) 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 £20.
- f) 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.