

Business Charter

Our guarantees to you



YorkshireWater

We're committed to providing the highest-quality services and as a wholesaler of water and sewerage services, by law we must meet certain standards. This leaflet explains what they are and what we pay if we fail to meet them.

These are our latest promises to you in relation to any incidents occurring from the 1st January 2019 and replace any previous versions.

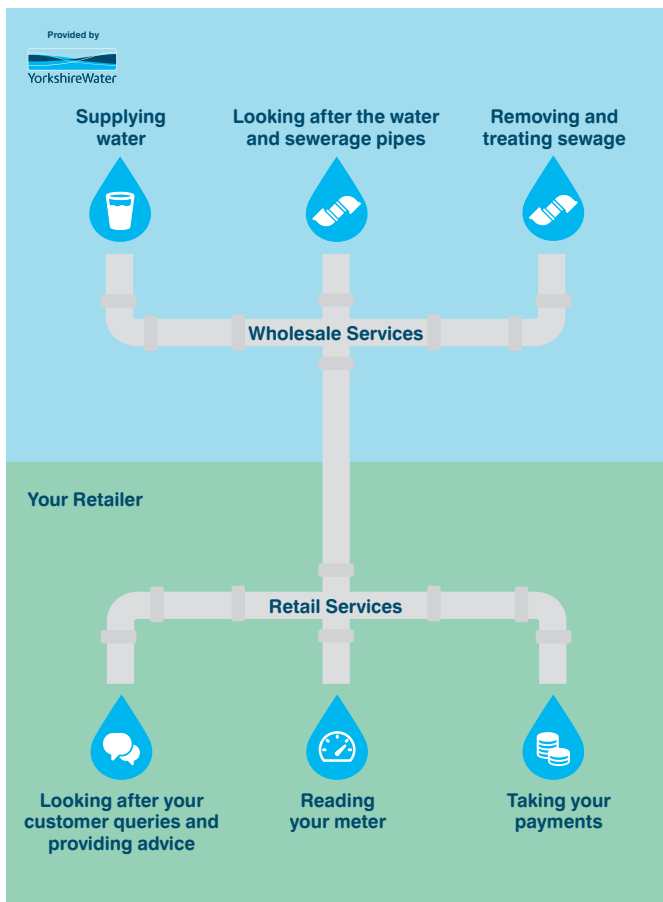
If you have an emergency in relation to your water or sewerage please contact us on 0345 1 24 24 24, we're open 24 hours a day for emergency calls.

Yorkshire Water and the Water Act

From 1 April 2017 all non-household customers can choose who they buy their water and sewerage retail services from. This includes all businesses (big and small), schools, hospitals, charities, government and councils. Behind the change is the Government's Water Act, which aims to introduce more competition into the water industry in England, the aim being to reduce prices and improve customer service in addition to improving water sustainability and resilience.

To operate effectively and fairly in the new market we've separated our wholesale and retail functions for non-household customers only.

Yorkshire Water will still provide the water and waste water services, and your chosen retailer will provide your customer services as well as reading your meter and issuing your bills.



For more information, including details of all licensed retailers and how to switch, go to the independent industry website open-water.org.uk or the website of our regulator ofwat.gov.uk

Our areas of responsibility

As a wholesaler we are responsible for meeting certain levels of service and where we fail these, we make a payment under the Guaranteed Service Standards. The areas we are responsible for are:

- Appointments
- Water Pressure
- Interruptions to the Water Supply (Planned and Unplanned)
- Sewer Flooding

In addition, all wholesalers are required under licence conditions to pay compensation where essential household water supplies are interrupted as a result of restrictions authorised by emergency drought orders. Although this measure is not part of the Guaranteed Service Standards, it does mean that customers have access to drought payments if essential supplies are not maintained.

We'll pay if we fail

This indicates the amount we'll pay your retailer if we fail to meet our standards. Your retailer will then pass this payment on to you.

£50

How your payments will be made

We make some payments automatically (A), others need to be claimed (C) within three months of the event. Automatic payments will be paid directly to your retailer by us as soon as we've confirmed your entitlement, your retailer will then make a payment to you.



For claimed payments you will need to contact your retailer directly.

Why we'll pay	How much we'll pay	How we'll pay
<h2>Appointments (visits)</h2>		
<p>We operate 24 hours a day, seven days a week. We'll respond as quickly as we can if you report an emergency.</p>		
<p>Where we need to visit your premises we'll agree an appointment with you directly or via your retailer for either the morning, the afternoon or within a 2 hour time window. If required, we can agree an evening appointment between 4pm and 8pm.</p>		
<p>If we fail to advise whether the appointment is for the morning, afternoon, evening or within a specific 2 hour window.</p>	<p>£20</p>	<p>A</p>
<p>We'll attend any appointment that we've agreed on time.</p>	<p>£20</p>	<p>A</p>
<p>We'll give 24 hours notice if we need to cancel any agreed appointment.</p>	<p>£20</p>	<p>A</p>
<p>If we don't make any of the above payments within 10 working days of the original appointment date.</p>	<p>£10</p>	<p>A</p>
<h2>Pressure</h2>		
<p>If following an investigation, the pressure in our communication pipe to your home falls below seven metres static head on two occasions, each of not less than one hour, within a 28 day period. We'll make only one such payment per year.</p>	<p>£25</p>	<p>A</p>
<h2>Planned work</h2>		
<p>We'll give 48 hours notice if we plan to interrupt your water supply for more than 4 hours.</p>	<p>£75</p>	<p>A</p>
<p>Where we've warned in advance, we'll restore your supply by the time stated.</p>	<p>£75 + £75 for every subsequent 12hr period.</p>	<p>A</p>
<p>If you don't receive either of the above 2 payments within 20 days of the incident.</p>	<p>£50</p>	<p>A</p>

Why we'll pay	How much we'll pay	How we'll pay
<h2>Emergency (unplanned) work</h2>		
<p>For emergency work it may not be possible for you to be warned in advance of the interruption to the supply.</p>		
<p>We'll restore your supply within 12 hours</p>	<p>£75 + £75 for every subsequent 12hr period.</p>	<p>A</p>
<p>If we don't make the above payment within 20 days of the incident date.</p>		
<p>If we don't make the above payment within 20 days of the incident date.</p>	<p>£50</p>	<p>A</p>
<h2>Sewer flooding</h2>		
<p>If flooding from a public sewer enters your property.</p>	<p>100% of sewerage charges or a minimum of £150 – or maximum of £1,000 whichever is the greater.</p>	<p>A</p>
<p>If flooding from a public sewer enters only your land, you may claim for each incident in the year via your retailer. You can't claim a payment for sewer flooding to your land 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 will only be valid if you were materially affected by the incident. You need therefore, to show or explain the effect of the sewer flooding on your land when you make your claim.</p>	<p>50% of sewerage charges or a minimum of £75 – or maximum of £500 whichever is the greater.</p>	<p>C</p>
<p>If we don't make the above payment within 20 days of the incident date or claim date.</p>		
<p>If we don't make the above payment within 20 days of the incident date or claim date.</p>	<p>£50</p>	<p>A</p>
<h2>Water Shortages</h2>		
<p>If we have to interrupt or cut off your supply because of a drought, we'll automatically pay you per day or part of day during which we've interrupted your supply.</p>	<p>To a maximum of your previous years water charges. If you've not paid a full year's water charge, or a third party is responsible for the water charges, the maximum is £500.</p>	<p>A</p>

**Our Business Charter is subject to
terms and conditions, for more
information please visit:
yorkshirewater.com/businessservices**



