

# Customer charter

Our promise and  
guarantees to you.



YorkshireWater

# We're committed to providing the highest-quality services and by law we must meet certain standards. This leaflet explains the minimum level of service we will provide, and our promises to you.

This charter outlines the length of time we'll take to respond and review contacts and how much we'll pay if we fail and whether you need to claim the payment or not.

On the back cover of this leaflet you'll find all the ways you can get in touch with us, along with a full list of other free customer guides about all the services we offer.

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# The information is summarised using the following keys:

## When we'll respond to you:

This indicates the number of hours, working days or months we'll respond within if we fail to meet our standards.



## How much we'll pay if we fail:

This indicates the amount we'll pay you if we fail to meet our standards. Some amounts may vary as they are based on individual circumstances (V)



Water charges



Sewerage charges

whichever is greater

## How we'll make the payment:

We make some payments automatically (A) you need to claim others (C) within three months of the event. Some payments will usually be made by cheque or sometimes we may credit your account. We'll make the payment as soon as we've confirmed your entitlement.



## Our promise to you...

For further details regarding icons in the table below, please refer to the key on page 2.

When we'll respond to you









How much we'll pay you

How we'll pay you

### ...customer contacts

We'll respond to any written complaints			
We'll respond to other written water and waste water contacts excluding contacts relating to Developer Services activities and insurance claims			
We'll respond to any contacts about accounts, bills and payments			
We'll process your cheque payment, if sent through the post to us			
We'll refund payments made to us in error or credit balances if you ask			
If we take a Direct Debit payment in error. In addition, we'll reimburse any costs you incur, including bank charges and interest attributable to our mistake			
We'll respond to Priority Services enquiries and process application for these services			
<b>If we fail the above and don't make the payment to you within 10 working days</b>			
If we wrongly issue a county court claim or wrongly obtain a County Court Judgement against you (on identifying that an error has occurred)			
If we wrongly register a default against you with a Credit Reference Agency			
We'll 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			

### ...inconvenience

We're working hard to minimise the inconvenience caused by our water and waste water activities			
We'll consider claims for compensation on an individual basis for unnecessary disruption or uninsured losses or damage arising as a result of our activities.			
We'll give you advance notice if our planned works will restrict access to your home.			
We'll consider claims for compensation on an individual basis if our unplanned (emergency) works restrict access to your home and you're inconvenienced.			
We'll consider claims for compensation on an individual basis for any inconvenience arising because of an error that we've made in relation to your bill or your payments.			

## Our promise to you...

For further details regarding icons in the table below, please refer to the key on page 2.

When we'll respond to you

How much we'll pay you

How we'll pay you

### ...appointments (visits)

We operate 24 hours a day, seven days a week. We'll respond as quickly as we can if you report an emergency. An appointment isn't usually appropriate in these circumstances.

Where we need to meet you at your home we'll agree an appointment in the morning, the afternoon or within a two-hour timeband. If required, we may agree an evening appointment between 4pm and 8pm

If we fail to tell you that your appointment is for the morning, afternoon, evening or within a specific two-hour time band		£20	A
We'll attend any agreed appointment with you on time		£20	A
We'll give you notice if we need to cancel any agreed appointment	24 HRS	£20	A
<b>If we fail the above and don't make the payment to you within 10 working days</b>		£20	C
We'll only ask you to reschedule any agreed appointment once.		£20	C

### ...water quality

If we're responsible for dirty water causing damage to your washing or appliances		-10% max 30%	C
If we're responsible for persistent water quality problems		-30%	C
In respect of the above 2 commitments, we'll also consider claims for loses or damage that your own insurance does not cover.		V	C
After reporting illness due to a water quality problem we'll advise you of what action we propose to take	0.2 HRS	£20	C
Where you've reported illness due to a water quality problem we'll contact you by telephone after we've collected the sample and inform you of your initial test results relating to micro-biological water quality	2.4 HRS	£20	C
For all water quality samples, we'll provide the results in writing (other than regulatory sampling)	20 WORKING DAYS	£20	C
We'll credit your metered account if you have to run off excessive amounts of water to clear discoloration		£5	C

## Our promise to you...

For further details regarding icons in the table below, please refer to the key on page 2.

When we'll respond to you

How much we'll pay you

How we'll pay you

### ...pressure

Following an investigation, if the pressure in our communication pipe to your property falls below seven metre static head on two occasions, each of the less than one hour, within a 28 day period.

£25

A

**If we fail the above and don't make the payment to you within 10 working days**

£20

C

If we regularly inconvenience you due to abnormally high or low pressure.

£25

C

We'll also consider claims for losses or damage that your own insurance does not cover

V

C

### ...planned work

We'll warn you, giving 48 hours notice, if we plan to interrupt your water supply for more than four hours

£20

+ £10 for every subsequent 24hrs

A

Where we've warned you in advance we'll restore your supply by the time stated

£20

A

**If we fail the above and don't make the payment to you within 20 working days**

£20

A

We'll warn you, giving 24 hours notice if we plan to interrupt your water supply for between 30 minutes and four hours.

£20

C

We'll provide alternative supplies for any interruption for more than 5 hours

£20

C

For planned work, we'll not interrupt your supply for more than 12 hours on any occasion

£20

C

### ...emergency (unplanned) work

For emergency work, we'll restore your supply within 12 hours or in the case of a strategic main, 48 hours

£20

+ £10 for every subsequent 12hrs

A

**If we fail the above and don't make the payment to you within 20 working days**

£20

A

If we interrupt your supply to carry out emergency work on three or more occasions totalling over 15 hours within a 12 month period.

-10%

C

We'll provide alternative supplies for any interruption for more than five hours

£20

C



## Our promise to you...

For further details regarding icons in the table below, please refer to the key on page 2.

When we'll respond to you

How much we'll pay you

How we'll pay you

### ...water shortages

If we have to interrupt or cut off your supply because of a drought

£10  
per day

A

**If we fail the above and don't make the payment to you within 10 working days**

£20

C

### ...frozen pipework

If the cause of an interruption to your water supply is due to our frozen asset, we'll consider claims based on the length of time your supply interrupted

V

C

We'll provide alternative supplies for any interruption for more than five hours.

£20

C

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

### ...leaks

If you think you've got a leak and might be losing water, we've got a practical guide to water consumption so you can see whether your using it or losing it. Visit [yorkshirewater.com/leakcheck](http://yorkshirewater.com/leakcheck)

We'll repair within two days, any major leaks on our water mains that have been reported by a customer and are our responsibility and any minor leaks within seven days. Where we do not meet these timescales, due to factors within our control and where you are inconvenienced or incur uninsured losses, we'll consider claims for compensation.

V

C

If your property is flooded as a result of a burst water main, we'll make arrangements to clean up afterwards. We'll also consider claims for damage, inconvenience, uninsured losses and other out of pocket expenses.

V

C

We grant allowances, where you're eligible, against meter charges which have accrued due to leakage

V

C



## Our promise to you...

For further details regarding icons in the table below, please refer to the key on page 2.

When we'll respond to you

How much we'll pay you

How we'll pay you

### ...new supplies

We'll send you written acknowledgment of your application for a new supply



We'll provide you with a quotation or estimate for a new supply connection



We'll make new connections and ensure compliance with the Water Supply (Water Fittings) Regulations 1999 on receipt of your checklist station you're ready for us to make the connection. It may be longer if we need to apply for a road closure or traffic management



We'll carry out a 'lead-for-lead' renewal, replacing any lead pipework that is our responsibility if you've replaced your pipes



after receiving application

£20



### ...meters

We'll install a meter upon receipt of a valid Domestic Meter Option application.

If after this period the meter hasn't been installed we'll charge you meter standing charges only, up until the date it's fitted



If you take up our Domestic Meter Option, you may revert to rateable value billing if you contact us within 2 years of the meter being fitted. You will be responsible for the meter charges up until the time we receive your request.

## Our promise to you...

For further details regarding icons in the table below, please refer to the key on page 2.

When we'll respond to you

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How we'll pay you

### ...sewer flooding

We understand how upsetting it can be if flooding from a public sewer enters your home or garden. We'll therefore help to clean up and disinfect and we can also provide hygiene advice, so please contact us without delay.

If flooding from a public sewer enters your home.

We'll also consider claims for losses or damage that your own insurance does not cover.



A

V

C

**If we fail the above and don't make the payment to you within 10 working days**

£20

A

If flooding from a public sewer enters only your land or garden you may claim for each incident in the year. You can't claim a payment for sewer flooding to your land or garden, if you're 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 effect of the sewer flooding on your land or garden.

We'll also consider claims for losses or damage that your own insurance does not cover.



C

whichever is the greatest

V

C

We'll contact you within two hours of receiving your telephone call reporting an internal flooding incident and we'll advise you of what action we propose to take.

£20

C

If flooding from a public sewer enters your home, we'll visit you on the same day (where practical) and provide advice and an information leaflet. We'll also update you on our investigations into the problem and any intended future action.

## Would you like more information about our Customer Charter?

Our Customer Charter is subject to terms and conditions, please contact us if you'd like written details. Some of this information may not apply if you receive a service from another water company. We have a separate charter If you're a business customer, please get in touch if you'd like a copy.



## Free ways to contact us:



**Chat with us live on our website**



**Free callback service via our website**

No waiting around on hold, fill out a simple form and one of our advisors will call you back as soon as possible.



**Visit our website [yorkshirewater.com](http://yorkshirewater.com)**



**Tweet us @YWHelp**



**Contact us on Facebook**

## Other ways to contact us:

Telephone

**0345 1 24 24 24**

Our contact centre is open for billing enquiries Monday to Friday 8am-8pm and Saturday 9am-5pm. For water and sewerage enquiries we're open Monday to Saturday 6.30am-10pm and Sunday 7.30am-10pm. We're open 24 hours a day for emergency calls.

24 Hour automated services

**0345 1 247 247**

(meter readings and payments)

Write to us

**PO Box 52, Bradford, BD3 7YD**

## Codes of Practice available:

- Our Customer Charter
- What if you need some extra help?
- What do we charge and why?
- Tell us what you think
- What if paying your bill is a problem?
- How do we manage your water supply?
- What happens if you've got a leak?
- Whose pipe is it?
- Where does your water go?
- Would a water meter be right for you?

Our Customer Charter details our service commitments, including the payments you're entitled to if we don't meet our promises.

**Visit [yorkshirewater.com/policies](http://yorkshirewater.com/policies) for details**