

# Our service standards

Our customers are at the heart of everything we do. We believe in quality of service and work around the clock to provide you with clear, fresh water as well as waste water services. We continually invest in new resources to deliver improvements that meet your needs as well as meeting industry standards.

This factsheet tells you about the services that we promise to provide you with. We call these our service standards. They help you to know what to expect from us. We explain to you what your rights are and what happens if we don't keep our promises to you. In some cases, we will make an automatic offer of a payment and in others we ask that you get in touch with us and we will investigate a possible payment.

## Appointments

We will offer you an appointment for either the morning or afternoon or a 2-hour time slot on a particular day. If our representative does not turn up at the appointed time or we do not give you 24 hours' notice of a change in the appointment, you will automatically receive £30.

## Complaints

If you do have a concern about any of our services or a representative, please call us on our **Customer Helpline** on **0800 0778778** and tell us about it. We will always try to deal with your call there and then. If we cannot do this, we will ring you back. If you ask for a written response, we promise to send you one within 5 working days. If we do not do this, you will automatically receive £30.

## Water quality

You can be confident that your water is safe to drink because we regularly check the quality to ensure it meets the required standards. Drinking water in the UK is subject to some of the tightest regulations in the world. In the unlikely event that a restriction has to be placed on the use of your water (such as a 'boil water' or 'do not use' notice) for more than 3 months, and is caused by Scottish Water's pipework, you can apply for a payment of 100% of your annual water charges.



**Scottish  
Water**  
Trusted to serve Scotland

### Connections to the existing water network

If you require a water or waste water connection, you must submit a formal application and any supporting designs and details of consultations with relevant bodies. If all information is provided and approved, we will provide you with approval and a quotation to connect within 28 days. If there is evidence that we have caused a delay in connecting you, you may be able to claim a rebate of your connection charge. Payment will be £30 per day where it is up to and including a 32mm outside diameter pipe or £150 per day where the pipe is greater than 32mm outside diameter. Payments are up to a maximum of 100% of the connection charge.

### Paying your bill

You normally pay for your water and waste water services through your local authority along with your council tax payments.

For other services, such as if you have a water meter or need sludge removing from a septic tank, we will send you an accurate bill. If you call to question an item on your bill, we will do our best to sort the issue out immediately. If we need to review your account after your enquiry, we will get back to you with a response within 5 working days. If we do not, you will automatically receive £30.

If you ask to change the way you pay your bill, we will respond within 5 working days. If we fail to do this, you will automatically receive £30.

### Turning off your water supply

#### When it's planned

Sometimes we need to turn off your water to carry out essential maintenance and repair work to protect the supply and quality of your water. If this work is planned to last longer than 4 hours, we will send a letter to give you at least 48 hours notice. We may also use our website, social media, local TV or radio.

If we do not give you this warning, or we do not restore your supply when we said we would, you can contact us to claim £30. You can also claim £30 for every 12-hour period that you are without water.

#### When it's unplanned

We are continually investing in our water network across Scotland, but sometimes pipes crack or collapse causing interruptions to your water supply. We can usually restore your supply within 12 hours. However, if a large water main has burst, it may take us longer. In this case, we promise to restore your water within 48 hours of us finding out. If we cannot do this, we will provide you with regular updates on the situation. If your water supply is not restored within these timescales, you can claim £30, then £15 for every 12-hour period after this that you are without water.

If you report 2 interruptions in the same financial year, caused by a failure in the network that isn't related to work we are carrying out, you can apply to claim a payment of 25% of your annual water charges. If you experience and report subsequent interruptions within the same financial year, you can claim a further 25% for each of those subsequent interruptions, to a maximum of 100% of your water charges.

#### How do we calculate the timescales?

The clock starts ticking once we're aware of an interruption to supply and have all the relevant information to arrange our attendance. This could be from a phone call, email or message on social media.

The clock stops ticking once the supply is restored to your cold water kitchen tap. This may be just a trickle initially (depending on where your property is on the network) and it may be discoloured, however it will return to normal.

### Internal waste water flooding

If the inside of your home is flooded with waste water from our sewers, we promise to send someone out within 4 hours of you contacting us. On our visit we will investigate the cause of the problem and report back our findings to you. If you need to make a claim for compensation to cover any losses, we would always advise that you do this through your household insurance policy. This is because your claim is likely to be processed more quickly as legal liability (responsibility) for the cause does not need to be proved. We will refund your insurance excess if you suffer waste water flooding from our sewers within your home unless the flood was caused by extreme weather conditions or your own actions (such as inappropriate items flushed down the toilet or drain). You may also automatically receive a payment equal to your total waste water charge for the year.

If your property has been identified as being at risk of internal flooding, and added to our internal flooding register, you will receive a letter with an annual automatic offer of a payment of your waste water charges while you remain on our register. Our flooding payments offered to customers are the equivalent of at least a waste water charge band D rate.

### External waste water flooding

Where you have suffered external flooding (where you cannot access your property without stepping through sewage flooding within your property boundary OR your land is extensively flooded and effectively destroyed) you can apply for a payment of 50% of your annual waste water charges for each occasion up to 100% in any financial year. Our flooding payments offered to customers are the equivalent of at least a waste water charge Band D rate.

### Water in your gas pipes

If you notice water coming from a gas appliance, such as cooker or gas fire (not a condensate pipe from a condenser boiler, which does carry water through when heating) or if you lose your gas supply because water has got into your gas pipe, contact our **Customer Helpline** on **0800 0778778** immediately.

We will contact SGN (who maintain the gas pipes) to make sure the supply is safe and will phone you back within 2 hours to let you know what happens next. If we don't do this, we will automatically pay you £30.

### Water pressure

We aim to provide your water at a pressure of at least 1 bar at the boundary of your property. This level of pressure should allow you to fill a bucket with 10 litres of water in around one minute. If you think your pressure is lower than 1 bar, please call our **Customer Helpline** on **0800 0778778**.

We will investigate the pressure levels and get back to you within 5 working days. If we do not, you will automatically receive £30.

If your property is featured on our low pressure register, you will receive an annual letter with an automatic offer of a payment of your water charges as long as you remain on the register.

### Water meters

When you apply for a water meter, we will first have to carry out a survey to make sure that a meter can be fitted. We will charge you for this service. Within 10 working days of your application, we will let you know what alterations to pipework may be involved and what they will cost. If we don't do this, you'll automatically receive £30.

We aim to fit your meter within 15 working days of agreeing the arrangements and receiving your payment. If we do not fit the water meter by the date agreed with you, you will only pay the annual fixed charge element once the meter is installed and working.

## Our service standards

### Summary table of our service standard payments

Service Standard	Automatic payment?	Do you need to claim?	Payment amount
<b>Appointments</b> – keeping appointments made more than 24 hours in advance.	Yes		£30
<b>Written response to a formal complaint</b> – respond within 5 working days.	Yes		£30
<b>Water quality</b> – affecting the water quality where a ‘boil water’ or ‘do not use notice’ is in place for more than 3 months.		Yes	100% of your annual water charges.
<b>Connection services</b> – where evidence confirms that we have caused a delay.		Yes	£30 a day if it is up to and including a 32mm outside diameter pipe. £150 a day if it is greater than 32mm outside diameter pipe (up to 100% of the connection charge).
<b>Respond to questions about your bill and changing your payment methods</b> – respond within 5 working days.	Yes		£30
<b>Planned interruptions</b> – warn you 48 hours in advance, supply restored within time given – payment if we fail to warn or your supply is not restored at the time we have given.		Yes	£30 + £30 for each further 12 hours without water.
<b>Unplanned interruptions</b> – (burst main and so on) restore within 12 hours (48 hours for a large main supplying a large area).		Yes	£30 + £15 for each further 12 hours without water. If you report 2 interruptions in the same financial year, caused by a failure in the network that isn’t related to work we are carrying out, you can apply to claim a payment of 25% of your annual water charges. If you experience and report subsequent interruptions within the same financial year, you can claim a further 25% for each of those subsequent interruptions, to a maximum of 100% of your water charges.
<b>Internal waste water flooding</b> – Caused by waste water from our sewers.	Yes		Equal to your yearly waste water charge per incident (minimum payment of Band D rate and up to £1000).

## Our service standards

Service Standard	Automatic payment?	Do you need to claim?	Payment amount
<b>Internal waste water flooding</b> – Caused by waste water from our sewers (cont)	Yes		If your property is at a high risk of internal flooding due to overloaded sewers, and is added to our internal flooding register, you will receive your annual waste water charge (minimum payment of Band D rate).
<b>External waste water flooding</b> – Caused by waste water from our sewers.		Yes	If your property is significantly affected from flooding outside you can apply for a payment of 50% to 100% of your annual waste water charges (where you cannot access your property without stepping through sewage flooding within your property boundary OR your land is extensively flooded and effectively destroyed (minimum payment of Band D rate).
<b>Water in gas pipes</b> – give you a call within 2 hours of reporting the fault to give details of what happens next.	Yes		£30
<b>Water pressure</b> – we will tell you the outcome of our investigations within 5 working days.	Yes		£30  If your property is placed on our low-pressure register due to ongoing pressure issues you will receive the water charges you have paid for the year.
<b>Water meters</b> – applications. We will let you know the outcome within 10 working days of your application.	Yes		£30

Water and waste water charges are paid through your Local Council and they are calculated based on your house banding.

- We have a register to work out known properties that are at risk from internal flooding or low pressure. We only use this register to identify customers that are eligible for a payment against these measures.
- For other payments relating to water or waste water charges we need a copy of your council tax bill and customers are only entitled to a maximum of one payment of water and/or waste water charges in any financial year and up to a maximum of £1000.

For more information on what the standards cover and the level of payment available, call our Customer Helpline on **0800 0778778** or visit our website at [www.scottishwater.co.uk/yourrights](http://www.scottishwater.co.uk/yourrights)

### Making a claim

If you want to make a claim for any of the service standard payments explained in this factsheet, you must do this within 3 months of the incident.

For the automatic payments that we describe in this factsheet, you will receive a payment within 10 working days, once we have received the required information. If you do not, we will pay you a further £30.

Sometimes there are circumstances that we cannot control, such as severe weather. This may include unusually low temperatures which are not seasonally typical. It may also include high winds, severe snow or heavy rain, each of which may have the potential to cause danger to life or widespread disruption. Additionally, we cannot control industrial action or the actions of others. In these circumstances we cannot guarantee the above promises. However, we will clearly explain to you our reasons why.

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### We want to make it easy to contact us – here's how:


We always have someone here to take your call, you can write to us or alternatively you can contact us through our website.


Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline.

If you have a disability, medical condition or other reason where you will need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Additional Support Register.

We record all calls for quality and training purposes.

 Customer Helpline 0800 0778778

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[customer.services@scottishwater.co.uk](mailto:customer.services@scottishwater.co.uk)

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Edinburgh, EH10 6YQ

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Please quote this reference code when contacting us: **SWFact OSS 07/16**