



## Guaranteed Service Standards (GSS)

The GSS is the guaranteed minimum standards of service customers of water and sewerage companies are entitled to, as laid down by the government. Customers are entitled to payment by a water and sewerage company when they fail to meet a specific standard. The scheme is monitored by Ofwat and covers:

- Making and keeping appointments
- Account queries and requests about payment arrangements
- Enquiries
- Complaints
- Written Complaints
- Internal Flooding
- External Flooding

A full explanation of what you are entitled to if we fail to meet a minimum standard of service is set out within our customer code.

The table below shows the minimum payment required by each of the GSS Regulations, plus any increase for failing to pay these in a timely manner. These are the minimum payment amounts, and may be increased.

GSS Regulation	GSS payment		Late payment penalty	
	Residential Customers	Other Customers	Residential Customers	Other Customers
<b>Making appointments</b>	£50	£50	£10	£10
<b>Keeping appointments</b>	£50	£50	£10	£10
<b>Account queries &amp; requests about changes to payment arrangements</b>	£30	£30	£10	£10
<b>Written complaints</b>	£30	£30	£10	£10
<b>Flooding from sewers – Internal flooding</b>	Payment equal to annual sewerage charges. (Minimum payment of £150. Maximum of £1000)		£20	£50
<b>Flooding from sewers – external flooding</b>	Payment equal to 50% of annual sewerage charges (Minimum payment of £75. Maximum of £500)		£20	£50

The form below allows you to request a payment where we have failed to meet our service standard. Please complete it in as much detail as possible to help us deal with your request.



## Customer Guarantee Scheme payment request form

Your name		
Title	First Name	Last Name

Company details	
Are you a business customer making a request for payment? If so please fill in the below table.	
Company Name	Your Role

Your contact details	
Please provide your telephone number including area code, and a valid email address.	
Contact number	Email address

Your account details			
Please provide your account reference and address of the property to which the account or incident relates to.			
Account Reference			
Address Line 1			
Address Line 2			
Town			
County		Post Code	



## Customer Guarantee Scheme payment request form

### Your account details (Is the above address also your mailing address?)

If not, then please fill in your mailing address below.

<b>Account Reference</b>			
<b>Address Line 1</b>			
<b>Address Line 2</b>			
<b>Town</b>			
<b>County</b>		<b>Post Code</b>	

### Service standard

Please look at our GSS (Guaranteed Service Standards) above to see whether you may be entitled to a payment. PLEASE TICK RELEVANT TYPE OF SERVICE.

<b>Flooding from sewer - Internal</b>		
Incident date (if you know it)	/ /	
If you have been given an incident or reference number, please provide it here		

<b>Flooding from sewer – External</b>		
Incident date (if you know it)	/ /	
If you have been given an incident or reference number, please provide it here		



## Customer Guarantee Scheme payment request form

### Service standards continued

Please look at our GSS (Guaranteed Service Standards) above to see whether you may be entitled to a payment. PLEASE TICK RELEVANT TYPE OF SERVICE.

<b>Missed or incorrectly cancelled appointment</b>		<input type="checkbox"/>
Incident date (if you know it)	/ /	
If you have been given an incident or reference number, please provide it here		
<b>Written changes to payment arrangements</b>		<input type="checkbox"/>
<b>Written complaints</b>		<input type="checkbox"/>
<b>Written enquiry: Sewerage to premises</b>		<input type="checkbox"/>
<b>Written enquiry: Special assistance services</b>		<input type="checkbox"/>
<b>Written queries: Bill accuracy</b>		<input type="checkbox"/>

We will always aim to send you a letter about your compensation within 1 month. We'll usually credit your County Water account or send you a cheque within this timescale.

Please wait 1 month before getting in contact with us.