

## Cambridge Water Code of Practice

### Guaranteed Standards of Service

To be read in conjunction with our leaflet “Our Commitment to Customers”

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	<b>Standard</b>	<b>Exceptions</b>	
<b>Keeping Appointments</b> ☒	When making appointments we will specify morning or afternoon. If the customer requests it, we will provide a 2 hour time band. We will attend within the agreed times.	<ul style="list-style-type: none"> <li>▪ Customer cancels</li> <li>▪ We give 24 hours notice of cancellation</li> <li>▪ Industrial action</li> <li>▪ Act/default of someone who is not an agent or employee of the company</li> <li>▪ Severe weather conditions</li> </ul>	£20 Auto
<b>Account Queries</b> ☒	We will send a reply within 10 working days of receiving a written query	<ul style="list-style-type: none"> <li>▪ Customer cancels the request</li> <li>▪ Industrial action</li> <li>▪ Request was sent to an inappropriate address</li> <li>▪ Act/default of someone who is not an agent or employee of the company</li> </ul>	£20 Auto
<b>Payment Arrangements</b> ☒	If we cannot meet a request to change a payment arrangement, we will reply within 5 working days of receiving a written request		£20 Auto

<b>Written Complaints</b> ☒	We will reply in full within 10 working days of receiving a written complaint, even where an investigation needs to be carried out.	<ul style="list-style-type: none"> <li>▪ Customer contacts us to say he does not want to pursue the complaint</li> <li>▪ Industrial action</li> <li>▪ Act/default of someone who is not an agent or employee of the company</li> <li>▪ Request was sent to an inappropriate address</li> <li>▪ Frivolous/vexatious complaint</li> <li>▪ Severe weather conditions meant a necessary visit could not be made</li> </ul>	£20 Auto
<b>Interruption to Supply</b> ☒	<p><b>Planned Interruptions</b> If the interruption will be for over 4 hours, we must give at least 48 hours notice.</p> <p><b>Emergencies</b> We will send out a written notice which will include the fact that the supply has been interrupted or cut off; where any alternative supply may be obtained; the time by which it is proposed the supply should be restored; and the telephone number of an office from which further information may be obtained</p>	<ul style="list-style-type: none"> <li>▪ Severe weather conditions</li> <li>▪ Industrial action</li> <li>▪ Act/default of someone who is not an agent or employee of the company</li> <li>▪ * If the customer could not reasonably be identified, and he has not made a claim within 3 months of the date the supply was cut off.</li> </ul>	£20 domestic £50 business Auto (claimed if *)
<b>Restoration of Supplies</b> ☒	<p><b>Planned Interruptions</b> We will restore supplies within the time specified in the notice.</p>	<ul style="list-style-type: none"> <li>▪ Severe weather conditions</li> <li>▪ Industrial action</li> <li>▪ Act/default of someone who is not an agent or employee of the company</li> <li>▪ Such exceptional circumstances that it would be unreasonable to have expected the supply to have been restored</li> <li>▪ * If the customer could not reasonably be identified, and he has not made a claim within 3 months of the date the supply was cut off.</li> </ul>	£20 domestic £50 business Auto (claimed if *)
	<p><b>Emergency Interruptions, except on strategic mains</b> We will restore supplies within 12 hours of becoming aware of the interruption.</p>		
	<p><b>Leaks/Bursts on Strategic Mains</b> We will restore supplies within 48 hours of becoming aware of the interruption</p>		
	<p>Where a payment is due (above) we will make a further payment for each further 24 hour period that the supply remains unrestored.</p>		£10 domestic £25 business Auto (claimed if *)
<b>Low Pressure</b>	We guarantee that, in any 28 days period, the pressure in a communication pipe will not fall below seven metres static head more than once for more than one hour.	Auto (claimed if *) £20 domestic £50 business	£25 Claimed

<b>Paid Installations - Surveys</b>	We will survey the property within 15 working days of receiving the request	<ul style="list-style-type: none"> <li>▪ Severe weather conditions</li> <li>▪ We receive less than 5 working days notice</li> <li>▪ Act/default of someone who is not an agent or employee of the company</li> </ul>	£10 Claimed
<b>Paid Installations</b>	We will install the meter within 15 working days of receiving acceptance of the survey		£10 Claimed
<b>Free Installations - Surveys</b>	We will survey the property within 45 working days of receiving the request		£10 Claimed
<b>Free Installations</b>	We will install the meter within 45 working days of survey		£10 Claimed
<b>Meter Reading</b>	We will read a meter on the day a customer moves house		£20 Auto
<b>Meter Changing</b>	We will notify the customer when we are changing a meter. If the meter is external, we will leave a card stating it has been changed	<ul style="list-style-type: none"> <li>▪ Act/default of someone who is not an agent or employee of the company</li> <li>▪ Industrial action</li> </ul>	£10 Claimed
<b>Penalty Payments</b>	All items marked ₤ will be paid within 10 working days of the sum becoming due		£10 Claimed
<b>Penalty Payments</b>	All items marked ₤ will be paid within 20 working days of the date the water was cut off.		Auto £20 domestic £50 business
<b>Payments or credit</b>	If the customer has a debt outstanding with the Company and that debt has been outstanding for more than 6 weeks, we will credit the account rather than send a payment.		
<b>Discoloured Water</b>	We ensure that, as far as is reasonably practicable, no water is supplied that causes loss or damage due to discolouration.		Actual loss or damage
<b>Performance and Availability of Staff</b>	We will deal with all customer requirements promptly and efficiently. At least one member of staff qualified to deal with reasonable queries will be available from 8.30am to 5pm, Monday to Friday (ex Public Holidays)		£10
<b>Court Claims</b>	We will not issue a Claim for any debt for which we have received full payment, or on which a payment arrangement has been set up and has been adhered to.		£30
<b>Court Judgment</b>	We will not issue a Judgment for any debt for which we have received full payment, or on which a payment arrangement has been set up and has been adhered to.		£70 Auto