

Handling Complaints

We aim to respond to all complaints quickly and to your satisfaction. We monitor the complaints we receive to check for particular problem areas so that a better service can be provided.

Tel: 01223 70 60 50
E-mail: info@cambridge-water.co.uk

Making a Complaint

We would like to hear from you: in person, by telephone, or in writing. Office hours are 8.30 a.m. to 5 p.m. Monday to Friday. Our Control Room is staffed 24 hours every day for emergency notification of loss of water, pressure or water quality complaints.

When you contact us in person or by telephone, we will discuss your complaint with you. If we cannot help you immediately your complaint will be referred to someone who has the authority to investigate and resolve the matter. This may involve us returning your call.

Training for Staff

Our aim is that all staff dealing with complaints:

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| <ul style="list-style-type: none">• have a thorough knowledge of the Company's work and procedures• have the skill to speak or write in reply to customers | <ul style="list-style-type: none">• give top priority to customer service• have the authority to investigate complaints |
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Our Response Time for Complaints

We will always provide a full explanation and an apology where appropriate. Where the Company is at fault we will explain what has happened, automatically consider compensation and pay it where appropriate. Immediate action will be taken to put things right where possible.

We will endeavour to reply to written complaints, and when necessary to telephone complaints or personal visits, within five working days. If we need to visit your property first, we will inform you of this and reply in full within 20 working days. |

Referring Complaints to a Higher Level

If you are dissatisfied with our response, or with the way we have dealt with your complaint, then you may refer the matter to one of our Senior Managers. They will personally review your original complaint and reply within 10 working days.

Auditing the Complaints Procedure

All complaints are recorded and regularly reviewed by senior management and the Board of Directors to see if:

- Changes to procedures are needed;
- Replies have been made promptly, politely and comprehensively.

The complaints registers are subject to audit by external independent assessors and by representatives of the Ofwat Eastern's Customer Service Committee

The assessors' comments and the summary of how complaints have been dealt with are included in Annual Reports sent to the Director General of Water Services.

The Cambridge Commitment to Customers

We have Guaranteed Standards of Service that cover:

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| <ul style="list-style-type: none">• Making and keeping appointments• Answering questions about bills• Letting you change how you pay• Installing water meters at customer's request• Responding to written complaints | <ul style="list-style-type: none">• Giving notice when we interrupt your supply• Restoring your supply after interruption• Customer Care• Water Quality |
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You may be able to claim compensation for our failure on these aspects of service. If you want to know more about compensation please see the leaflet entitled "Our Commitment".

If you are not satisfied with our response

If you are not satisfied with the way we handled your complaint or with our response, you can submit the complaint to CCWater or an arbitrator agreed between us.

The Office of Water Services (OFWAT) is responsible for ensuring that the water industry in England and Wales provides a good quality, efficient service at a fair price. OFWAT is independent of the industry, responsible to the Secretary of State for the Environment.

CCWater helps OFWAT to protect the customer's interests in each region. They investigate complaints and monitor the services that water companies provide. This organisation can help with your complaint.

The Company agrees to be bound by the decision of CCWater regarding complaints investigated by them.

If CCWater cannot deal with your complaint they will pass it on to OFWAT who has wider powers. It also represents general customer concerns.

CCWater can be contacted at:

CCWater
Ground Floor,
Carlyle House,
Carlyle Road,
Cambridge CB4 3DN
Tel: 01223 323889

Settling Disputes

We, or you, can refer certain disputes to OFWAT for determination, such as:

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| <ul style="list-style-type: none">• Connections to water mains• Paying disconnection charges• Metering supplies.• Providing separate service pipes for new and existing supplies | <ul style="list-style-type: none">• Maintaining pressure and supply• payment or credit under our Guaranteed Standards Scheme |
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OFWAT
Centre City Tower,
7 Hill Street,
Birmingham B5 4UA
Tel: 0121 625 1300

Settling Disputes - Arbitration

Under the Water Industry Act 1991 some disagreements between us will be decided by an arbitrator to be agreed between us:

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| <ul style="list-style-type: none">• conditions for water main requisition• regulations for preventing contamination of wastage | <ul style="list-style-type: none">• regulations relating to water fittings• water metering |
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If we cannot agree, the Institution of Civil Engineers, the Secretary of State for the Environment or the Director General can choose an arbitrator depending on the dispute.

If any of these provisions apply to your particular complaint we will let you know at the relevant time. None of the above affect your rights to instigate legal action.

The Drinking Water Inspectorate

The Government's Drinking Water Inspectorate has the responsibility for ensuring that we supply water that is wholesome and fit to drink.

This information sheet is one of a series that make up Cambridge Water's Code of Practice for Customers. The full range of titles is:

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| <ul style="list-style-type: none">• Introduction to The Code of Practice for Customers• The Cambridge Commitment to Customers and our Guaranteed Standards• Your water supply - Quality, Quantity, Pressure and Flow• How to get a water supply• Responsibility for Water Pipes | <ul style="list-style-type: none">• Responsibility for Leakage and Repairs• The facts about water meters• Complaints Procedure• Your Bill and How to Pay• What to do if you cannot pay your bill |
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If you would like a copy of all or one of these information sheets, please call 01223 706050 or e-mail us at custservice@cambridge-water.co.uk