



About our complaints procedure



Our commitment to you

At Cambridge Water we aim to give you the best service possible. We know sometimes things go wrong and we'll always do our best to put things right.

On average, our customers pay less than 40p a day for all the water they need for drinking, cooking, cleaning and flushing the toilet. That's less than the cost of one litre of branded bottled water from the supermarket.

In this leaflet we'll provide you with our full complaints procedure along with extra information that might be of help to you.

STEP 1

Who should I contact?

BY PHONE

To get things sorted quickly it's best to call us. It's easier for us to help you if we can speak to you and understand your concerns.



Please call us on

01223 70 60 50

and we'll be happy to help.

Our aim is to resolve things for you in that first contact. If for any reason we can't, we'll investigate further and call you back with a resolution or further information at a time that suits you.

To help us to access your account quickly, please ensure you have your **customer reference number** to hand. You'll be able to find your reference number on any bill, letter or email we've sent you.

A list of useful contact information can be found at the back of this leaflet.

WRITE TO US

If you feel we're unable to resolve your query in the call and you wish to escalate your concerns you can fill out a web form or write to us using the details below:

Web form

www.cambridge-water.co.uk/home/contact-us

Write to us

Customer Relations

Cambridge Water

PO BOX 7040

Green Lane

Walsall

WS1 9QG

As soon as we receive your complaint our dedicated Customer Relations team will investigate your issues fully and will respond to all contacts within 10 working days from the date we receive them. If we don't meet that timescale, we'll automatically give you £30 under our Guaranteed Standards of Service.

When you write to us, please include your telephone number so we can call you if we need to.

STEP 2

Review by a Manager

If you're still unhappy with the response you've received to your complaint or the way your complaint was handled, you can write and request a manager to investigate further.

They will then carry out an independent review and provide an overall outcome within 10 working days.

STEP 3

Review by Consumer Council for Water

If we've reviewed your complaint in full and you're still dissatisfied, you can ask the Consumer Council for Water to review your case. The Consumer Council for Water is the independent consumer representative in England and Wales. They can advise or help you resolve your water and sewerage complaint and their service is provided for free.

Their contact details are as follows:

Consumer Council for Water Central
1st Floor Victoria Square House
Victoria Square
Birmingham
B2 4AJ

Web: www.ccwater.org.uk
Telephone: 0300 034 2222
Email: enquiries@ccwater.org.uk

If you have hearing and/or speech difficulties please dial **18001** before the phone number.

STEP 4

Water Redress Scheme (WATRS)

WATRS is a free and independent service that reviews disputes between customers and companies.

If your complaint has been fully reviewed by us and the Consumer Council for Water and you remain dissatisfied, your case may be referred to WATRS. The Consumer Council for Water will let you know if your case is eligible.

You can make an application by visiting WATRS website. Alternatively you can contact them on the details below to request an application form to be sent to you. Guidance notes are also available on the website or upon request.

WATRS
70 Fleet Street
London
EC4Y 1EU

Web: www.watrs.org
Telephone: 0207 520 3801
Fax: 0845 1308 117
Email: info@watrs.org

Extra help and tariffs

We have a range of extra services that may be of help to you:

Priority Services Register

If you have difficulty reading or understanding your bill we can arrange for information to be delivered to you in a different format from the following options:

- Braille
- Large type
- Read out to you over the phone
- Translated into another language
- Send your bill and other correspondence to a relative or friend

Special tariffs

Special tariffs are available to assist customers on a low income or who are struggling to pay their water charges; it aims to reduce water poverty and make our bills more affordable.

Assure scheme – if you're on a low income then we may be able to support you in paying your water bill by offering a discount.

WaterSure – a special tariff to help customers save money where they have a water meter, use a lot of water and receive certain income-related benefits.

To find out more information about any of our extra services and special tariffs, please contact us online by visiting www.cambridge-water.co.uk or call us on 01223 70 60 50.

Other organisations that can help

Citizen's Advice Bureau (CAB) - The Citizens' Advice Bureau helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.

Telephone: 03444 111 444

Other organisations that can help you can be found on our website please visit www.cambridge-water.co.uk/customers/difficulties-paying

Useful contact information

Customer services & 24 hour emergency line: **01223 70 60 50**

Assure tariff: **0800 09 30 570**

Opening hours

Billing and general account enquiries:

Mon – Fri 8.30am – 5pm (excluding bank holidays)

Emergencies, leaks or water supply problems: 24 hours a day, 7 days a week

Sewerage services

We will answer complaints regarding sewerage charges; however, complaints about sewerage services should be directed to Anglian Water. For further information please contact them using the details below:

Telephone number: **03457 91 91 55**

You can call them on this number 24 hours, 7 days a week.

The Regulator Ofwat

Visit their website: www.ofwat.gov.co.uk

Alternatively they can be contacted by telephone on **0121 644 7500**

Save time, do it online!

With My Account you can access your water account at a time and place that suits you. We'll also be able to offer you personalised information, advice and ways to save money on your water account.

Other benefits of My Account include:

- Pay and view your bills
- Set up a new payment plan or Direct Debit
- Amend your details



To register for My Account...

Simply visit www.cambridge-water.co.uk. Click on My Account on the home page and type in your **eight digit customer reference number** from the top of your bill.