



Cambridge Water

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Our Code of Practice for
Household Customers 2023/24

Our complaints procedure



January 2023

Our Code of Practice for Household Customers

Introduction

The Code

This Code of Practice is for household customers and gives information on the services we provide, the terms and conditions on which they are offered and how our customers can find the help and advice they need. It does not establish a contractual relationship between Cambridge Water and any of its customers.

Cambridge Water

In 2011, Cambridge Water Plc was purchased by South Staffordshire Plc. On 1 April 2013 the company was merged with South Staffordshire Water Plc, but continues to trade under the name of Cambridge Water.

Under the Water Industry Act 1991 South Staffordshire Water is, along with its supply area in the West Midlands, appointed by the Secretary of State as the Water Undertaker for an area that stretches 1,173 square kilometres. This includes Cambridge and extends to Ramsey in the north, Gamlingay in the west, Balsham in the east and Melbourn in the south (see map). It covers a population of 319,000 and has 133,000 customers. We do not supply sewerage services; our customers receive these from Anglian Water. However, we bill for these on behalf of Anglian Water.

The company supplies excellent quality underground water that is pumped from boreholes. A total of 97% comes from chalk and 3% comes from greensand aquifers.



We provide an essential public service to our customers, enabling them to go about their daily lives while also protecting the environment that they rely on and enjoy.

How we perform as a business is important to our customers and other stakeholders, including our regulators and our owners. Because we want to demonstrate that we are accountable for our performance, we have developed a number of outcomes for the business. These are the promises we have made to our customers on the services they want us to deliver.

To ensure we maintain our customers' trust in us, it is vital that we deliver these promises. So we have developed 30 performance commitments, which are the areas our customers have said they want to hold us to account. We have worked with customers to set targets for each of these commitments so they can measure our performance and see how we are doing.



Further details of the measures that sit underneath these outcomes can be found on our website www.cambridge-water.co.uk.

Throughout this Code there are references to useful information that can be found on our website.

If you do not have access to the internet, please call us for any information you require and we will be happy to help.

Our complaints procedure

We aim to provide an excellent service for you, but sometimes things can go wrong. We take complaints very seriously, so if you are not happy with our service we will do our best to put things right.

We follow an approved complaints process and have a leaflet entitled: About our Customer Complaints Procedure for you that explains the process. Visit us at www.cambridge-water.co.uk/contact-us/making-a-complaint to see the details or call us on 01223 706050. In summary, the complaints process is as follows:

Making a complaint

Step 1

If you have a complaint please call us in the first instance on 01223 706050. Our overriding aim is to resolve your complaint as efficiently and effectively as possible and if possible we will provide an immediate response.

While we don't provide sewerage services, we bill and collect charges for used water and surface water drainage on behalf of Anglian Water so that you only receive a single bill.

We will answer complaints about sewerage charges, but if your complaint is about your sewerage pipes or services, please contact Anglian Water on 03457 145 145.

Complaints about your bill or water supply:

01223 70660

If you are not happy with the outcome of your call, you can write to us:

Customer Relations
Cambridge Water
PO BOX 7040
Green Lane
Walsall
WS1 9QG

Under our Customer Promise, if we fail to respond to your written complaint within 10 working days from receipt we will automatically issue you with a payment of £30.

Step 2

We hope that you will always be satisfied with our response, but if not, please write to our Service Delivery Team Manager at the same address.

Step 3

If you are dissatisfied with the way your complaint has been dealt with you can request an independent review from the CCW the voice for water consumers which represents water and sewerage consumers.

Tel: 0300 034 2222

Fax: 0121 345 1010

CCW the voice for water consumers
23 Stephenson Street
Birmingham
B2 4BH

Email: central@ccwater.org.uk

Website: www.ccwater.org.uk

Step 4

If you remain dissatisfied following CCWater's efforts to resolve your complaint, you may be eligible to refer it to the Water Redress Scheme known as WATRS.

WATRS is an alternative dispute resolution (ADR) scheme to help resolve the very small number of customer complaints where the customer remains dissatisfied after the company procedure and CCWater involvement. WATRS provides an alternative to going to court or a tribunal.

WATRS decision is binding on the water company.

You can make an application, free of charge, via WATRS website www.watrs.org or you can email info@watrs.org to ask for an application form to be sent to you.

Guidance notes are also available on the website or you can request that a copy be sent to you by calling 0207 520 3801.

WATRS
Centre for Effective Dispute Resolution International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

Key telephone numbers and addresses

Cambridge Water

Cambridge Water, 90 Fulbourn Road, Cambridge, CB1 9JN

Website: www.cambridge-water.co.uk

E-mail: info@cambridge-water.co.uk

By phone:

Customer Service: 01223 70 60 50

Leak Line: 0800 316 76 76

Emergency Line: 01223 70 60 50

Difficulty in paying: 0800 587 77 01

Anglian Water

Anglian Water can be contacted for all issues relating to wastewater.

Postal address: Anglian Water Customer Services, PO Box 10642, Harlow CM20 9HA

Website: www.anglianwater.co.uk

By phone: 03457 145 145 (sewerage service queries and emergencies)
This line is available 24 hours a day, seven days a week.

CCW the voice for water consumers

Customers are represented in the water industry by an independent body called the CCW.

23 Stephenson Street

Birmingham

B2 4BH

Telephone: 0300 034 2222

Email: enquiries@ccwater.org.uk

Water Services Regulation Authority (Ofwat)

Centre City Tower

7 Hill Street

Birmingham

B5 4UA

Telephone: 0121 644 7500

Email: enquiries@ofwat.gsi.gov.uk

Website: www.ofwat.gov.uk