

Customer Service Standards



Our aim...

To deliver to our customers clean water and wastewater services which focus on quality, reliability, value for money and sustainability.



Quality and pollution...

The targets set in this section apply 365 days a year and 24 hours a day.

- **Personal health query concerning water - RESPONSE WITHIN 4 HOURS**
- **Pollution of water course, pond or reservoir - RESPONSE WITHIN 6 HOURS**



Leaks...

The targets set in this section apply 365 days a year and 24 hours a day.

- **Major leak from our water main affecting supply to customers - REPAIRED WITHIN 24 HOURS**
- **Minor leak from our water main affecting supply to customers - REPAIRED WITHIN 12 HOURS**
- **Major leak from our water main NOT affecting supply to customers - REPAIRED WITHIN 5 DAYS**
- **Minor leak from our water main NOT affecting supply to customers - REPAIRED WITHIN 3 DAYS**



Flow and pressure...

The targets set in this section apply 365 days a year and 24 hours a day.

- **Minimum level of flow - IT SHOULD BE POSSIBLE TO FILL A 1 GALLON (4.5 LITRE) BUCKET IN 30 SECONDS**
- **Minimum pressure at the boundary stop tap - 1.5 BAR (PRESSURE OF WATER AT 15 METRES HEIGHT ABOVE THE GROUND)**



Maintenance and supply interruptions...

- **Notice of planned maintenance involving shutdown of water supply for more than 15 minutes - 24 HOURS IN WRITING**
- **Notice of planned maintenance involving shutdown of water supply for less than 15 minutes - 30 MINUTES VERBALLY**



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Queries, appointment and contacts...



- Customer query where a site visit IS NOT required - 95% RESPONSE WITHIN 5 WORKING DAYS
- Customer query where a site visit IS required - 95% RESPONSE WITHIN 10 WORKING DAYS
- Customer query regarding charges or tariffs - RESPONSE WITHIN 3 WORKING DAYS (*written, telephone and e-mail*)
- Appointments kept - WITHIN 30 MINUTES OF STATED TIME
- Appointment changes - 24 HOURS NOTICE GIVEN
- Telephone answered - WITHIN 6 RINGS

Security and identification...



We take your security and safety very seriously. We have a scheme which allows you to check that the person calling on you is from Guernsey Water.

All Guernsey Water staff carry identification. The process to check the validity of the Guernsey Water employee calling is as follows:

