

Our Customer Promise...



Our aim...

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



Drinking water quality..

Our water is safe to drink and of very good quality. Our water quality scientists carry out over 7,000 tests per year to check that our water meets the stringent standards set in the Water Supply (Water Quality) Regulations 2000.



If you believe that the water you receive is not up to standard then we will analyse it and provide you with a detailed report of the results. If you have reason to suspect the water of causing an illness to you or your family then we will give you professional advice and, where necessary, a water quality scientist will visit your property within 4 hours.

Water supply..

CONSISTENCY - If we plan to interrupt the water supply to your property due to maintenance then we will give you at least 24 hours notice. If we have to turn off the supply in an emergency, then we will either advise you beforehand or have someone on site who can assist.



PRESSURE - The water pressure we supply is sufficient for normal daily use. It should be possible to fill a 1 gallon (4.5 litre) bucket in 30 seconds. The pressure at the boundary stop-tap should not fall below 1.5 bar (pressure of water at 15 metres height above ground). If you believe the water pressure you receive is below these levels then we will check it for you.

There will be a charge for this service if the pressure drop is out of Guernsey Water's control.

Water meters...

Water meters are installed free of charge into the boundary stop-tap box within 21 days of a request. All water meters are tested and approved for accuracy prior to installation.



It is not possible to fit water meters into every property as in some cases the plumbing is not appropriate. Where you have requested a water meter and this is the case you will be advised as to what action can be taken.

If you believe your meter is inaccurate we can test it for you. Where this test happens on Island you will be offered the opportunity to witness the test and we will give you a copy of the results. If the meter is found to be working correctly you will be charged for the test.

Please be aware that it is a criminal offence to interfere with the operation of a water meter or any other apparatus that Guernsey Water has installed.

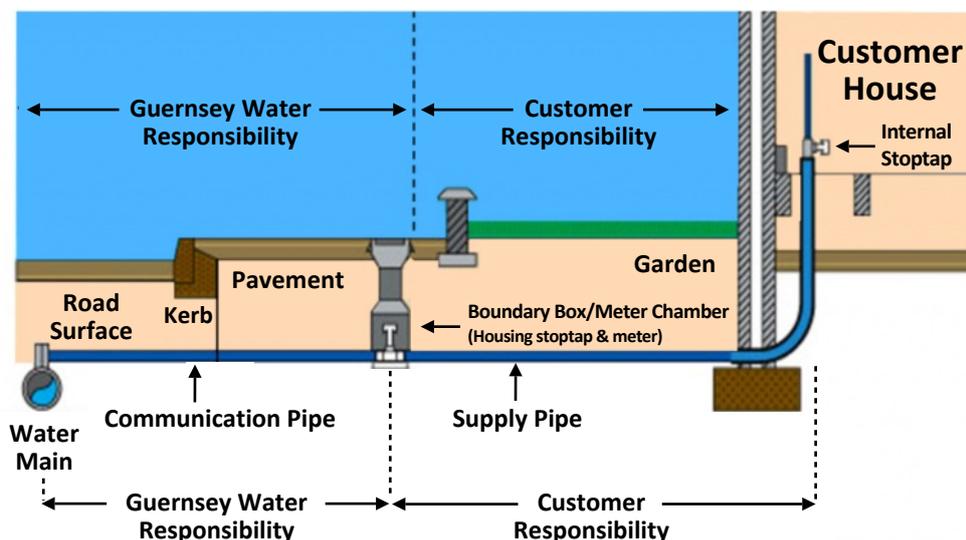
Our Promise to Islanders...



Leakage...

If we believe that your property has a leak, we will advise you. It is the customer's responsibility to repair damaged/leaking pipework on their property (see diagram for who has responsibility for which pipe). If you believe that you have a leak, then please contact a plumber. Guernsey Water can help find a leak, but there is usually a charge for this service which would be waived if we were shown to be responsible.

Leaking pipes are a consideration for all water companies. We have over 500km of pipework, and an ongoing programme of replacement is in place to improve the condition of these pipes and minimise leakage in our water distribution system.



Customer service...

As well as providing high quality clean and wastewater services, we have a commitment to deliver friendly and professional customer service at all times. This means being easily accessible to customers, being polite and helpful, and giving timely responses to queries.



COMPLAINTS - OUR PROMISE - Occasionally circumstances cause events to happen, some of which may be beyond our control. If this does happen, we promise to keep customers informed by the most appropriate means. These will depend upon the individual circumstances of the event but we do promise to be open with customers, and if we have made a mistake we will do our best to rectify it as quickly as possible. We will try to respond to all customer letters within 5 working days unless a visit is required, in which case it will be 10 working days.

CUSTOMER SERVICE STANDARDS - Full details of our Customer Service Standards are available at our office and can be found on our website (www.water.gg).

Paying your bills...

You can pay your bill in a variety of ways:

- Direct Debit
- Cheque
- Debit or Credit Card over the phone or online

You can pay at:

- Edward T Wheadon House (please have your bill with you)
- www.water.gg (please quote your customer number in reference box)



If you experience difficulty paying your bill, please contact our customer service team immediately for help and advice. We are here to help, if we can.