

What to do if you have a complaint

Write to our Customer Service Manager via email or letter using the contact details below.



If you are not satisfied with the response, you can write to our General Manager using the same contact details.



If you need to escalate your complaint any further, you can write to the Managing Director, States of Guernsey Trading Assets, also using the contact details below.

Our full Complaints Procedure can be found at www.water.gg/complaints

. Website: www.water.gg . Tel: 01481 239500 . Email: customer.service@water.gg .

. PO Box 30, Brickfield House, St Andrews, GY1 3AS .