



OUR CUSTOMER CHARTER

Our vision is for 'customers to always value the quality of our drinking water and safe return of our wastewater to the environment'

Our Customer Charter outlines the level of service our customers can expect from us, and in addition, also highlights how our customers can help us to help them.

We will help you by:

- Being friendly, helpful and courteous
- Treating all of our customers fairly and equally
- Displaying our contact details as clearly and prominently as possible on our documentation and website
- Taking good care of your data and processing it in a lawful, fair and transparent manner
- Sending you an accurate bill every three months
- Offering you a range of different ways to pay your bill
- Dealing with your query as quickly as possible and by keeping you abreast of progress
- Using your feedback to improve our service
- Informing you as quickly as possible if there is an interruption, or we anticipate an interruption, to your water or wastewater service
- Meeting or exceeding our Standards of Service

Help us to help you by:

- Being courteous and respectful to our staff
- Having your customer number, which can be found at the top right of your bill, to hand when you contact us
- Keeping a record of who you speak to and when
- Contacting us as soon as possible if you have a problem (including any concerns about paying your bill) so that we can try to resolve it as quickly as possible for you
- Telling us when something changes, if you are changing your name or moving house for example
- Following us on our social media channels to learn more about what we do and to receive updates on incidents and planned maintenance
- Letting us know how we are doing. Your compliments, complaints or feedback can help us to improve our service. You can contact us by telephone on (01481) 229500 or by emailing customer.service@water.gg