



OUR SERVICE STANDARDS

Our Service Standards outline the level of service our customers can expect from us.

Contact & Appointments

- 💧 We will aim to answer your telephone call within 6 rings
- 💧 We will endeavour to provide an initial response to all queries and complaints within 5 working days
- 💧 Where possible, we will aim to give you 24 hours' notice if we need to change the time of an appointment
- 💧 We will always try to arrive at an appointment on time or within 30 minutes of the stated time if we have made a slightly more flexible arrangement with you

Water Supply

- 💧 We will aim to give you 24 hours' notice in writing if we plan to turn off your water in order to carry out scheduled maintenance
- 💧 If we need to turn your supply off in an emergency we will endeavour to advise you verbally beforehand or have someone on site who can assist you
- 💧 We will aim to fix a leak on our water main, which is not affecting supply to customers, within 10 days
- 💧 When requested, we will always provide drinking water for any customers that are left without tap water as the result of a main's burst and will aim to restore supply to our customers with 12 hours
- 💧 Water meters will be installed free of charge. We will endeavour to complete the work within 3 weeks of request unless the location is problematic or dangerous in which case it may take a little longer

Flow & Pressure

- 💧 As a general rule, with the tap full on, it should be possible to fill a 1 gallon (4.5 litre) bucket in 30 seconds
- 💧 If you believe that your water pressure is inadequate we will test it for you at Guernsey Water's controlling chamber where the pressure should not fall below 1.0 bar

Drinking Water Quality

- Our water will be safe and good to drink
- Guernsey Water monitors its treated water on a daily basis for bacteriological and chemical quality in line with the UK Drinking Water Regulations. The tests, which cover a range of around 13 different parameters, will be undertaken at three different stages in the water treatment process, namely at the water treatment works, at service reservoirs and at customers' taps
- We will investigate any concerns that you have regarding water quality and take a sample of the water in your home for testing if necessary
- We will publish our water quality results on an annual basis and they can be found at www.water.gg/waterquality

Wastewater

- Where possible, we will work with our customers to reduce the risk of foul water and surface water flooding from the public sewers. When flooding does unfortunately occur we'll try to assist with alleviating the impact of that flooding. We'll also do our best to find out why it happened and look for solutions to help prevent it from happening again
- We will always investigate any public sewer issues that are reported to us by private drainage contractors or customers
- Food waste and non-flushables (such as wipes) should not be disposed of down your sink or toilet therefore we will endeavour to inform and educate as much as possible on this very important issue