

Our promises to you

Our standards
of service



Water for the North West

Contents

We promise...

- ...a safe, clean and reliable water supply 4
- ...to improve water quality and the water mains network 8
- ...to clean and treat your wastewater and return it safely to the rivers and the sea 12
- ...a simple, accurate water meter service 14
- ...to respond to your billing enquiries efficiently 16
- ...to be there when you need us 18
- ...to deal with compensation quickly 20
- ...to deliver the levels of service set by our regulators 22



Helping you go with the flow

From making a brew to flushing the loo, most of us never give a moment's thought to where our water comes from, or where it goes once it disappears round the U bend.

Most of the time, you never even notice we're there. We work hard behind the scenes to help your life flow smoothly.

Occasionally, however, things can go wrong and, it's up to us to put them right, quickly and without spoiling your day.

This leaflet explains the high standards of service you can expect from us, and the compensation to which you could be entitled if we fall short.

Setting the standard

This leaflet sets out minimum standards of service you can expect for everything from bill complaints to a burst water main, and the compensation which applies for poor service. The scheme is monitored by our regulator, Ofwat. Further information on the scheme can also be found at the Ofwat website:

[ofwat.gov.uk](https://www.ofwat.gov.uk)

The compensation payments quoted in this document refer to household customers only. Compensation payments for non-household customers can be found on Ofwat's website at the following link:

www.ofwat.gov.uk/nonhouseholds/supply-and-standards/

We promise... a safe, clean and reliable water supply

To make sure your drinking water meets national quality guidelines, we are constantly testing our water at our treatment works, reservoirs and at household taps.

If you ever find that your water has an unusual taste, smell or colour, please let us know straight away, and we'll look into it.

To find out more about the quality of your drinking water visit our website **[unitedutilities.com/waterquality](https://www.unitedutilities.com/waterquality)**. Here you can type in your postcode and we'll tell you where your water comes from together with information on its hardness and other water quality information.

Full details about the quality of our water supplies are kept in a Drinking Water Register which can be viewed on line at **[unitedutilities.com/waterquality](https://www.unitedutilities.com/waterquality)**. Just enter your post code to find out about your water.

If you write to us for more information we will provide this within seven days of receiving your request.

United Utilities,
Customer Services,
PO Box 453,
Lingley Mere Business Park,
Lingley Green Avenue,
Warrington WA55 1SE.





Wait a mo... did you know?

If you tell us about a problem with the quality of your water, we'll aim to carry out an inspection within three working days, and provide the results of any samples taken within 5 days of the results becoming available from our laboratory.

If we spot a problem with your drinking water, we'll let you know in the most practical way – from a card through the letterbox to an announcement on local radio or on our social media channels or website. If you're registered for our Priority Services scheme we will tell you in the way you have asked us to.

For independent advice on water quality, you can contact the Drinking Water Inspectorate or your local authority.



Wait a mo... did you know?

We believe a hosepipe ban should not occur more than once in 20 years. Other more serious water restrictions should not happen more than once in 35 years.

We don't believe there should ever be a need for standpipes in the street or rota cuts (where water supplies are turned off for a period of time every day).

If your water is cut off because of emergency drought restrictions, we'll automatically pay you £10 for each day (or part day) you are without water. The maximum we will pay is equal to the amount of the average household water bill for the previous year. This commitment does not refer to hosepipe bans.

Making water available to you

The North West gets its fair share of rain, as you'll know if you've ever tried to organise a barbeque party!

Droughts are uncommon in our region, but certainly not unheard of. As populations grow, and the effects of climate change become more pronounced, we have to plan ahead, to make sure there is enough water to keep the taps flowing, 24 hours a day.

That means investing in large new pipelines, to quickly move water around the region in times of shortage, and tapping into new underground springs and wells.

We're constantly updating and improving our water network to safeguard supplies now and for the future.

We also encourage you to do your bit by saving water around the home. Being careful with how you use water is good for the planet, and for your bank balance too. Visit [unitedutilities.com/savewater](https://www.unitedutilities.com/savewater) for information on how using less water can save money off your water and energy bills too.

By working together, we can make sure that hosepipe bans and other types of water restriction happen only once in a blue moon.

Replacing lead water supply pipes

A third of properties in the North West built before 1970 are believed to still have some lead plumbing.

If you live in an older property, you could have a lead supply pipe - the underground pipe which connects your home to the public water mains - and possibly some lead pipes inside your home too, which you are responsible for.

Traces of lead in your water supply can present a health risk, especially to children under six years old, and to pregnant mums. If you do have lead pipes, there's plenty you can do to minimise the risks to you and your family.

Customers with a lead water supply pipe may wish to consider replacing it under our 'lead pipe replacement scheme':

- If you tell us that you are replacing your section of a lead water supply pipe, then we will replace our section so that all the lead pipe is removed subject to approval.
- We aim to carry out any necessary inspections within five working days of your request.
- We aim to carry out our replacement within six weeks from the date that all required conditions have been met.

More information and guidance can be found at **unitedutilities.com/lead-pipes**

New connections

If you are building a new property, or substantially altering an existing property, and contact us to enquire about a new connection to the water main, we will respond within 5 working days. We will advise you what you need to do and, where appropriate we will send you an application form. If requested, we will also arrange a site visit.

We will provide an estimate within 28 calendar days of receiving your completed application form and fee for a connection to one of our existing water mains.

If we fail to do either of the above, you can claim £25.

We will make the connection within 21 calendar days from the date that all required conditions have been met. If we fail to do this, you can claim £25.

For more information on connecting to our water supply, please contact us on **0345 072 6067**.

A photograph of a worker in a hard hat and high-visibility vest operating a large circular valve inside a tunnel. The worker is looking down at the valve, which has a large black wheel and several black handles. The tunnel is made of concrete and has a rough, textured surface. The lighting is dim, with a bright light source coming from the opening of the tunnel in the background.

We promise...

to improve water quality and the water mains network

Roadworks are a nuisance, but we never dig a hole without good reason.

Beneath the streets of the North West, there are 40,000 kilometres of water pipes – and they take a lot of looking after.

That is why we have to spend many millions of pounds every year to keep the regions water flowing.

When our work is likely to affect traffic or cause noise and other forms of disruption, we'll try to give you as much advanced notice as possible, through letters and on our social media channels and website.

We always do everything we can to keep our work sites safe and tidy, and leave the road as good as new once we've finished.

Occasionally, we'll have to shut off your supplies, so that our engineers can carry out some essential work. If your home is to be affected by planned work, we'll give you as much written notice as possible, including the times we expect your water to go off.

Water supply and pressure problems

- If you tell us that you have no cold water and we need to visit you, we aim to do so within one day.
- If you tell us that your water pressure is poor and we need to visit you, we aim to do so within three days.
- If the water pressure in the communication pipe to your property falls below seven metres static head twice within a four week period (each time longer than an hour) you can claim £50 up to a maximum of five times per year. In simple terms, this means the water pressure should be powerful enough to fill a 4.5 litre (1 gallon) container in 30 seconds. If we're aware of this problem we'll pay this automatically. This doesn't apply if the drop in pressure is because of restrictions due to drought or because of required work to resolve an emergency such as a burst main, planned works on our water mains or problems on your own pipework.

Planned water mains repair

- Where we carry out major schemes affecting large areas we will make you aware of our plans several weeks in advance.
- When carrying out work on the mains, we will give you written notice of the times which we expect your water supply to be cut off.
- If the water is to be off for more than four hours, we will give you written notice at least 48 hours in advance. If we fail to do this we will automatically pay you £50.
- If we identify that we have failed to restore your water supply, within the times we have told you in the written notice, we will automatically pay you £50 plus another £50 for every additional 12 hour period we leave you without water.
- If we restore your supply by the times we have told you in the written notice, but your water has been cut off for more than

12 hours, we'll automatically pay you £50 plus another £50 for every additional 12 hours that we leave you without water.

- If we need to rearrange the work we will aim to let you know in advance unless we are unable to do so because of an emergency.
- If you are registered for our Priority Services scheme and you find it difficult to obtain alternative sources of water because of mobility issues or a chronic illness, we will provide you with a small amount of bottled water in emergency situations. To register for our Priority Services scheme visit our website **unitedutilities.com/priorityservices**. Alternatively you can call our team on **0345 072 6093**.

Water quality notices

This standard applies where we send you a notice restricting the use of water due to a possible water quality issue. Specifically, it includes the following notices asking you:

- Not to drink water
- Not to use water
- Boil water prior to drinking or using it

When we issue these notices, we will aim to fix the water quality issue as soon as possible. If the issue isn't resolved within 48 hours, the following compensation payments will apply:

- Household customers will receive £40, plus £20 for every additional 24-hour period the issue is not resolved
- Non-household customers will receive £60, plus £40 for every additional 24-hour period the issue is not resolved

We won't pay compensation if the water quality issue was caused by the customer's own private issue, the notice was due to a drought or the water was cut off due to emergency works.

Unexpected water mains repairs

If only life could always flow smoothly!

If you find yourself without water due to a burst on one of our pipes, we know how much this can affect your daily routine.

We always try to fix pipe bursts in the street quickly, so that you are not left without a hot shower or a brew for more than a few hours.

We have engineering teams on standby, 24 hours a day, ready to respond to bursts from Crewe to Carlisle, and we use the very latest remote technology to get an early warning of problems.

We've also got a special fleet of 'Water on Wheels' tankers, able to pump water directly into local pipes, to keep customers' taps running during major bursts and leaks.

If, despite our best efforts, you still find yourself on the receiving end of a burst, do call us on **0345 672 3723** or visit **unitedutilities.com/emergencies** for regular updates on live incidents.

- If there's a burst, we aim to restore your supply within 12 hours. If we identify that we have failed to get your supply back on within 12 hours, we will automatically pay you £50 plus another £50 for every additional 12 hour period that we leave you without water.
- If you are registered for our Priority Services scheme and find it difficult to obtain alternative sources of water because of mobility issues or a chronic illness, we will provide you with a small amount of bottled water in emergency situations. To register for our Priority Services scheme visit **unitedutilities.com/priorityservices**. Alternatively please call our team on **0345 072 6093**.





Repairs in the street

Because of the size of the mains network in the North West, it is currently unavoidable that we lose water through leakage. But we are taking action to reduce the level of leakage.

Our planned programme of works, to repair and replace pipes, is improving the overall condition of the network and cutting leakage. But we are also making a lot of progress by repairing any leaks found, as quickly as possible.

- We will inspect any defective road or pavement repairs, relating to our works, as soon as we can and repair any we find to be unsafe as soon as possible.
- When we have carried out work we will leave the site safe and tidy and, wherever possible, we will carry out a permanent repair to the road surface or pavement.
- If we cause any damage to your property we will arrange an inspection at a time which suits both parties and make any necessary repairs.

Spotted a leak on the road, footpath or in your garden? Call LeakLine on **0800 33 00 33** or visit our website **unitedutilities.com/leak**

Leak repairs

We aim to repair leaks within seven working days of being told about them. This is subject to getting the necessary clearances from the Local Authority and other utilities.

- If you spot a leak please call our LeakLine on **0800 33 00 33**. If you use a textphone please dial 18001 in front of this number. Alternatively let us know via our website **unitedutilities.com/leak**

Repairs to leaks on your property

- We offer a non-emergency private leak repair scheme for water supply pipes located within the property boundary (subject to conditions). Full details about the scheme can be found on our website **unitedutilities.com/bursthome** or you can call us on **0345 672 3723** to find out more about the scheme.
- If you are worried about how we will restore your property after the repair, we will talk about this before starting work.
- You may wish to employ your own plumber if you decide the leak is an emergency or you need a guarantee for the timescale for repair.
- It is your responsibility to arrange for a qualified plumber to repair leaks that occur within or underneath your property.

We promise... **to clean and treat your wastewater and** **return it safely to rivers and the sea**

Wastewater and sewage treatment is a part of our service that most people aren't aware of. But it's a major job and we are committed to taking care of it with the minimum impact on the environment and the community.

We own and operate a network of 70,000 kilometres of public sewers, which take away wastewater for treatment before it is returned safely to rivers and the sea.

Improving the sewer network

We're investing millions of pounds in sewage flooding hotspots across the North West, to make the sewers bigger and less likely to flood. These efforts have given peace of mind to those families who have suffered sewage flooding.

What happens if a sewer floods your home or near your home?

Unfortunately, on rare occasions where there is a blockage or collapse in one of our sewers, or where exceptionally heavy rainfall has overloaded the sewer, some properties may experience sewage flooding.

If this happens, please call us straight away on **0345 672 3723**. If you use a text phone please dial 18001 in front of this number. We investigate the cause of sewage flooding following all reported incidents.

Internal flooding

- If sewage enters your home from our sewer network we aim to inspect the problem within two hours of you letting us know.
- Where the sewage flooding enters your home we automatically refund your sewerage charge for the year (minimum payment £300 up to a maximum of £2,000 per incident).
- If you experience internal sewer flooding again within 12 months of the first incident, the minimum payment amount increases by £100, and the maximum payment amount increases by £500. For example, compensation payments for a second incident would be £2,500 or £400, and for a third incident would be £3,000 or £500 (whichever is greater).
- In addition to this sum, we will automatically pay you up to £100 for the disturbance the sewage flooding causes. We will determine the amount payable on a case-by-case basis.
- Where the sewage flooding has caused damage to your home or contents, we will consider making a contribution to your uninsured losses.

- If you have critical health related circumstances, at the time of the sewage flooding, and you arrange to move into temporary accommodation we will consider making a discretionary payment of up to £50 per day, up to a maximum of £500 towards your costs.

External flooding

- If sewage enters your garden from our sewer network, we aim to inspect the problem within eight hours of you letting us know.
- Where the sewage flooding enters only your land or garden, you can claim back a sum equal to half of your sewerage charges for the year (minimum payment £150 up to a maximum of £1,000 per incident). Your claim will only be valid if you were materially affected by the sewage flooding incident to your land or garden. You will therefore need to show or explain the effect of the sewage flooding, on your land or garden, when you make a claim. Normally, we'll make this assessment when we visit to view the flooding and if we consider you've been materially affected we will process the payment for you without you needing to submit a claim. If we don't visit your home to assess your claim for external flooding you will need to submit your claim to us in writing.
- If you experience external sewer flooding again within 12 months of the first incident, the minimum payment amount increases by £50, and the maximum payment amount increases by £250. For example, compensation payments for a second incident would be £1,250 or £200, and for a third incident would be £1,500 or £250 (whichever is greater).
- If you are affected by both internal and external sewage flooding in the same incident, we will only pay you for the internal sewage flooding incident (see opposite for an explanation of our compensation payments for internal sewage flooding



incidences). You will not receive an additional payment for the external sewage flooding.

- We will also assist with the clean-up of the public highway if this has been affected by the sewage flooding incident.

Repairs in the street

When we have carried out work, we will leave the site safe and tidy, and try to carry out a permanent repair to the road surface or pavement.

- In some cases, we have to carry out a temporary repair. We will make this permanent within six months.
- We will inspect any defective road or pavement repairs, as quickly as we can, and repair any we find unsafe as soon as possible.
- If we cause any damage to your property we will arrange an inspection at a time which suits both parties and make any necessary repairs.

We will inspect a manhole within 10 working days, or within two hours if dangerous.

If you have any queries or problems with your wastewater service, call us on **0345 672 3723**. If you use a textphone please dial 18001 in front of this number.

We promise... a simple, accurate, water meter service

This section tells you about our policy on checking, fitting, reading and relocating water meters.

Checking your water meter

If you have a meter it is important that you check your reading regularly. An unusually high reading might mean that there is a leak on your pipework.

- If you contact us to query your meter reading we will respond within five working days.
- We will make an allowance on your bill for the cost of excess water lost through a leak on a metered supply. Please note: we will only make one adjustment for an internal leak and one adjustment for an external leak per customer per property. Full details can be found on our website unitedutilities.com/bursthomes.
- If you contact us to tell us you have a problem with your meter, we will inspect it for you.

- We will test the meter if you ask us to. We will need to remove the meter to do this. If the meter test shows that there isn't a fault, we will charge you for removing and testing the meter. Visit unitedutilities.com/leaflets to download our 'Testing water meters' factsheet.
- If the inspection shows that work is needed, we will aim to repair or replace your meter within 28 working days of your inspection (although this could be up to 56 working days during our busiest period Feb-April).

Reading a meter

- We'll read your water meter at least once every 13 months. This doesn't apply if you have a smart meter, as we read these meters remotely so don't need to visit your home.
- If we don't, we'll pay you £40 for the first missed reading and £80 for each subsequent period of 13 months that we fail to read your water meter.
- Compensation will not be paid if we were prevented from reading the meter due to the customer obstructing or refusing access, industrial action or third-party issues.

Fitting meters in new homes

As part of our household connection and metering policy, all new homes are fitted with a water meter. These are usually fitted in wall-mounted boxes or inside the property.

Fitting meters in existing homes

To apply for a water meter, visit unitedutilities.com/meters or call us on **0345 672 2888**.

We fit water meters inside your home free of charge. If it's possible for us to install the water meter inside your home but you would prefer it to be outside, there will be a charge for us to do this.

When fitting the water meter outside, we will check for leaks on the water supply pipe. If we find any leaks we will fix them there and then if we're able to do so. If further excavation is needed, we will repair the leak under the terms of our private leak repair scheme. Visit unitedutilities.com/bursthme for further details.

From 1st April 2025, any new meters we install in customers' homes are smart enabled. This means they send readings to us on a regular basis which we use to calculate customers' bills and also help identify leaks.

Information on how we collect and use data from smart meters can be found at unitedutilities.com/SmartMeteringPrivacyPolicy

Installing a meter

- If you ask us to fit a water meter, we will do this within 8 weeks. We'll also send you a notice explaining what happens next, including any payments and when your metered charges will start.
- If we fail to install the meter within 8 weeks, you won't pay water charges until the meter is installed and we switch you to metered charging.

Relocation of household meters

If you would like to have your meter relocated, we will carry out a survey, for a small fee, to see if it is possible to relocate your meter and tell you what needs to be done and how much it will cost. In some cases, we will relocate Priority Services customers' meters without charge.

- We aim to carry out this survey within 10 working days of receiving your survey fee. If we fail to do this you can claim compensation to the value of £25.
- Providing we can relocate the meter, we will carry out the work within 28 working days of you asking us to. If we fail to do this you can claim compensation to the value of £25.
- As long as no extra excavation is needed, we will check for leaks on the incoming pipework, when relocating the meter in an existing property, and repair any leaks free of charge.
- If the leak is on the water supply pipe and we cannot fix this because extra work is required, we may repair the leak under the terms of our private leak repair scheme. For further details visit our website unitedutilities.com/bursthme.





We promise... to respond to your billing enquiries efficiently

Your bill pays for the water we supply to your home and the wastewater we take away and treat. If you have any queries or wish to change the way you pay, we aim to respond quickly and efficiently.

Queries and changes to your bill

- We'll respond to written contacts about the correctness of your account within 10 working days of receipt. If we fail to do this we'll automatically pay you £40.
- We'll deal with your written request for a change to your payment arrangement within five working days of receipt. If we fail to do this we'll automatically pay you £40.
- If you pay in full and on time and we make a mistake and we default you or the court issues a summons or a county court judgment you can claim £150.

Household customers in arrears

- If you are behind with your payments, before taking such action as registering a default with credit reference agencies or issuing legal proceedings, we will send you an outstanding charges notice to give you the opportunity to make arrangements to pay the money that you owe.
- The notice explains the amount you owe, how this has been calculated, your meter serial number (if you have a water meter), the time period and address that the charges cover and how to contact us to dispute the charges or arrange payment.
- You will have 30 days to respond to this notice before we take further action. If we don't hear from you in this timescale, we'll also try to contact you in other ways with an outstanding charges notice follow up.
- If we don't follow this process, we'll pay you £150.

Need more information on paying your bill?

You can pay your bill and check your balance by registering for our My Account service where you can also give meter readings and switch to paperless bills.

Or you can call our automated services line **0800 980 6050** to check your balance and pay your bill.

You can also pay your bill and give a meter reading using our app, search 'United Utilities' to download from the App Store and Google Play.

Please visit **unitedutilities.com/pay-your-bill** for details about all the ways you can pay.

If you have a question about your bill, or would like to change the way you pay, please call:

- If you do not have a water meter: **0345 672 2888**
- If you have a water meter: **0345 672 2999**

For other ways of getting in touch visit our website **unitedutilities.com**. Or write to: **United Utilities, PO Box 459, Warrington, WA55 1WB.**

Help when you need it most

We can all benefit from a bit of extra support at some stage in our lives. This could be due to age, ill health, disability, mental-health problems, financial worries or language barriers.

Our Priority Services are free and registering allows us to help our customers who would benefit the most from additional support and respond quickly to their particular needs.

You can register on our website at **unitedutilities.com/priorityservices** or by calling us on **0345 072 6093**.

Our Priority Services are available to our customers who live in the North West area. You do not have to be the named bill payer to benefit from Priority Services.

- When you register for our Priority Services scheme, we will send you a notice that explains the services you will receive from us and what services will be provided during incidents (such as alternative water during emergencies).

- We will also use alternative communication formats such as braille, audio or large print if the customer requests this.
- Customers will also have the option to appoint someone to act on their behalf to manage their account.
- If we fail to provide the notice within 30 days, or we fail to deliver the promised services during an incident or the services are provided late or beyond the timescales stated in the notice, we will pay £100 to those customers who are registered on Tier 1 of our Priority Services scheme. The original notice letter states the level (tier) that you are allocated to when registering for Priority Services based on your needs code.

We promise... **to be there when you need us**

We take all of your queries, suggestions and complaints very seriously. Whenever you call us or write to us, we have clear standards on how we should respond. This also applies to how we deal with the information we keep about you and when we make appointments to visit your home.

Contacting us by telephone

- Our customer advisors aim to answer all calls as quickly as possible and to answer your query at the first point of contact wherever possible. During an emergency, and out of normal office hours, this response time may be slower.
- We will only pass you on to a colleague or another department if you agree. If you do not, we will arrange for someone to call you back. If we promise to call you back, we will do so within the agreed time.
- Sometimes when you call us about a water supply query, we may use a message system to tell you what is happening in your area. We will only do this when we feel it is the best way of letting you know what is happening.

If you need to complain

To get the fastest solution to your complaint please phone us and we will try to resolve your problem there and then. If we are unable to resolve your complaint we will take the necessary action and keep you updated until it is resolved. Our contact telephone numbers and address are provided at the back of this book.

Regardless of how you choose to complain, we will make sure that someone is responsible for replying to you. We will give you a name and contact details in case you need to contact us again. We will also make sure that our reply meets any special requirements that you may have, for example Braille.

Our complaints procedure

Our complaints procedure booklet is available to download at **unitedutilities.com/leaflets**

Whichever way you choose to contact us we will keep a record of your complaint and use it to improve our services.

We aim to respond to written complaints within the ten working days which follow the day that we receive your complaint. (we're currently resolving 80% of complaints within 5 working days). In the unlikely event that we fail to meet this timescale, we will automatically pay you £40 in line with our guaranteed standards scheme.

Keeping appointments

If you ask us to visit your home where you or a representative needs to be present, we will offer you a planned appointment. The appointment will usually be confirmed in writing or by telephone. We will agree with you whether it will be a morning or afternoon appointment. We will also confirm the earliest and latest times we will arrive. If you request a more specific appointment we will offer you one within a two-hour time band.

For extra piece of mind

Our employees carry identity cards which include their photograph, name and a phone number that you can call if you wish to check their identity. If you would like to arrange a password please let us know and we will use this in future whenever we need to visit you.

- If we fail to tell you that your appointment is for the morning, the afternoon or within a specific 2 hour time band, we will automatically pay you £40.
- We will give you 24 hours notice to cancel any agreed appointment. If we don't we will automatically pay you £50.
- If we turn up early, late or not at all for your agreed appointment we will automatically pay you £50.
- If you are registered with our Priority Services scheme, we will take any special requirements into consideration when making your appointment.

Information

If you would like more information we have a wide range of publications about the services we provide. Our leaflets are available to download from our website at unitedutilities.com/leaflets

Our contact details are on the back cover of this booklet. We can also produce information in Braille and large print.

Data Protection

We are committed to protecting your information and complying with all data protection laws.

Any personal information you give us (whether this is spoken, in writing or provided through our website) will be dealt with in line with our privacy notice, which you can read at: unitedutilities.com/privacy

You can ask us for a copy of the personal information we hold about you. To obtain a copy of your information, please contact our Data Protection and Fraud team at the address below.

We may record phone calls for training, monitoring, quality and security purposes.

If you have any questions about how we use and protect your information, or to ask for a copy of the personal information we hold about you, please write to:

Data Protection and Fraud Team,
United Utilities Water Limited,
Grasmere House, Lingley Mere
Business Park, Lingley Green Avenue,
Great Sankey, Warrington, WA5 3LP.

We promise... to deal with compensation quickly

If you are entitled to compensation you can expect to receive it promptly.

We have indicated throughout the leaflet when you can expect to receive compensation automatically together with those payments you will need to claim for.

- **Bill queries, changes to payment arrangements, appointments and written complaints:** where we compensate you automatically we'll do so within ten working days of the failure occurring. If we fail to do so we will also automatically send you a further £40.
- **Poor pressure, supply interruptions, sewer flooding, household customers in arrears, installing a meter, reading a meter, providing Priority Services, water quality notices:** where we compensate you automatically, we will do so within 20 working days. If we fail to do so we will automatically pay you a further £40.

- If we fail to make an automatic compensation payment, because we were not able to identify you as being affected, you can make a claim for payment within 3 months.
- When you make a claim, we treat it on its merits and we aim to settle it within 20 working days. If you wish to make a claim, you should do so either via the telephone or in writing within three months of the event giving rise to the claim.
- If you are more than six weeks behind with paying your water services charges we will automatically take the compensation payment off the amount you owe us.

There are times when our levels of service cannot be met or the compensation scheme does not apply. The reasons vary from standard to standard, but they include us not meeting the standards because of circumstances beyond our control. These might be things such as severe or exceptional weather conditions, the actions of a third party or industrial action. This is in line with the Guaranteed Standards Scheme statutory regulations. We may need to change our Standards of Service as a result of changes in legal or regulatory requirements.



We promise... to deliver the levels of service set by our regulators

We are appointed by the Secretary of State for the Environment, Food and Rural Affairs to provide water and wastewater services in the North West.

Our activities are regulated by the Water Services Regulation Authority (known as Ofwat), the Environment Agency and the Drinking Water Inspectorate. Consumer interests are also represented by an independent body, the Consumer Council for Water.

Ofwat

Ofwat is responsible for ensuring that we comply with our licence conditions. This includes:

- promoting economy and efficiency of the water companies;
- regulating annual price changes;
- monitoring our performance against agreed levels of service; and
- protecting customers' interests in the quality of service and information we provide.

For more information about Ofwat, please call **0121 644 7500** or write to:

Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA
www.ofwat.gov.uk

Environment Agency

- checks how much water we draw from the environment;
- makes sure that we do not pollute the environment; and
- monitors the treated wastewater we put back into rivers and the sea.

For more information about the Environment Agency please telephone **03708 506 506** or write to:

Environment Agency
PO Box 544
Rotherham
S60 1BY
www.environment-agency.gov.uk

Consumer Council for Water

The Consumer Council for Water (CCWater) represents water and sewerage consumers in England and Wales.

Its job is to make sure that the consumers' collective voice is heard in national water debates and that consumers remain at the heart of the water industry.

It also takes up consumers' complaints if they have tried and failed to resolve issues with their water companies.

The Consumer Council for Water
23 Stephenson Street
Birmingham
B2 4BH

Tel: 0300 034 2222
www.ccwater.org.uk

Drinking Water Inspectorate

The Drinking Water Inspectorate (DWI) is the government's independent water quality regulator. It is its responsibility to check that the water we supply to your home is safe to drink. And it inspects each water company to check that:

- it is carrying out all the necessary sampling of drinking water quality;
- the quality results are entered onto the public record; and
- the water treatment process, and the water distribution system, are operated and maintained satisfactorily.

For more information about the DWI, please call **0330 041 6501** or email: dwi.enquiries@defra.gov.uk
www.dwi.gov.uk

Other leaflets that may be of interest:

- A summary of our household charges
- A guide to paying your water bill
- Water meter application pack
- Testing your household water meter
- A guide to our Priority Services
- A guide to using water wisely
- Support with your water bill
- Our complaints procedure
- Lead pipe replacement scheme

You can download any of our leaflets from our website: unitedutilities.com/leaflets, or write to: **United Utilities, PO Box 459, Warrington WA55 1WB.**

In case you need to contact us:



To talk to us about your bill:

0345 672 2888 if you don't have a water meter

0345 672 2999 if you have a water meter

For opening hours please visit unitedutilities.com/contactus where you can also get in touch with us online.

To talk to us about your water and wastewater services: 0345 672 3723

Opening hours: for emergencies we are open 24 hours.

You can also call this number to check the identity of one of our representatives.

If you have hearing or speech difficulties, and use a textphone, please dial **18001** followed by the number you require.



You can go online:

Visit our website and click on '**Live chat**' to webchat with a member of our team or go to unitedutilities.com/contactus



Or write to us at:

United Utilities, PO Box 459, Warrington WA55 1WB



Translations

Choose your preferred language on our website by clicking on '**Accessibility help**'.



Follow us on social media



@OfficialUnitedUtilities



@unitedutilities

Download our app

Search **United Utilities** on the App Store or Google Play to download.

Manage your account online



Register for My Account and you can pay your bill, update your details, provide a meter reading and switch to paperless.

unitedutilities.com/myaccount