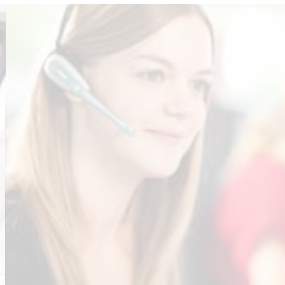




Portsmouth Water Limited
Business Customer Promise



The Water Supplier of Customer Choice



Our business promise to you

For many years our customers have enjoyed very high standards of drinking water quality and customer service, together with the lowest charges for water supply in the industry.

Changes that have been made by Government and Regulators have resulted in greater competition being introduced in the water industry. With this in mind our long term vision is to be:

“The Water Supplier of Customer Choice”.

We recognise that our business customers rely heavily on our continuous and safe supply of water. For these customers we will provide additional services to help their businesses.

We look forward to working with you in the future.

Neville Smith
Managing Director



A member of the Leakage Team using state of the art leak detection equipment

Water efficiency

We want your business to become more water efficient and we can offer you help and advice free of charge.

An important part of becoming water efficient is to understand what is happening at your water meter. We are able to place a device on the water meter which collects flow data and transfers it to your own designated website.

We can show you how to spot unexplained events which may prove to be unnecessary high consumption or leaks on the plumbing system and underground pipes.

Our water efficiency team can also visit your business and conduct a water audit, making recommendations on how you can use water more efficiently. They will even give water saving advice to your staff and employees to use at home.



A member of the Water Quality Team tests water samples in the laboratory at Havant

Water quality

We will provide a supply of wholesome drinking water to your property at the point, as defined by the Water Supply (Water Quality) Regulations and any agreed undertaking with the Drinking Water Inspectorate (DWI).

Should you complain about the quality of your water we will sample the water for analysis within three hours. We will inform you of the results within 60 hours of sampling and we will provide written confirmation of the results, if required, within a further five working days.

If we discover water quality problems in your water supply we will act immediately. This may mean that we impose restrictions on your use, however we will consult with you to look at alternative temporary measures.



A member of the Operations Centre Team

Large water users

In addition to the services we provide for our business customers those customers using an excess of 5,000 cubic meters of water annually can take advantage of our enhanced services.

These services include:

E - Metering

Continuous data logging of the water meter transferring the information directly to your designated website.

Account Manager

A direct telephone contact with a member of our staff who can deal with your account and arrange for technical advice to be offered.

Emergency Repair Service

A direct telephone contact with our 24 hour Operations Centre who can arrange for help with your problem.

Guaranteed Standards Scheme

We are required by legislation to provide compensation to you in certain circumstances, as laid out in the Guaranteed Standards Regulations. Our payments go beyond the legislative requirements.

We guarantee to provide the following specific Standards of Service in our daily dealings with you and pay £50 compensation if we fall short.

Keeping of appointments

If we have to visit your premises we will make an appointment am or pm (i.e. before or after 12.00pm) on a specific day, or if requested within a period of 2 hours in which the visit will be made. If we cannot keep the appointment we will let you know at least 24 hours in advance; either in writing or by telephone. If we fail to keep the appointment a payment will be made.

Responses to enquiries about bills and/or alternative methods of payment

If you write to us with a query about the correctness of your account we will answer the query within 10 working days of receiving your letter.

If you write to ask us to change the way you pay your bill and we find we cannot make the change we will let you know within 5 working days from the date we receive your letter.

You are welcome to telephone with queries about bills and payment methods. Most queries can be answered immediately. Where this is not the case we will advise you when your query will be resolved. Please note, Guaranteed Standards payments do not apply to telephone queries.

Response to written complaints

We shall respond to all written complaints concerning the provision of water services within 10 working days of receiving your complaint.

Water flooding

If through our fault your premises are flooded with water as a result of our water main breaking, we will provide a specialist clean up and drying service free of charge. We will compensate you for all reasonable uninsured losses and out of pocket expenses.

Our insurance company loss adjuster will visit your premises within 24 hours to assess and consider damages.

Meter reading

Where your meter is not read at least once in a 12 month period, provided access has not been denied, then a payment will be made.

Supply interruptions

If your business suffers a supply interruption of more than 12 hours on more than three occasions in a 12 month period a payment will be made.

Restoration of water supplies

If there has been a planned interruption of your water supply for any necessary works, we undertake to restore your supply within the period notified to you. Where the interruption as described above is for more than 4 hours we will notify you at least 48 hours before the supply is interrupted.

If the interruption of your supply is due to an emergency eg a broken distribution main and not a trunk main we will restore the supply within 12 hours, 48 hours for a trunk main.

If the interruption lasts longer than 24 hours we will provide you with an emergency supply - normally from standpipes or water tankers.

Where we fail to restore supplies by the notified time a payment will be made.

Where your water supply is interrupted you may be entitled to a further £10 for each additional 24 hours during which the supply remains unrestored.

Minimum pressure standard

As part of our programme for checking leaks we sometimes turn off sections of mains pipe at night in a programmed way to identify the sections leaking. We usually do this between midnight and 5 o'clock in the morning.

These interruptions usually last less than half an hour. If this is likely to cause you a specific problem please contact our local office. Because the disruption is slight we won't tell you in advance nor do we regard this as a failure to meet standards.

We aim to maintain a minimum pressure of water in a communication pipe serving premises supplied 10 metres static head. In the event of pressure falling below 7 metres on two occasions, for more than one

hour, within a 28 day period, a payment will be made. This payment will normally be made automatically. However, you will need to claim within 3 months of the payment becoming due, if we could not practically have identified your property as having suffered from loss of pressure as described above.

If you feel you have a problem with your pressure please contact our Head Office. We will investigate the matter free of charge and report back to you.

Failure to meet standards

If we fail to achieve these Standards of Service we guarantee an entitlement to a rebate in the form of credit against your bill, or by cheque or cash if no amount is outstanding.

Payments are £50, except in respect of restoration of water supplies where you are entitled to a further £10 for each additional 24 hours during which the supply remains unrestored.

We will not make certain payments where our failure to meet specified standards is due to severe or exceptional weather conditions, or due to other circumstances as laid down by the Government. Please contact us on 023 9249 9888 for further details.

Payments under this scheme do not affect any legal rights you may have, to take action for any loss or damage sustained and are made without prejudice in that they do not constitute an admission of liability on our part.

How to claim

The Guarantee payment for failure to meet our standards in respect of queries about your water service charges, keeping appointments, or complaints is made automatically within 10 working days of becoming payable. If we fail to make an automatic payment when due a further payment of £50 will become payable, but may need to be claimed by you.

We hope you will never have cause for complaint but if you feel you qualify for a £50 payment under one of the above standards, and have not received it automatically, you should write within 3 months of the incident giving rise to the claim.

The address to write to in respect of any claim is:

Claims Department
Portsmouth Water Ltd
PO Box 8
West Street
Havant
Hampshire PO9 1LG

Compensation policy

The quality of the service you receive is as important to us as it is to you. A high quality service is a vital part of our business. We have always worked to high standards of service, which are reflected in the high level of satisfaction expressed by our customers.

This code contains details of our Guaranteed Standards Scheme and details the fixed payments which may be payable should we fail to meet the specific standards covered by the scheme. However all our standards of service are important and, as a general principle, our employees are encouraged to bring to the attention of their manager any occurrence or occasion which they think may warrant a compensation payment or credit to a customer.

We will consider any matter which we are aware of, and which may warrant a compensation payment, on its own merits and will assess it based on the individual facts, taking into account any loss, inconvenience, distress or worry caused by the unwarranted acts of the Company.

How to contact us

General Enquiries
023 9249 9888

Water Account Enquiries
023 9249 9666

Freephone Debt Line
0800 432 0534

Water Quality Enquiries
023 9249 9888

New Supplies
023 9249 9888

Mains and Service Repairs
023 9249 9888

Plumbing and Water Regulations Enquiries
023 9249 9888

Freephone Leak Line
0800 434 6104

Operations Centre
(24 Hour Emergency Service and Reporting of Leaks)
023 9247 7999

24 Hour Automated Payment Line
08701 129637

Head Office
**PO Box 8
West Street
Havant
Hampshire
PO9 1LG**

Website
www.portsmouthwater.co.uk

E-mail
head.office@portsmouthwater.co.uk

