

- Exercise of works on private land
- Disputes regarding our Guaranteed Standards Scheme

For more details, please contact us or the Consumer Council for Water London and South East.

Settling Disputes - Arbitration

Under the Water Industry Act 1991 you can have certain disputes decided by an independent 'source'.

We can both choose the 'arbitrator' (person who decides on the matter), or, if we cannot agree, the Institution of Civil Engineers, the appropriate Secretary of State or Ofwat can choose one, depending on the dispute. We offer an arbitration scheme which allows an independent arbitrator to be appointed to give a decision quickly and with the least fuss.

All evidence is given in writing (so you don't need to make a court appearance). The arbitrator's written decision is legally binding on both you and us.

The disputes which can be decided by an arbitrator are compensation for street works, disagreements about standards to prevent domestic water being contaminated or wasted and disagreements about installing meters.

The Water Act also gives you the right, in certain circumstances, to take legal proceedings against us, for any loss or damage caused to you by our failing to comply with certain duties under the Act.

Portsmouth Water endeavours to provide a speedy, efficient and satisfactory response to any complaints received.

How to contact us

You can write to us, the address is:

Portsmouth Water Ltd
PO Box 8
HAVANT
Hampshire
PO9 1LG

E-mail

head.office@portsmouthwater.co.uk

Telephone

023 9249 9888

Minicom

0845 758 5873

Our Offices are open Monday - Friday 8.30am - 4.30pm.

Emergency telephone line

If your complaint relates to an ongoing emergency situation, such as a loss of water supply or concerns about water quality please phone our Operations Centre, which is manned 24 hours a day, 365 days a year on 023 9247 7999.

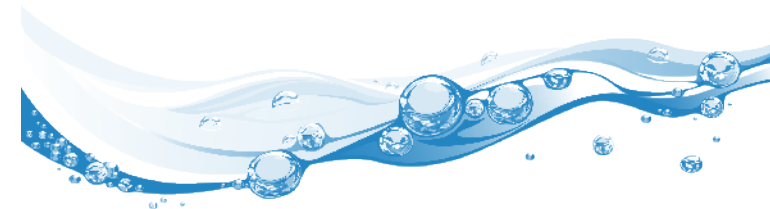
Further details about Portsmouth Water can be found at: www.portsmouthwater.co.uk

Complaints about sewerage services

Portsmouth Water provides the water supply to your property. We do not provide any sewerage services. The majority of our customers that are connected to mains sewerage are provided with services from Southern Water Ltd. Southern Water can be contacted by telephoning 0845 272 0845 or via their website at www.southernwater.co.uk.



a guide to our COMPLAINTS PROCEDURE



Large print versions of this Code are available upon request

JUNE 2014

Vision:

Delivering excellence
for our customers, our people and our environment

If you wish to make a complaint we recommend you put it in writing and send it to our Head Office:

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

Complaints may, of course, be made by telephone **023 9249 9888**, in person at the above address, by fax to **023 9245 3632** or e-mail to **head.office@portsmouthwater.co.uk**

Telephone complaints and complaints in person will be handled immediately wherever possible by an appropriate member of staff, depending on the nature of the complaint.

Complaints by e-mail or fax will be acknowledged on the first working day after receipt and thereafter treated as a written complaint.

If you have special needs we will try to accommodate any special requirements that you have in resolving your complaint. This may include personal visits or liaison with your third party representatives, where authorised by you.

Our response to your written complaint

Portsmouth Water have given an undertaking to customers under the Government's Good Service Guarantee Scheme to reply in full to a letter of complaint concerning the provision of water services within 10 working days of receipt by the Company, except in exceptional circumstances beyond our control such as industrial action, etc.

In responding to a complaint the Company will use its best endeavours to:

- a) provide a satisfactory explanation and advise the customer who to contact within the Company if they are dissatisfied with the response;

and where appropriate

- b) apologise and resolve the problem that caused the complaint;

and

- c) consider, without the customer having to claim, whether other redress such as a rebate or compensation should be provided having regard to any loss, inconvenience or distress and worry experienced by the customer.

If appropriate a hold is placed on the account whilst a complaint is being processed. This ensures that no further reminders, etc. are issued pending our response to the complaint.

Complaints received from third parties

You may ask someone else to complain on your behalf. We will always respond to complaints received in this way but will send the response to you rather than them, unless we have your written authority to deal directly with someone else.

Compensation if the guaranteed standard on complaints is not met

If the Company fails to meet the standards contained in the Good Service Guarantee (detailed above) you will be entitled to a payment of £30 in the form of a credit against your bill or in certain circumstances by cash payment.

This payment is made automatically by the Company within 10 working days of the Company's failure to meet the standard.

If the Company fails to make the automatic £30 payment within 10 days of its becoming due then you can write to claim a further £10 payment.

If you feel you may be entitled to a payment and do not automatically receive it you should write to the Company within 3 months of the relevant incident.

Guaranteed standards not only relate to complaint answering but also other key services, such as minimum pressure standard, interruptions to supply and responding to billing queries. Full details of these standards can be found within our Customer Code of Practice available from Head Office or via our website at www.portsmouthwater.co.uk.

What to do if you are dissatisfied with a response to your complaint

If you are dissatisfied with the outcome of your written complaint you are welcome to an independent review by one of our Directors.

If you would like such a review you should write to the Managing Director at our Head Office explaining why you remain dissatisfied. One of our Directors will respond to your letter within 10 working days.

In the unlikely event that you have followed the above procedures and are still dissatisfied with the responses you may take the matter to the Consumer Council for Water London and South East.

This independent body promotes the interests of water consumers and investigates complaints about the water and sewerage companies.

Your letter should be addressed to:

Consumer Council for Water
London and South East
1st Floor
Victoria Square House
Victoria Square
Birmingham
B2 4AJ
Tel: 020 7931 8502
Lo-call: 0845 758 1658
E-mail: londonandsoutheast@ccwater.org.uk

and should be accompanied by copies of all correspondence on the complaint. Calls to this number will be charged at the local rate.

Settling Disputes - Ofwat

We, or you, can refer certain disputes to the Ofwat (our regulator) to decide on certain matters, including those detailed below:

- Refusal to provide a free meter
- Providing separate service pipes for new supplies
- Providing separate service pipes for existing supplies