

STANDARDS OF SERVICE FOR RETAILERS

Our promise to you

www.nwl.co.uk

 [@nwater_care](https://twitter.com/nwater_care)

STANDARDS OF SERVICE FOR RETAILERS

We are responsible for providing your non-household customers with water and sewerage services as outlined in the market codes.

We are committed to supplying clean, clear water that tastes good and for removing and treating waste water at one of our treatment works, before safely returning it back to the environment.

OUR PROMISE TO YOU

We believe excellent customer service is about getting it right first time, every time. We put customer service at the heart of everything we do and we want to impress you with excellent service.

WE WILL DO THIS BY:

- Keeping you informed on planned work and incidents affecting your non-household customers.
- Working to the highest standards.
- Putting things right within agreed time frames.
- Paying compensation via you to your non-household customers if we do not keep our promise.

Over the next few pages we have outlined the level of service we promise to provide to all retailers.

We have also taken this opportunity to outline our responsibilities as the wholesaler responsible for the provision of water and sewerage services within the north east of England.

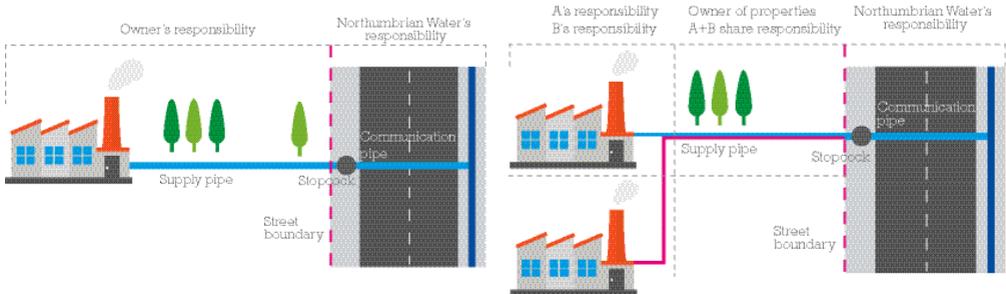
WATER SERVICES

We are responsible for the water mains. These are the larger water pipes usually found in the public highway which supply water to non-household customers.

We will operate and maintain our water network to ensure we provide safe clean water at all times.

Your non-household customer (or their landlord) own all of the water supply pipes on their property and are responsible for repairing or replacing these if a leak occurs. This includes underground pipes in outside areas, such as car parks or driveways as well as the pipes inside their premises.

The two diagrams below show examples of property boundaries and clearly show the pipework that Northumbrian Water is responsible for.



The two diagrams have been set out to show examples of property boundaries and responsibilities. The diagram on the **left** shows which pipes belong to us and which belong to your non-household customer. The diagram on the **right** shows an example of a shared supply.

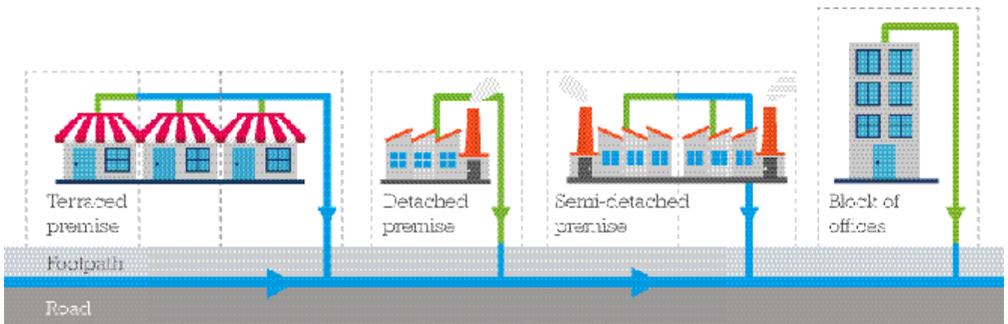
SEWERAGE SERVICES

In addition to the public sewers, we are responsible for all shared foul and surface water drains that connect to them.

We are also responsible for the part of the drain between the property boundary and the public sewer after it leaves the property boundary.

Your non-household customers are responsible for the drains that only serve their property and are within the boundary of their property.

The diagram below will help you to understand your customers' responsibility.



KEY

Northumbrian Water's
responsibility



Occupier responsibility



Directional flow



Property boundary





OUR PROMISE TO YOUR NON-HOUSEHOLD CUSTOMERS

We promise to provide these levels of service. If we fail to keep any of our promises, your non-household customer will be entitled to the following payments. All payments due will be made via you in accordance with the market codes.

Our promise	Payment if we fail to keep our promise	Paid automatically/retailer claims
APPOINTMENTS Making an appointment If we need to make an appointment to visit your customer, we will arrange a morning or afternoon slot, or a two-hour time band if you or your customer asks for this.		
Changing or cancelling appointments We will give your customer at least 24 hours notice if we need to do this as long as we have their telephone number.		
Attending an appointment We will arrive on the agreed date and within the agreed time slot or time band.		

A
Automatic These are paid automatically in the event of a failure.

C
Claim A claim must be made within 3 months of a failure happening.

Our promise	Payment if we fail to keep our promise	Paid automatically/retailer claims
<p>WATER PRESSURE</p> <p>If you inform us that your customer's pressure has fallen below 7 metres static head at the boundary of the property, for more than 1 hour and it happens twice in a 28 day period.</p>		
<p>WATER SUPPLY INTERRUPTIONS</p> <p>Planned Water Supply Interruptions</p> <p>If we need to turn off your customer's water supply for between 1 and 4 hours, we will let them know in writing at least 12 hours beforehand.</p> <p>If we need to turn your customer's water off for more than 4 hours, we will let them know in writing at least 48 hours beforehand.</p>		
<p>We will restore your customer's water supply within the time specified in our letter.</p>		

Our promise	Payment if we fail to keep our promise	Paid automatically/ retailer claims
<p>UNPLANNED WATER SUPPLY INTERRUPTIONS</p> <p>For unplanned interruptions such as a burst on our pipes, we will turn your customer's water back on within 12 hours, or in the case of a major water mains burst, within 24 hours (unless doing this would cause even greater inconvenience, for example loud noise at night).</p>		
<p>If we are aware of an interruption to your customer's water supply we will notify you that a payment will be made within 20 working days.</p>		
<p>We will restore your customer's water supply within the times specified above. We will pay you an additional payment for each complete period of 24 hours that the water is off.</p>		

Our promise	Payment if we fail to keep our promise	Paid automatically/retailer claims
<p>REPEATED INTERRUPTIONS TO SUPPLY</p> <p>If in any 12 month period (April to March) your customer experiences unplanned interruptions totalling more than 18 hours which do not individually qualify for an unplanned water supply interruption payment.</p>		
<p>DISCOLOURED WATER ALLOWANCE</p> <p>When your customer's water supply is discoloured due to works carried out by Northumbrian Water and we have instructed them to run the cold water until it clears.</p>	<p>5 cubic metres of wholesale tariff (equivalent 5,000 litres or 1,100 gallons)</p>	
<p>NOTICE TO BOIL WATER</p> <p>If we ask your customer to boil water and the period of the notice exceeds 72 hours, we will consider making a payment.</p>		
<p>SEWER FLOODING</p> <p>If the inside of your customer's property is flooded from one of our sewer.</p>	<p>100% of the wholesale sewerage charges or £150 whichever is greater. Up to a maximum of £1000**</p>	

Our promise	Payment if we fail to keep our promise	Paid automatically/retailer claims
<p>If the outside of your customer's property is flooded from one of our sewers.</p>	<p>50% of the wholesale sewerage charges or £75 whichever is greater. Up to a maximum of £500**</p>	
<p>If we do not inform you that a flooding payment will be made to your customer within 20 working days of being notified of the flooding event.</p>	<p> **</p>	
<p>WATER SHORTAGES</p> <p>If we have to interrupt or cut off your customer's water supply because of a drought.</p>	<p> ***</p>	

Our promise	Payment if we fail to keep our promise	Paid automatically/retailer claims
<p>WRITTEN COMPLAINTS</p> <p>We will reply to your non household customers written complaint within 10 working days of receiving this from you.</p>	<p>*</p> 	
<p>TELEPHONE COMPLAINTS</p> <p>We will respond to all telephone complaints within 10 working days.</p>	<p>*</p> 	

* Payments will be made within 10 working days of our failure to keep the standard. If we fail to make a payment within this time a penalty payment of £20 can be claimed within three months of our failure on behalf of your customer.

** Flooding payments are subject to assessments against agreed standards. You must inform us of your non-household customer's flooding event within 3 months of it happening.

*** Maximum payment in any one year is equal to your customer's water bill for the previous year. £500 if no charges have been paid to you by your customer.

For written complaints, unplanned water supply interruptions and sewer flooding, automated payments will be made in line with timeframes above. If you believe that your customer received their payment late and this was due to us exceeding the market timeframes for notifying you of the failure, then this must be claimed manually using the F/02 form.

MORE INFORMATION

For more information, please contact the Wholesale Service Desk at:

 wholesale@nwl.co.uk

 **0191 301 6066** (Mon to Fri 9.00am to 5.00pm, excluding bank holidays)

For water or sewerage operational emergencies please contact our Customer Centre on:

 **0345 717 1100**

SAVING BUSINESSES MONEY

Whether your non household customers use water for production or employee welfare facilities, disruptions can be costly. We can be your strategic water and environmental partner to help their business run smoothly, drive efficiencies and savings, and stay compliant in an environment where regulations are constantly changing. We offer the following commercial services.

UNDERSTANDING USAGE

- Water efficiency audits
- Effluent audits
- Automated meter reading (AMR) – water, gas and electricity
- Leak detection and repairs
- Meter reading

KEEPING BUSINESSES COMPLIANT

- RPZ valve installation and fire hydrant checks
- Mains renewal and rehabilitation

STRATEGIC WATER MANAGEMENT

- Onsite water and waste water treatment plants – design, installation and smooth running
- AAD (advanced anaerobic digestion)
- Grey water harvesting
- New connections

To find out how we can help your non household customers call us on **0800 028 3557**.

www.nwg-solutions.co.uk

Please note, other providers are available.

Save **money** 💧 Save **water** 💧 Stay **safe** 💧 Stay **efficient** 💧 Stay **compliant** 💧 Stay **healthy**

living

A clear glass filled with water and ice cubes is the central focus. A splash of water is captured mid-air above the glass, with a green leaf partially submerged. The background is a soft, out-of-focus green. The word "water" is written in a white, cursive, brush-stroke font across the middle of the glass.

water

**NORTHUMBRIAN
WATER** *living water*

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