

Codes for Adoption – Water Redress Procedures

This document sets out our redress procedures for Northumbrian Water and Essex & Suffolk Water, as required by the Water Sector Guidance (WSG), Appendix G:

[Water Sector Guidance Appendix G](#)

Our aim is to deliver a quality service to our customers within specified levels of service, but we recognise that sometimes this won't always be the case. Where our performance fails to meet the levels of service in the above document, we will follow the process below.

Where the failure arises in relation to a Category 1 metric (as designated in Appendix G) without any requirement on the part of a customer to notify us of the failure, the following shall apply:

- We will, within thirty working days of the failure arising, send the customer a refund for the fee in question
- Where we have not performed the service in question within twice the maximum timescale allowed, we will email the customer with such information as shall reasonably be available to it regarding the nature and cause of the failure with relevant supporting evidence, and an indication of the new date for the performance of the service in question.

The customer may either confirm acceptance of this information or request escalation to the Compliance Manager.

Where the failure arises in relation to a Category 2 metric, without any requirement on the part of a customer to notify us of the failure, we will:

- Within one working day of the failure, email the customer with the reason that we did not meet the service level in question and the actions we will take to deliver the service (if not already delivered)
- Where we have not already delivered the service, we will provide a new date for the service in question to be delivered
- We will ask the customer to either confirm acceptance of this information within seven days or request escalation to our Compliance Manager.

If we anticipate that we will not be able to meet a Category 2 service level before the due date, we will contact the customer as indicated above.

If a customer requests that a relevant issue is escalated, our Compliance Manager will send them a report detailing the causes of the failure, proposals to remedy the failure and lessons learnt by all parties which might prevent a recurrence of similar failures.

Where a customer considers that it has suffered direct financial loss as a result of our failure to comply with its obligations, they may make a written complaint to the Compliance Manager.

Our Compliance Manager is Louise Hunter, Director of Customer and Corporate Services