

Guaranteed Standards Scheme (GSS)

Our industry is legally bound to maintain service standards to customers under the Guaranteed Standards Scheme, these are enforced by Ofwat. We will issue a compensation payment if we fail to meet any of the service standards.

If your wholesaler fails to meet these standards, we will work with them to ensure it's paid and issued to you.

GSS regulation	GSS payment	Late penalty payment
Retailer related GSS		
Provide a substantive response to written queries within 10 business days or 5 business days if the request is to change payment arrangements which cannot be accommodated	£20	£10
Wholesaler and Retailer related GSS		
Making appointments - Provide morning or afternoon appointments, or a 2 hour time period if requested by the customer	£20	£10
Keeping appointments - Attend appointments with the customer within the agreed appointment time	£20	£10
Written complaints - Provide a substantive response to a written complaint within 10 working days	£20	£10
Notice of interruption to supply - Provide 48 hours' notice of interruptions of more than 4 hours to the water supply	£50	£50
Wholesaler related GSS		
Supply not restored - initial period - Water supply to be restored within the period notified or within 48 hours if not due to an emergency	£50	£50
Supply not restored - each further 24 hours - Additional payment for each 24 hours supply not restored	£25	£50
Low pressure - Water pressure to be maintained at a minimum pressure of 7 metre static head. Failure of this standard occurs where pressure falls below the minimum standard on 2 occasions for 1 hour or more in a 28 day period	£25	-
Flooding from sewers - internal flooding	Payment equal to annual sewerage charges (Minimum payment of £150. Maximum of £1000)	£50
Flooding from sewers - external flooding	Payment equal to 50% of annual sewerage charges (Minimum payment of £75. Maximum of £500)	£50