

# AffinityWater

## Our commitment to you as a non-household property in our supply area.

We'll always try and provide you with the best possible service. If we fall short of the standards we set ourselves, we'll make sure we put it right.

Updated July 2025



## Our commitment to you

We'll always try and provide you with the best possible service. If we fall short of the standards you expect, we'll make sure we put it right.

Under the Guaranteed Standards Scheme (GSS) where things go wrong and if we fail to meet the standards, we'll make the following compensation payments to our affected customer(s).

From 2nd July 2025 the current standards and compensation payments are being amended. Any correspondence or standard breach before 2nd July 2025 will be treated as a pre-2nd July matter and held to the previous standards. You can [view the pre-2nd July standards here](#).

A summary of the standards contained in this document. For full details please [see a copy of the regulations here](#).

## Interruptions to your water supply

If we're **planning to turn off your water supply** to carry out work on our network, we'll give you as much notice as possible, advising you when we expect to turn your water off and back on again.

- If we plan to turn off your water, we'll give you at least 48 hours' notice. If we fail to notify you of a planned interruption lasting more than four hours, we'll pay you £100. This does not apply to unplanned/emergency interruptions (see below).
- If we fail to turn your water back on by the time specified in our notice, we'll pay you £100 and a further £100 for each subsequent 12-hour period you have no water.

For **unplanned interruptions**, for example, when your supply is cut off due to a burst water main, we'll notify you as soon as practicable when we expect to restore the supply and any information you may need about alternative supplies.

If we fail to restore your supply within 12 hours, we'll pay you £100 and a further £100 for each subsequent 12-hour period you have no water. Subsequent payments will be made up to a maximum amount of the value of twice the annual water supply charge.

## Low Pressure

If the water pressure in our pipework falls below seven metres static head (a technical term used to measure water pressure) in the [communication pipe](#) supplying your property on two occasions, each one lasting one hour or longer within any 28 day period, we'll pay you £50.

You can receive up to five payments (up to £250) under this guarantee in any financial year (1 April to 31 March). This guarantee does not apply if the low pressure is caused by any essential work that we have to do to our water pipe network, or if there's a drought.

## Responding to complaints

Where you've followed our complaints procedure, we'll send you our reply within 10 working days of receiving your letter or email. If we take longer than this to send our reply, we'll pay you £40. To view our complaints process, please visit [affinitywater.co.uk/complaints](http://affinitywater.co.uk/complaints).

**Any billing complaints should be directed to your Retailer.**

## Appointments

- When an appointment is made, we must offer you a morning or afternoon appointment. We must also inform you of the times we consider to be morning or afternoon. If requested, we'll offer a specified two-hour time slot. If we fail to do this, you are entitled to £40.
- We must visit in the morning or afternoon as notified, or within the requested two-hour time slot. Where we have to cancel an appointment, we'll provide 24 hours' notice. If we fail to do this, we'll pay you £50.

## Late Payment Penalty

- GSS payments for appointments, complaints, billing, and changes to payment arrangements should be made within 10 working days of it becoming payable. If we don't do this, we'll pay you a late payment penalty of £40.
- GSS payments for interruptions should be made within 20 working days of it becoming payable. If we don't do this, we'll pay you a late payment penalty of £100. Subsequent payments will be made up to a maximum amount of the value of twice the annual water supply charge.

**Payments will be made to your retailer. Any queries should be directed to your Retailer.**