

# AffinityWater

## Our commitment to you as a 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 you expect, we'll make sure we put it right.

Updated November 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).

On 2<sup>nd</sup> July 2025 the current standards and compensation payments were amended. Any correspondence or standard breach before 2<sup>nd</sup> July 2025 will be treated as a pre-2<sup>nd</sup> July matter and held to the previous standards. You can [view the pre-2<sup>nd</sup> July standards here](#). There are also some new standards that are live from 1st October 2025.

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

## 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. If we fail to attend, we'll pay you £50.

## Billing queries

- If you contact to us to query the accuracy of your bill or account details, we aim to send a 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.
- If you contact us to change the way you pay your bill, we'll make the change as quickly as possible. If we're unable to make the change and don't let you know within five working days, we'll pay you £40.

## Household customers in arrears

We follow a debt recovery process if your account is in arrears. We'll send you two 'outstanding charges notices' and give you an opportunity to make payment arrangements or to make any representations, in relation to the arrears.

If we fail to do this before we share the arrears information with the credit reference agency, or start legal action, you're entitled to a payment of £150.

This applies from the 1st October 2025.

## Interruptions to your water supply

If we're **planning to turn off your water supply** to carry out works 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 £50. 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 £50 and a further £50 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 £50 and a further £50 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.

## 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 £50. 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 necessary work we have to do to our water pipe network, or if there's a drought.

## Meter reading

- A water meter used for charging must be read at least once within a 13-month period. If we fail to apply an actual meter reading to your account within 13 months, you're entitled to £40.
- If we continue to fail to apply each subsequent meter reading within 13 months, you're entitled to £80 for each missed reading.

**Please note:** there are some exemptions such as health and safety reasons, no access given for internal meters, temporarily covered or the area is overgrown.

## Meter charges following installation

When a water meter is requested to be installed by a customer, we need to install one and change the tariff to metered charges within 8 weeks / 56 days. If we fail to do this, you'll receive free clean water until we complete both the installation and change your account to metered charges.

**Please note:** this doesn't apply to any wastewater charges from Thames Water or Anglian Water.

## Priority Services Register

- When you join our Priority Services Register with a core service (delivery of alternative water during a water supply interruption, alternative format communications or nominating a third party to manage your account), we'll send you a confirmation of this. If we fail to confirm your registration within 30 days, you're entitled to a payment of £100.
- Your PSR welcome letter or email will confirm what 'core' service you can expect to receive from us during a supply interruption. Where we fail to provide this during the timescale stated you're entitled to a payment of £100.

## Responding to complaints

Where you've followed our complaints procedure, we'll send you our reply within 10 working days of receiving your complaint. 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](https://affinitywater.co.uk/complaints)

## Additional information

**Please note:** For a compensation payment to be considered under the GSS, you must be an existing (or future) customer, and any correspondence (post, email, telephone, website, social media or messaging) needs to be sent to our advertised channels at [affinitywater.co.uk/contact](https://affinitywater.co.uk/contact) and contain your name and contact details.