

Matrix Water Limited

Our Customer Promise



Our promises to you

We want to give you and all our customers the very best service possible at all times and we work hard to ensure we do this. This document sets out the standards of service our customers can expect, and what we'll do if we fail to achieve them.

Our commitment is backed up by our Guaranteed Standards of Service, outlined below which includes all the standards set out in government regulations.

We try to keep our promises and make sure you're satisfied with what we do for you.

Appointments

When we make an appointment to visit you, we'll offer you either a morning (before 1pm) or afternoon appointment or you can request an appointment within a 2-hour period. We aim to meet all our appointment times.

If we've to change the appointment, we'll give you at least 24 hours' notice.

If we fail to follow the standards for appointments or providing sufficient cancellation notice, we shall credit your water services account with a credit equivalent to that offered by the upstream regional water company.

Payments won't apply if the appointment is cancelled with less than 24 hours' notice due to circumstances beyond our control, for example extreme weather conditions, strikes or the actions of a third party.

Complaints, account queries and requests to change payment arrangements

If you make a complaint about your water supply or sewerage services or make a query about the accuracy of your account, we'll respond within 10 working days. If we fail to respond within the required timeframe, we'll automatically credit your account with a payment equivalent to that offered by the incumbent water company.

If you contact us to change your payment method and if for any reason it is not possible to make your request, we'll notify you within five working days of receiving your contact.

Should we fail to respond within the required timeframe, we'll automatically credit your account £40 or a payment equivalent to that offered by the incumbent water company.

If we fail to credit your account within 10 working days regarding appointments, billing enquiries and complaints, you'll be entitled to an additional penalty payment credited to your account.



To ensure we can reply promptly please ensure you include your name, address, email or telephone number and details of your complaint or query when contacting us. Without these details your query or complaint won't be valid, and we may need to contact you for further details.

Interruptions to supply

Planned Interruptions

Occasionally we need to turn off the water supply to carry out our essential, planned work. We'll let you know in advance and tell you when the supply will be restored.

For interruptions of more than four (4) hours, we'll give you at least 48 hours' notice in writing. We'll restore the supply by the time stated in the notice.

If we fail to correctly notify you of the interruption or if the supply is not restored within the stated time, we'll credit your water services account with £50 or a payment that is equivalent to that offered by the upstream regional water company for the area, with an additional £50 payment for every 12 hours that you remain without water, up to a maximum payment of twice your annual water supply charge.

Unplanned interruptions

Where the outage is considered an emergency the notification requirements are not applicable, however we'll ensure you're notified as soon as possible, including predicted restoration times, location of any alternative supplies and our contact details should you require further information.

After an emergency or unplanned interruption, we aim to restore supplies within 12 hours of becoming aware of the interruption.

If we fail to restore your supply within 12 hours, we'll credit your water services account with £50 or a payment that is equivalent to that offered by the upstream regional water company for the area with an additional £50 for every 12 hours that you remain without water.

It's sometimes difficult to know who has been affected by these interruptions. If you were affected and we've not credited your account, please contact our Customer Service Team, you can make a claim for payment within 3 months.

If we fail to credit your account within 20 working days for any interruption to supply, you'll be entitled to an additional penalty payment credited to your account.



If you're registered for our Priority Services scheme and would find it difficult to obtain an alternative supply of water, we'll provide you with bottled water in emergency situations. To register for our Priority Services scheme, visit our website MatrixWater.co.uk/Priority-Services or call our customer services team on **0333 009 5213**.

Water pressure

If your water pressure falls substantially below normal, please let us know. We'll first check whether this is due to an operational fault, for example a burst main.

If we've identified the pressure at the point our network connects to your supply pipe is below seven meters static head for at least 1 hour on two separate occasions within a 28-day period, you're automatically entitled to a £50 payment up to a maximum of 5 times per year.

These payments do not apply if the drop in pressure is related to drought order restrictions or are associated with emergency work, such as a burst main, planned work on our water mains or problems with your own pipework.

It is sometimes difficult to know who has been affected by low pressure. If you were affected and we've not credited your account, please call us within 3 months of the last of the two occasions of low pressure.

Sewer flooding – internal

On rare occasions where there is a blockage or collapse in one of our sewers, or where exceptionally heavy rainfall has overloaded our sewer, some properties may experience sewage flooding. If this happens, please call us straight away. We'll investigate the cause of sewage flooding following all reported incidents. If sewage enters your home from our sewer network, we aim to inspect the problem within 4 hours of you letting us know.

We'll also provide a full clean up service where possible within 12 hours (internal flooding) or within 24 hours (external flooding).

Where sewage flooding enters your home, we'll automatically refund your sewage charge for the year (minimum payment of £300 up to a maximum of £2,000 per incident).

If you experience internal sewer flooding again within 12 months of the first incident, the minimum payment amount increases by £100, and the maximum payment amount increases by £500. For example, compensation payments for a second incident would be a maximum payment of £2,500 or a minimum payment of £400, and for a third incident would be a maximum payment of £3,000 or a minimum payment of £500.

In addition to this sum, we'll automatically pay you up to £100 for the disturbance the sewage flooding causes. We'll determine the amount payable on a case-by-case basis. Where the



sewage flooding has caused damage to your home or contents, we'll consider contributing to your uninsured losses.

If you have critical health-related circumstances at the time the sewage flooding enters your home and you arrange to move into temporary accommodation, we'll consider making a discretionary payment of up to £50 per day, up to a maximum of £500 for your total costs.

Sewer flooding – external

If sewage enters your garden from our sewer network, we aim to inspect the problem the same day you let us know. Where the sewage flooding enters your land or garden, you can claim back a sum equal to half of your sewage charges for the year (minimum payment £150 up to a maximum of £1000 per incident).

If you experience external sewer flooding again within 12 months of the first incident, the minimum payment amount increases by £50, and the maximum payment amount increases by £250. For example, compensation payments for a second incident would be a maximum payment of £1,250 or a minimum payment of £200, and for a third incident would be a maximum payment of £1,500 or a minimum payment of £250.

Your claim will only be valid if you were materially affected by the sewage flooding incident to your land or garden. You'll therefore need to show or explain the effect of the sewage flooding on your land or garden when you make a claim.

Normally, we'll make this assessment when we visit to view the sewage flooding, and we'll leave a claim form with you if we consider you have been materially affected. We only accept written claims for external sewage flooding and will assess your claim based upon the information you provide.

If you're affected by both internal and external sewage flooding in the same incident, we'll only pay you for the internal sewage flooding incident. You'll not receive an additional payment for the external sewage flooding.

Where we credit your account automatically for internal sewage flooding, we'll do so within 20 working days. If we fail to meet this timescale you're entitled to an additional penalty payment.

Payments won't apply if:

- The flooding happened because of industrial action
- The flooding was caused by a customer's actions or any defect, blockage or inadequacy in the customer's drain or sewers
- You notified us more than three months after your property was flooded.



Debt recovery action

There are circumstances when we may refer customers' debts to a debt collection agency. The agencies we use are registered with the Financial Conducts Authority and are members of the Credit Services Association and subject to its code of practice.

Before taking action to recover outstanding charges, through registering a default with credit reference agencies or issuing legal proceedings we'll ensure you have received notice of any outstanding charges to provide you with an opportunity to pay or dispute the charges.

The outstanding charges notice will detail the outstanding charge, how this has been calculated, the time period, your meter serial number and the steps we'll take in response to non-payment. We'll also ensure you have our contact details to confirm receipt of the notice, arrange payment or dispute the charges.

You'll have 30 days to respond to this notice before we take further action. If we don't hear from you in this timescale, we'll contact you via another communication method with the details of the outstanding charges notice.

If we fail to follow this process, we'll credit your account with £150 or a payment equivalent to that paid by the upstream regional water company.

If we incorrectly register a default against you with a Credit Reference Agency or you receive a County Court Judgment in error, we'll correct the situation and credit your water service account with £150 or a payment that is equivalent to that offered by the upstream regional water company for the area.

Reading water meters

All properties within our supply area are metered. We'll read your water meter at least once every 13 months. This does not apply if you have a smart meter, which we read remotely, meaning we don't need to visit your home to take a reading. If we don't meet this frequency, we'll pay you £40 for the first missed reading and £80 for each subsequent missed reading.

For customers with additional needs, who are having difficulty reading their meter and would like it relocated, we'll carry out a free survey. If it is possible to move the meter, we'll move it free of charge. If we are unable to move it, we'll let you know why.

Priority services

The Priority Services Register is a free, UK wide support service which ensures additional help is available when you need it, this may be due to ill-health, age, disability, communication difficulties, mental-health problems or financial difficulty.



You can register with our priority services or find out more information from customer services team on **0333 009 5213** or visit MatrixWater.co.uk/Priority-Services. Once registered we'll send you a notice detailing the services available to you as a priority services customer and additional help we can provide during incidents. The notice will confirm if your circumstances mean you're eligible for our core priority services.

If you're eligible, core priority services include:

- Delivery of an alternative water supply during an interruption
- Use of alternative communication formats, such as braille, audio or large print
- Ability to appoint a person to manage your account on your behalf

If you have been included within our Core Priority Services Register and we do not provide notice of inclusion within 30 days or we fail to provide the services offered during an incident or within the indicated timescales, you're entitled to compensation. We'll credit your account with £100 or a payment equivalent to the amount offered by the upstream regional water company.

Drinking water quality

If we believe there is a problem with the quality of your tap water due to our water supply system, we'll provide you with appropriate advice and where necessary an alternative supply of water. In certain circumstances we may need to issue precautionary advice, such as Do Not Use, Do Not Drink or Boil Water, where such advice lasts for longer than 48 hours you're entitled to compensation.

We'll credit your water service account £40 if the issue is not resolved within 48 hours, plus £20 for every additional 24 hours that the issue remains unresolved. Should the upstream incumbent water company offer higher compensation, we'll match this payment and credit your account.

We won't pay compensation where the issue is a result of contamination from the customer's private fittings or in relation to a drought.

Water shortages

If we've to interrupt or cut off your supply due to emergency drought restrictions we'll, except in exceptional circumstances, automatically pay you £10 for each day or part day that the water supply is interrupted, up to a maximum of the average household bill for the previous year. We'll align payments with the upstream regional water company, should they be different.

Leakage

If you're on a metered supply, the meter will record all the water we supply to your property, which will include any wastage due to a leak on your supply pipe or from appliances in your home. You'll be charged for this water. However, if the cause of the leak is fully repaired within



30 days of notifying us, you may qualify for a one-off leak allowance, where we'll adjust your charges back to their normal levels.

An allowance will be calculated from the daily average usage prior to the leak and offsetting that against the daily average for the leakage period. Anything over the standard daily average will be classed as leakage and credited back to your account, for a maximum of a 6-month period.

Exceptional circumstances

In certain circumstances it will be impractical for us to meet our service standards. In such cases you'll not be entitled to a payment. Examples of where exclusions may apply are:

- Exceptional or severe weather conditions
- Industrial action
- Third party action including action by customers.

Where a payment is made, it does not act as an admission of liability for any other purpose. Similarly, its acceptance by the customer won't affect any other liability owed to them.

Any disputes arising in relation to the Guaranteed Standards Scheme may be referred to Ofwat for determination. Its decision is binding.

Complaints

Did we meet your expectations?

We want to always provide you with a first-rate customer service. We appreciate, however, that sometimes we won't get it right. If you're unhappy, please let us know straight away so we can discuss the situation with you and decide what we need to do to put things right. Our complaints process can be found on our website at [MatrixWater.co.uk](https://www.MatrixWater.co.uk).

If, having fully exhausted this process, we haven't resolved the complaint to your satisfaction, you may take your complaint to the Consumer Council for Water (CCW) who may act on your behalf to try to resolve your complaint with us. They're an independent body set up to protect your interests and to champion customer issues.

CCW contact details:

Tel: **0330 034 2222**

Website: [ccw.org.uk](https://www.ccw.org.uk)

Address: **CCW, 23 Stephenson Street, Birmingham, B2 4BH**



Getting in touch with us

If you'd like to discuss any aspect of our service, please contact our Customer Service Team. There are a number of ways in which you can contact us:

In writing at: **Matrix Water, Rocfort Road, Snodland, Kent, ME6 5AH**

By phone (Customer Service and Billing): **0333 009 5213**

By phone (24-hour emergency): **0330 043 2320**

By email: billing@matrixwater.co.uk

Our office hours for general and billing enquires are Monday – Friday, 8:30am – 5:30pm (Excluding Bank Holidays).

Our website MatrixWater.co.uk contains further company information. If you do not have access to the internet, we can send you any relevant information that you require by post.