

Delivering Excellent Customer Service

For Household and Business Customers

ESP Water (ESPW) provides water and wastewater services under a license granted by the Secretary of State for the Environment, Food and Rural Affairs under the Water Industry Act 1991. We are strictly monitored by several independent regulators who ensure, not only that we comply with the many laws and regulations that govern us, but that your rights are protected.

This is our Delivering Excellent Customer Services policy. It sets out our service level indicators and performance measures, how these will be achieved by our people and processes, and our guaranteed standards of service also known as “Our Promises to you”.

This Policy is regularly reviewed and updated. All our Policies are produced in consultation with the industry watchdog, the Consumer Council for Water (CCW) and approved by the Water Services Regulation Authority (Ofwat). If you have any queries about this policy, please get in touch with us on 03301234201 or by emailing generalenquiries@espwater.co.uk.

Further details around your water supply or sewerage can also be found in our Customer Code of Practice on our website www.espwater.co.uk or you can request a copy on 03301234201.

INTRODUCTION

ESPW aims for the highest level of service for its household and business customers. This document provides an overview on how we will deliver excellent customer service, and it supplements the ESPW Customer Code of Practice mentioned above. These documents inform all ESPW's customers nationally on what to expect of ESPW. As our business grows, ESPW will continue to update this document to ensure ESPW's customer service remains at the highest level.

1.0 Levels of Service Indicators

Although we are not subject to the Ofwat price review process as a NAV company (New Appointment and Variation) we have still set ourselves some level of service indicators to monitor our performance and ensure we maintain the highest customer service levels and standards. Table 1 below includes these level of service indicators.

Table 1 – Level of Service Indicators and Targets

Business type	Service	Detailed description	Performance Target
Potable water	Low Pressure (<7m static head for >1 hour on 2 occasions within 28-day period)	The number of properties that have received, and are likely to continue to receive, pressure below the reference level when demand is not abnormal.	0 Incidents
Potable water	Water Quality – Compliance Risk Index (CRI). (See Ofwat website for definition)	No water quality sample failures from regulatory sampling programme measured using the CRI index.	0.00
Potable water	Water Quality – Event Risk Index (ERI). (See Ofwat website for definition)	No water quality events measured using the ERI index.	0.00
Potable water	Supply interruptions Planned & Unplanned	Number of minutes lost per customer for the whole customer base for interruptions that lasted 3 hours or more	0 Minutes
Potable water	Leakage	% of leakage per volume supplied.	0%
Wastewater	Internal Sewer flooding	The number of internal flooding incidents per year	0 Incidents
Wastewater	External Sewer flooding	The number of external flooding incidents per year	0 Incidents
Environment	No pollutions	No pollutions Cat 1 – 3 as categorised by the Environment Agency.	0
Environment	Water Efficiency -per capita consumption	% Deterioration in the volume of water per person per head used by our customers.	0%
Customer contacts	Billing Enquiries	Requests to change method of payment responded to within 5 working days.	100%

Customer contacts	Written complaints	Written complaints responded to within 5 working days.	100%
Customer contacts	WQ Acceptability Complaints	No. of WQ complaints associated with the taste, smell or appearance of the water per 1000 population	1.0
Customer contacts	Meter readings	The % of properties receiving at least one bill in a financial year that is based upon a company actual reading	100%
Customer contacts	Priority Services Register	The % of our customers we have contacted about being on the PSR.	100%
Customer contacts	Abandoned telephone contacts	The % of callers that hang up before they receive a substantive response	1%

We will publish how we are doing against these level of service indicators annually on our website www.espwater.co.uk. If you would like further details on any of these performance measures, then please contact us on 03301234201.

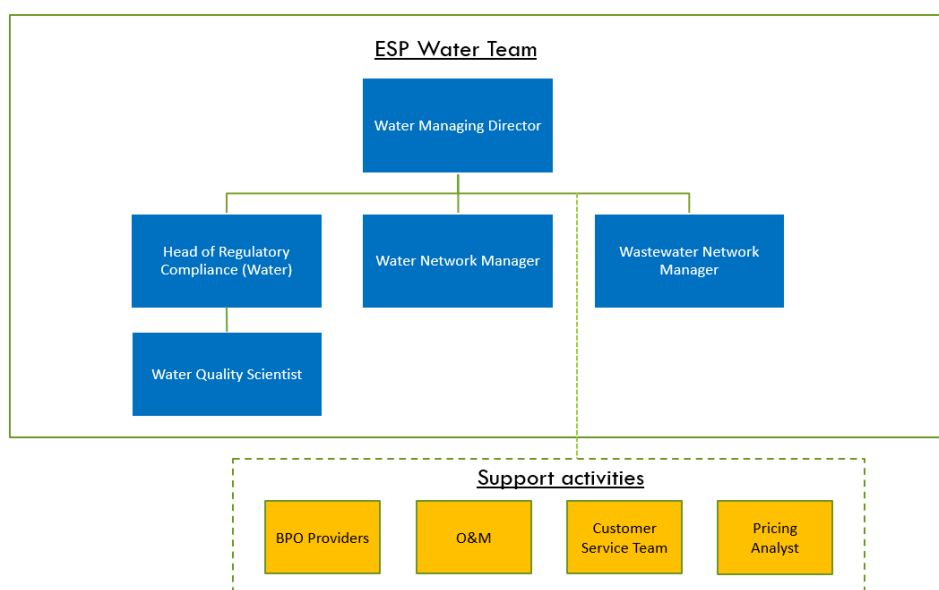
2.0 People, Systems & Process to deliver service

ESPW will ensure that customers do not receive a level of service that are lower than the standards of water & wastewater incumbents and our aim is always to provide an enhanced level of service.

This section will detail the people, systems and processes that are in place to achieve the levels of service targeted in the first section.

The ESPW team organisational structure is Figure 1 below. Although a small team we all have extensive previous experience and knowledge of working in water companies.

Figure 1 – ESPW Organogram



ESPW is part of the ESP Utilities group (ESPUG), which has been providing Gas & Electricity to properties for over 20 years. ESPW will utilise the robust systems in place for billing, operational responses and the 24/7 customer contact centre that are already in place for ESPUG.

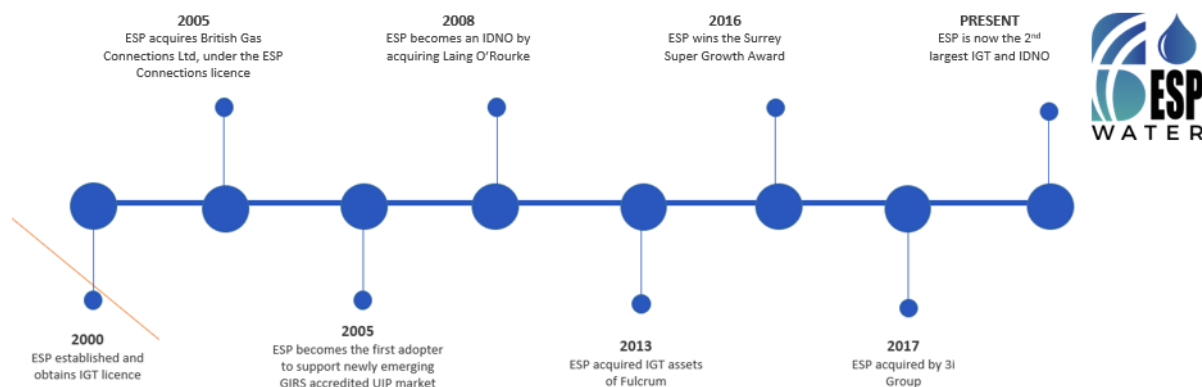
The ESPW water team are supported by the wider ESPUG operational and customer teams and where necessary additional support for the teams will be provided by either a third-party contractor or from the water & sewerage incumbent company that we take your supply or discharge your water to. ESPW's operational processes aim to follow, where it makes sense to, the established processes already in place for our Gas & Electricity business of ESPUG, as these are robust & efficient.

Figure 2 below describes the history of ESPUG with ESP Water created in Jan 2021. We are partly owned by 3i Investments PLC. Further details on our company structure can be found on our website www.espwater.co.uk.

Figure 2 – ESPUG History

Our History

THE LARGEST ADOPTION ONLY NETWORK OPERATOR



Where it makes sense to do so Gas, Electricity and Water systems will be consolidated into the existing systems that ESPUG have in place, which is a Microsoft package called “Dynamics”.

3.0 Customer contact centres & billing

ESPW has a dedicated contact centre that operates Monday to Friday 08.30am until 5.30pm to deal with customer contacts, billing enquiries & any operational issues that may arise. In addition, there is a contact centre open 24/7 to deal with overflow calls and out of hours emergency contacts. This 24/7 contact centre is provided by a partner and aligns with the Gas & Electricity processes. If you need to contact us at any time, please call 03301234201 and we will be happy to help you. **If you are a business customer, please contact your retailer in the first instance.**

We also operate a Priority Services Register (PSR) for vulnerable customers. Further information on these services can be found on our website www.espwater.co.uk.

If you are unhappy with our service please let us know via our complaints process, which is detailed on our website www.espwater.co.uk and in our Customer Code of Practice.

4.0 Our promises to you (GSS)

The guaranteed standards of service (GSS) table (2) below show how customers would be compensated for a failure to meet a guaranteed standard. The minimum GSS payment is set by Ofwat and can be found on their website on [Standards of service - Ofwat](#). Our standards can include a financial payment, or information on the action that we will take to ensure good customer service and meet our promises.

Table 2 below is an overview of our standards and further information can be found in other ESPW supporting documentation including the Customer code of practice (section 8.0) and our Promises to you document on our website www.espwater.co.uk.

If the payment from our neighbouring water company is higher than the one quoted in this section, we will consider matching that company's payment.

Table 2 – Our promises to you (GSS)

Our Promises to You	GSS payment (£) Household	GSS payment (£) Business	GSS payment timescale (days)	Late payment penalty
Appointments				
When we make an appointment to visit. You can choose morning (before 12pm) or afternoon or within a 2-hour duration	25	25	10	15
If we need to change the appointment, 24-hour notice	25	25	10	15
Account queries				
Reply to written enquiry about your bill in 10 days	25	25	10	15
If you ask to change your payment arrangement and we can't do it, we will write back in 5 days	25	25	10	15
Written complaints				
Respond to all written complaints within 5 days of receipt	25	25	10	15
Interruptions to supply				
Notice of planned interruptions of supply of > 4 hour; we will give 48-hour notice and restore by the time in the Notice.	30	75	20	25
Emergency or unplanned interruptions; we will restore within 12 hours and if necessary, give an alternative supply. Claim within 3 months of unplanned interruption.	30	50	20	25 (Household) 50 (Business)

Emergency or unplanned interruptions and planned interruptions – every additional 12 hours	30	75	n/a	n/a
Water pressure				
Pressure level is below 7m static head for least 1 hour on 2 separate occasions within a 28-day period. Only 1 claim per 12-month period. Claim within 3 months.	30	30	n/a	n/a
Sewer flooding				
Internal flooding, we will attend within 4 hours and resolve the issue in 12 hours. Claim within 3 months	150 (min), 100% bill up to 1000 (max)	150 (min), 100% bill up to 1000 (max)	20	20 (Household), 50 (Business)
Consider compensation due to any damage caused by sewer flooding. Claim within 12 months	n/a	n/a	n/a	n/a
Member of household has medical condition such that they need to move out, consider compensation.	£50 per day up to £500	n/a	20	20 (Household)
External flooding affects your property (only if not claiming internal flooding). Claim within 3 months.	75 (min), 50% bill up to 1000 (max)	75 (min), 50% bill up to 1000 (max)	20	20 (Household), 50 (Business)
Flooding from water mains				
Consider compensation due to any damage caused by water mains flooding. Claim within 12 months	n/a	n/a	n/a	n/a
Drinking water quality				
Unhappy with the taste or odour of your water - we will contact you by the next working day	25	25	10	20
You report a WQ issue that we consider has a public health issue, we will contact you within 2 hours and visit within 4 hours.	25	25	10	20
If the above is true (WQ public health issue) and we take a water sample, we will give an indication of the results in 48 hours (unless the analysis takes longer) and write to you within 10 working days.	25	25	10	20
Issue of 'Do not drink', 'Do not use' or 'Boil Water' Notice – consider compensation, claim within 3 months.	n/a	n/a	n/a	n/a

Water shortages				
If we interrupt or cut off your supply because of a drought order you will receive a payment for each day or part day that your water is interrupted	15	55	15 or 55 (Business) per day up to the amount of the last bill for financial year	n/a
Priority Services Register				
Respond to PSR queries within 5 working days	25	n/a	10	15
Leakage				
Repair any major leaks within 5 days or minor bursts within 10 days	n/a	n/a	n/a	n/a
Claim for a leakage allowance will be considered provided that the repair is made within 30 days	n/a	n/a	n/a	n/a
Water meters				
Aim to read your meter at least once a year	n/a	n/a	n/a	n/a
Provide customer in house display for people having difficulty reading their meter free of charge	n/a	n/a	n/a	n/a
Working near your property				
If we work in the street and this will restrict access to your property, we will let you know in advance. Claims up to 3 months	10	10	n/a	n/a
Debt recovery action				
Court order or judgement made in error by us - Consider compensation	n/a	n/a	n/a	n/a
We requested Credit reference agency report in error	25	n/a	n/a	n/a
Demonstrated in writing that they have been unfairly prejudiced - Consider compensation	n/a	n/a	n/a	n/a

This table was last updated in December 2021

5.0 Links to our regulators

ESPW is a private water and wastewater services company, established in 2021. We operate right across the country, providing services within specific areas in place of the regional (known formally as the incumbent) water company. When we apply to do this, we are granted a New Appointment and Variation (NAV) licence. We will be providing these services to you and other areas across the country.

Our licence governs the way we operate our business and controls how we can vary the charges we make to you each year. We are regulated by:

The **Drinking Water Inspectorate (DWI)** is a government department set up to ensure we meet the legal standards put in place for drinking water quality.

[Drinking Water Inspectorate \(dwi.gov.uk\)](https://www.dwi.gov.uk)



The **Environment Agency (EA)** ensures that our activities do not negatively impact the environment and that we plan to ensure there are adequate water resources for the future.

[Environment Agency - GOV.UK \(www.gov.uk\)](https://www.gov.uk)



Ofwat is appointed by the government and is our primary regulator. Its purpose is to ensure that customer interests are protected, and we comply with the conditions of our licence. It controls the changes we can make to our charges and approves the standards of service we must provide. It also provides guidelines for information we provide to our customers, one example being this Code of Practice.

[Home - Ofwat](https://www.ofwat.gov.uk)



We do not currently own and maintain any water treatment works or wastewater treatment works; we source our high-quality water supplies from the incumbent water company and pass the used wastewater back to them for recycling.

We also work with **CCW**, which is the water industry watchdog. It is the independent voice for all water consumers in England and Wales. CCW also investigate complaints that cannot be resolved by water companies.

[CCW | The voice for water consumers, here to help you. \(ccwater.org.uk\)](https://ccwater.org.uk)

