

Under the Water Industry Act 1991, some disputes may have to be decided by an independent arbitrator. For further information, please see our 'Code of Practice', available at www.thameswater.co.uk/codeofpractice. To request a paper copy, please call us on 0845 9200 800.

If you ask someone to contact us on your behalf

Anyone is entitled to contact us about an issue, whether they are a customer or not. However, if you ask someone to contact us on your behalf, we may need you to confirm your agreement before we disclose personal or financial information about you.

Customers who require additional assistance can register with us for our 'bill nominee service' in which we record details of their nominated representative so that we know they have authority to act on your behalf. For more information, please visit www.thameswater.co.uk/extracare or call us on 0845 6410 068.

While we will be happy to liaise with a solicitor or land agent appointed on your behalf, please be aware that we will not be responsible for any costs this may incur.

Getting in touch with us

Online www.thameswater.co.uk

You can contact us online to make a payment, tell us you're moving, find water-saving tips, provide a meter reading, and more.

By telephone

Billing

0845 9200 888

Minicom service if you are deaf or hard of hearing:
0845 7200 899

We have a wide range of self-service options available 24 hours a day, including:

- Pay your bill with a debit or credit card and hear your balance
- Set up a Direct Debit or payment plan
- Provide a meter reading

For queries relating to the payment of your bill, change of address, meter readings and other billing issues, you can speak with our Customer Service Team.

Monday to Friday 8am to 8pm
Saturday 8am to 1pm

Water and wastewater services

0845 9200 800

Minicom service if you are deaf or hard of hearing:
0845 7200 898

- Water and wastewater enquiries
- Emergencies
- Other non-billing enquiries

To contact us from abroad +44 1793 366011

By post

Thames Water, PO Box 286, Swindon, SN38 2RA

This leaflet can be sent to you in braille, large print or audio format upon request.

Our quality promise



If you are unhappy with our service, we want to know

We rely on your feedback

We want to provide our customers with an excellent service. If you think we have fallen short of this, we want you to let us know so that we can put it right as quickly as possible. Please call us on one of the following numbers:

Your bill or charges

0845 6410 020

(Monday to Friday, 8am to 5pm)

Your water or wastewater services

0845 9200 800

(Open 24 hours a day)

If you are unable to call us, you can write to us at:

Thames Water
PO Box 436
Swindon
SN38 1TU

Or use the online forms on our website at

www.thameswater.co.uk

It may help us to resolve the matter more promptly if we can contact you by telephone. We may ask you to provide a contact number(s) and let us know when is the best time to call you.

We will respond to you as soon as possible, but in any event within ten working days.

In some areas, we collect wastewater charges on behalf of another company, and in these circumstances, they are responsible for any queries about sewerage services. If this is the case, it will be shown on your bill.

Our Customer Guarantee Scheme

If you write to us, and we fail to respond to you within ten working days from receipt of your letter, you may be entitled to a payment of £30 under the terms of our Customer Guarantee Scheme (CGS). You do not need to apply for this payment as, if a payment is due, we will arrange this automatically.

Further information about this, and our other guarantees, can be found in our leaflet 'Our Guarantees to You'.

To view this, please visit www.thameswater.co.uk/servicestandards or call us on 0845 9200 800.

Please note that to help us deal effectively with your complaint we may have to pass some of your details on to other members of staff, or contractors who work on our behalf.

If you are not satisfied with the response

If you have written to us previously, and remain unhappy with how we have dealt with your complaint, you can ask for it to be reviewed. Our Director of Customer Services, or a member of his team, will respond as soon as possible, but in any event within ten working days.

You can ask for the matter to be reviewed by telephoning us using these numbers:

Your bill or charges

0845 6410 020

(Monday to Friday, 8am to 5pm)

Your water or wastewater services

0845 9200 800

(Open 24 hours a day)

Alternatively, you can write to:

Thames Water
PO Box 492
Swindon
SN38 8TU

If you remain dissatisfied

You can contact the Consumer Council for Water (CCWater) on 0845 7581 658 or 0207 931 8502, or via www.ccwater.org.uk.

You can also write to them at:

Consumer Council for Water
London and South East
1st Floor
Victoria Square House
Victoria Square
Birmingham
B2 4AJ

CCWater is an independent body set up to represent customers, which may investigate your complaint and take it up with us on your behalf.

Normally they will only take up your complaint if we have been given the opportunity to put things right first.

Certain types of dispute fall within the jurisdiction of other Government agencies – for example, Ofwat or the Drinking Water Inspectorate.

Ofwat handles specific types of complaint, including:

- our powers to lay pipes on private land
- concerns about our duties or licence conditions
- complaints about anti-competitive behaviour under the Competition Act 1998

For further information about the types of complaints or disputes Ofwat handles, please refer to their website at www.ofwat.gov.uk. Alternatively, they can be contacted on 0121 644 7500, via enquiries@ofwat.gsi.gov.uk, or at:

Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA