
Customer Care for Water Supply and Flooding Incidents



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Introduction

When a problem occurs that affects a number of our customers, we refer to this as an incident. Incidents can include a significant drop in water pressure or water being cut off completely due to a burst main, pumps failing, flooding, or unexpected changes to planned work. Incidents can affect customers in different ways and it is our responsibility to make sure each situation is managed appropriately. This policy explains the commitments we will provide for our customers impacted by such incidents.

To ensure we respond correctly, we categorise incidents as 'minor' or 'major'. These categories do not change the care and consideration we strive to provide all customers affected by any incident.

Minor incidents

Minor incidents tend to impact a localised group of customers with limited or no property damage. These can include low pressure and loss of water.

Our commitments:

Onsite response: Once aware of the incident, we will dispatch a Network Service Technician to investigate the issue within four hours. We will attempt to resolve the issue and restore your water.

Contact and support: Our Customer Care Agents are available 24/7 to provide you with the most up to date information we have on the incident. Contact them on [Facebook](#), [Twitter](#), or call 0800 316 9800 - by calling us you can also sign up for SMS/text updates.

Returning to normal: If we can't put your supply back to normal within 12 hours, we will arrange for an alternative supply (such as bottled water) and let you know where this will be located.

Home damage and claims: If you experience property damage and wish to make a claim, please speak to our dedicated Claims Team on 0800 316 9800. Monday-Sunday, 9am-5pm. After 5pm, please leave a message and we will call you back the next day.

Major incidents

Major incidents tend to impact a number of our customers and can include flooding, loss of water, and can cause significant property damage. In these instances we may have to put traffic management in place and may need to co-ordinate with other agencies such as the Fire Brigade and the Police.

Our commitments:

Onsite response: Once aware of the incident, we will dispatch a Network Service Technician to investigate the issue within two hours. We will attempt to resolve the issue and restore your water.

Contact and support: When an incident has significant impact on a large number of our customers our Customer Representative team will be dispatched within one hour of us knowing about the incident. They will be available to answer your questions and provide support. You can also find out the latest updates on our website.

Our Customer Care Agents are available 24/7 to provide you with the most up to date information we have on the incident. Contact them on [Facebook](#), [Twitter](#), or call 0800 316 9800 - by calling us you can also sign up for SMS/text updates.

Returning to normal:

Repairs for major incidents tend to be more complicated because the problem typically occurs on the pipe that is the sole supplier of water to an area. This means it may not be possible to re-route water to your property and issues may take a bit longer to resolve. We will do everything possible to restore your water supply within 48 hours.

If we can't put your supply back to normal within 12 hours, we'll arrange for an alternative supply (such as bottled water) and let you know where this will be located.

Home damage and claims: If you experience property damage due to mains water supply flooding, our Loss Adjustors will discuss this with you. They will be in the area as soon as possible, usually within two hours.

They will:

- Assess the damage to your property.
- Let you know what to expect over the next few days and weeks.
- Make arrangements for emergency works – such as pumping out water and installing drying equipment.
- Arrange alternative accommodation if you need it.
- Leave a booklet with further information on the insurance process and next steps.

If you need to speak to our dedicated Claims Team, call 0800 316 9800. Monday-Sunday, 9am-5pm. After 5pm, please leave a message and we'll call you back the next day

Other Important Information: If we fail to return your water supply to normal service within our service commitment, you may be eligible for a payment under our [Customer Guarantee Scheme](#). If you're eligible, we will automatically credit your water account. You don't need to make a claim.

It is important to note that problems can sometimes occur that are not on our network, in which case we may not be the right people to help you. To understand which pipes are ours, which pipes are yours, and who to call if you have a problem, please visit thameswater.co.uk/Help-and-Advice/Leaks/Leaks-at-Your-Property.

If you have experienced sewer flooding, please call our Customer Care Team on 0800 316 9800. We treat all cases of sewer flooding with the highest priority and it requires a different response to the incidents outlined above. More information about can be found at thameswater.co.uk/Help-and-Advice/Drains-and-Sewers/Sewer-flooding-who-to-contact.

Our commitment to priority services customers

If we have an incident, such as flooding from a burst water main or an unplanned interruption to your water supply, it is important we know about anyone who may need extra support or advice from us in advance. For this reason we have a Priority Services register.

You may be eligible to sign up to our Priority Services Register if you have mobility concerns, are on dialysis, have sight problems or are hard of hearing. To sign up to the Priority Services Register, or to find out more, go to thameswater.co.uk/Help-and-Advice/Customer-Commitment/Priority-services.

If you have already registered as a priority services customer, the below outlines the service you can expect from us in an incident:

Proactive communications: If we have to undertake emergency work, we will contact you by SMS/text to let you know there is an incident in your area. If you are on dialysis, we'll phone you.

Personal home visit: If needed, we will send a Customer Representative to your home to deliver bottled water and provide support to you throughout the duration of the incident.

Our commitment to non-household customers with special service arrangements

Please refer to our [Sensitive Customer Policy](#) for further information.

Summary

Commitment	Minor Incident	Major Incident
Onsite response	Once we are aware of the incident, we will dispatch a Network Service Technician within four hours.	Once we are aware of the incident, we will dispatch a Network Service Technician within two hours.
Contact and support	Our Customer Care Agents are available 24/7 to provide you with the most up to date information we have on the incident. Contact them on Facebook , Twitter , or call 0800 316 9800 - by calling us you can also sign up for SMS/text updates.	Our Customer Representative Team will be dispatched within one hour of us knowing about the incident. You can also find out the latest updates on our website. Our Customer Care Agents are available 24/7 to provide you with the most up to date information we have on the incident. Contact them on Facebook , Twitter , or call 0800 316 9800 - by calling us you can also sign up for SMS/text updates.
Returning to normal service level	We aim to have your water back on within 12 hours.	We aim to have your water back on within 48 hours.
Home damage and claims	Contact our Claims Team on 0800 316 9800.	Contact our Claims Team on 0800 316 9800. Loss Adjustors will be dispatched to site as soon as possible, usually within two hours.
Working with other authorities	A multi-authority response isn't usually needed.	We will make sure there is a co-ordinated response including working with the fire brigade, police, and transport authorities.