



# Our quality promise

*At the heart of daily life*



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

## We rely on your feedback

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

### Your bill or charges

**0800 009 3669**

Monday to Friday, 8am to 5pm

### Your water or wastewater services

**0800 316 9800**

Lines are always open

If you are unable to call us, you can write to us in the following ways:

#### Email

[customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)

#### Online

[thameswater.co.uk](https://thameswater.co.uk)

#### By post

Thames Water, PO Box 436, Swindon SN38 1TU

When writing to us, please provide your phone number as this may help us deal with your issue more quickly. Please let us know when the best time is for us to call you back.

#### Please note:

In some areas, we collect wastewater charges on behalf of another company. In these circumstances, this company is responsible for any queries about sewerage services. The name of your wastewater company will be shown on your bill.

## Our Customer Guarantee Scheme

If you write to complain to us, and we fail to provide you with a detailed response within 10 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 online or in our leaflet 'Our guarantees to you' available at [thameswater.co.uk/servicestandards](https://thameswater.co.uk/servicestandards) or by calling us on **0800 316 9800**.

#### Please note:

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 our 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. You can do this either by telephone, email or by writing to Thames Water, PO Box 492, Swindon SN38 8TU.

## If you remain dissatisfied

The Consumer Council for Water (CCWater) is an independent body set up to represent customers, which may investigate your complaint and take it up with us on your behalf.

You can contact CCWater on **0207 931 8502**, or on its website [www.ccwater.org.uk](http://www.ccwater.org.uk). You can also write to: Consumer Council for Water, London and South East, 1st Floor, Victoria Square House, Victoria Square, Birmingham B2 4AJ.

Normally it 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 its website at [www.ofwat.gov.uk](http://www.ofwat.gov.uk). Alternatively, it can be contacted on **0121 644 7500**, by emailing [enquiries@ofwat.gsi.gov.uk](mailto:enquiries@ofwat.gsi.gov.uk), or at: Ofwat, Centre City Tower, 7 Hill Street, Birmingham B5 4UA.

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 [thameswater.co.uk/codesofpractice](http://thameswater.co.uk/codesofpractice)

To request a paper copy, please call us on **0800 316 9800**.

## What happens if your complaint is not resolved

If your complaint is not resolved to your satisfaction, you may be eligible for a review under the Water Redress Scheme (WATRS). This is an independent adjudication service to resolve disputes between customers and water companies.

The Scheme will address those complaints which remain unresolved at the end of the complaints process. You can use it when all efforts to resolve the complaint have failed, the parties concerned cannot agree upon an outcome and neither party is willing to change its position.

If you have received a WATRS letter from CCWater and your complaint falls within the eligibility criteria for the scheme, you can make an application via the WATRS website [www.watrs.org](http://www.watrs.org) or you can ask for an application form to be sent to you via [info@watrs.org](mailto:info@watrs.org) or by phoning **0207 520 3801**.

Guidance notes are available on the website or you can ask for a copy to be sent to you. The address is WATRS, International Dispute Resolution Centre, 70 Fleet Street, London EC4Y 1EU.

## 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.

For more information, please visit [thameswater.co.uk/extracare](http://thameswater.co.uk/extracare) or call us on **0800 0093 652**.

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.

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.



# General enquiries



## 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.



## Billing

For queries relating to the payment of your bill, change of address, meter readings and other billing issues:

**0800 980 8800**

Monday to Friday 8am to 8pm, Saturday 8am to 6pm  
Minicom service: 0800 316 6899

## Water and wastewater services

For water and wastewater enquiries, emergencies and other non-billing enquiries:

**0800 316 9800**

Lines are always open  
Minicom service: 0800 316 9898



Thames Water, PO Box 286  
Swindon SN38 2RA



This leaflet can be supplied in large print, braille, or audio format upon request.