

**Our quality
promise.**



If you're unhappy with our service, please let us know.

We rely on your feedback

We want to provide you with the best possible service. If you think we've 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 980 8800

Monday to Friday, 8am to 8pm

Your water or wastewater services

0800 316 9800

Lines are always open

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

Email

customer.feedback@thameswater.co.uk

Online

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 don't need to apply for this payment as, if a payment is due, we'll 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 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're not satisfied with our response

If you've written to us before, and remain unhappy with how we've 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're still 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 **0300 034 2222**, or on its website **[ccwater.org.uk](https://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, CCWater only take up your complaint if we've 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 more information about the types of complaints or disputes Ofwat handles, please visit, **[ofwat.gov.uk](https://www.ofwat.gov.uk)**. Alternatively call **0121 644 7500**, email **mailbox@ofwat.gsi.gov.uk**, or write to: 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](https://www.thameswater.co.uk/codesofpractice)**

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

What happens if your complaint isn't resolved

If your complaint isn't 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've 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 [watrs.org](https://www.watrs.org) or you can ask for an application form to be sent to you through 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 able to contact us about an issue, whether they're 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 give out personal or financial information about you.

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

Customers who need additional assistance can register with us for our 'bill nominee service' in which we record details of their nominated representative. This is so that we know they have authority to act on your behalf.

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

Get in touch.



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



Your account and 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.