



South Staffs Water

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Our Code of Practice for  
Household Customers 2023/24

Our complaints procedure



January 2023

# Our Code of Practice for Household

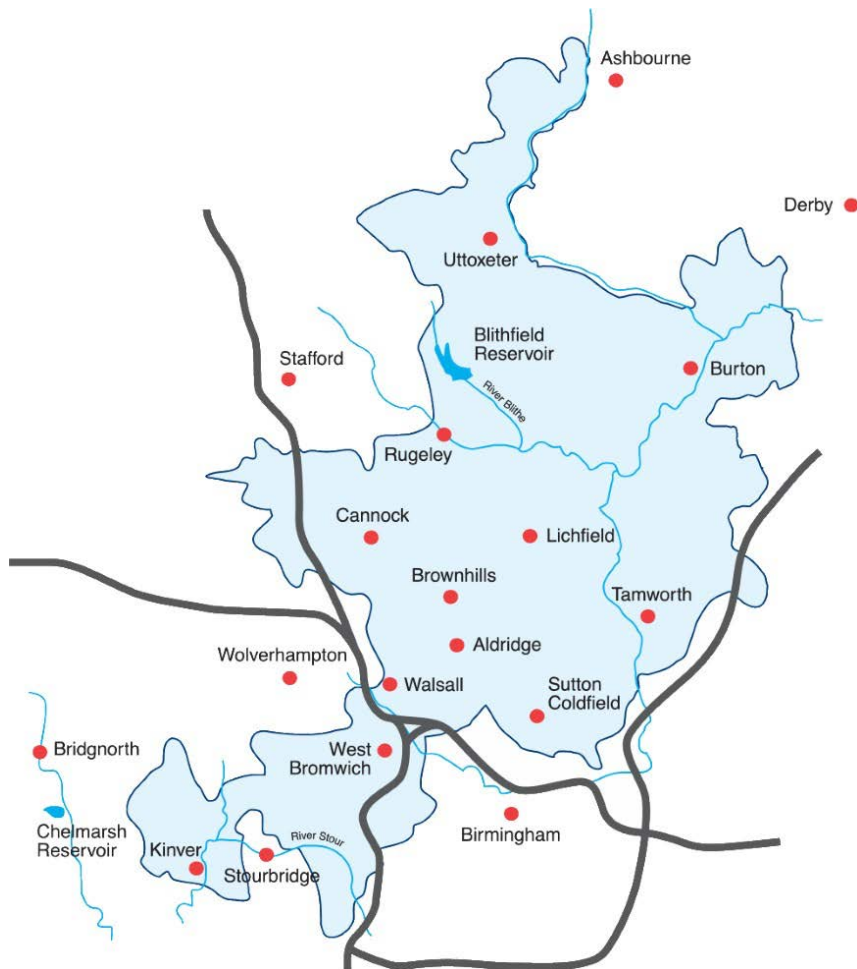
## Customers Introduction

### The Code

This Code of Practice is for household customers and gives information on the services we provide, the terms and conditions on which they are offered and how our customers can find the help and advice they need. It does not establish a contractual relationship between South Staffs Water Plc and any of its customers.

### South Staffs Water

South Staffs Water provides clean drinking water to a population of 1.3 million customers through a network of 6000km of water mains. Almost half of our water is sourced from boreholes in the ground and the remainder from two major treatment works one of which takes water from the River Severn. We have excellent service standards, have very efficient operations and our bills to customers are amongst the lowest in the country. Our area of supply incorporates the Black Country conurbation and stretches up to Burton and Uttoxeter. We do not supply sewerage services; our customers receive these from Severn Trent Water Ltd.



We provide an essential public service to our customers, enabling them to go about their daily lives while also protecting the environment that they rely on and enjoy.

How we perform as a business is important to our customers and other stakeholders, including our regulators and our owners. Because we want to demonstrate that we are accountable for our performance, we have developed a number of outcomes for the business. These are the promises we have made to our customers on the services they want us to deliver.

To ensure we maintain our customers' trust in us, it is vital that we deliver these promises. So we have developed 30 performance commitments, which are the areas our customers have said they want to hold us to account. We have worked with customers to set targets for each of these commitments so they can measure our performance and see how we are doing.



Further details of the measures that sit underneath these outcomes can be found on our website [www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk).

Throughout this Code there are references to useful information that can be found on our website.

**If you do not have access to the internet, please call us for any information you require and we will be happy to help.**

## Our complaints procedure

We aim to provide an excellent service for you, but sometimes things can go wrong. We take complaints very seriously, so if you are not happy with our service we will do our best to put things right.

We follow an approved complaints process and have a leaflet entitled: About our Customer Complaints Procedure for you that explains the process. Visit us at [www.south-staffs-water.co.uk/contact-us/making-a-complaint](http://www.south-staffs-water.co.uk/contact-us/making-a-complaint) to see the details or call us on 0345 60 70 456. In summary, the complaints process is as follows:

### Making a complaint

#### Step 1

If you have a complaint please call us in the first instance on 0345 60 70 456. Our overriding aim is to resolve your complaint as efficiently and effectively as possible and if possible we will provide an immediate response.

While we don't provide sewerage services, we bill and collect charges for used water and surface water drainage on behalf of Severn Trent Water so that you only receive a single bill.

We will answer complaints about sewerage charges, but if your complaint is about your sewerage pipes or services, please contact Severn Trent Water.

Complaints about your bill (local)

0345 60 70 456

Complaints about your water supply (freephone)

0800 389 10 11

If you are not happy with the outcome of your call, you can write to us:

Customer Relations  
South Staffs Water  
Green Lane  
Walsall  
WS2 7PD

Under our Customer Promise, if we fail to respond to your written complaint within 10 working days from receipt we will automatically issue you with a payment of £30.

#### Step 2

We hope that you will always be satisfied with our response, but if not, please write to our Service Delivery Team Manager at the same address.

### Step 3

If you are dissatisfied with the way your complaint has been dealt with you can request an independent review from the CCW the voice for water consumers which represents water and sewerage consumers.

Tel: 0300 034 2222

Fax: 0121 345 1010

CCW the voice for water consumers  
23 Stephenson Street  
Birmingham  
B2 4BH

Email: [central@ccwater.org.uk](mailto:central@ccwater.org.uk)

Website: [www.ccwater.org.uk](http://www.ccwater.org.uk)

### Step 4

If you remain dissatisfied following CCW's efforts to resolve your complaint, you may be eligible to refer it to the Water Redress Scheme known as WATRS.

WATRS is an alternative dispute resolution (ADR) scheme to help resolve the very small number of customer complaints where the customer remains dissatisfied after the company procedure and CCW involvement. WATRS provides an alternative to going to court or a tribunal.

WATRS decision is binding on the water company.

You can make an application, free of charge, via WATRS website [www.watrs.org](http://www.watrs.org) or you can email [info@watrs.org](mailto:info@watrs.org) to ask for an application form to be sent to you.

Guidance notes are also available on the website or you can request that a copy be sent to you by calling 0207 520 3801.

WATRS  
Centre for Effective Dispute Resolution  
International Dispute Resolution Centre 70  
Fleet Street  
London  
EC4Y 1EU

## Key telephone numbers and addresses

### South Staffs Water

Green Lane  
Walsall WS2  
7PD

[www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk)

#### CUSTOMER ENQUIRY NUMBERS

Billing enquiries: 0345 60 70 456

Difficulty paying: 0800 09 30 610

Request a Water Meter: 0345 60 70 456

Supply problems & emergencies: 0800 389 10 11

Report a leak: 0800 389 10 11

#### SEWERAGE AND DRAINAGE SERVICES

Severn Trent Water

2 St John's Street, Coventry, CV1 2LZ

0800 783 4444

Website: [www.stwater.co.uk](http://www.stwater.co.uk)

### CCW the voice for water consumers

Customers are represented in the water industry by an independent body called the CCW.

23 Stephenson Street

Birmingham

B2 4BH

Telephone: 0300 034 2222

Email: [enquiries@ccwater.org.uk](mailto:enquiries@ccwater.org.uk)

### Water Services Regulation Authority (Ofwat)

Centre City Tower

7 Hill Street

Birmingham

B5 4UA

Telephone: 0121 644 7500

Email: [enquiries@ofwat.gsi.gov.uk](mailto:enquiries@ofwat.gsi.gov.uk)

Website: [www.ofwat.gov.uk](http://www.ofwat.gov.uk)