



Dŵr Cymru
Welsh Water

Wholesale Guaranteed Standards of Service

2024-25

Our promise to you

We try really hard to give you a fantastic service, but sometimes, things do go wrong.

Water companies must meet certain standards. As a company that's owned on behalf of our customers, we go as far as possible to get things right first time, every time. Here is an outline of our promise to you and what you may be entitled to if something ever goes wrong with your service.

Your water

Planned interruptions

We will give at least 48 hours' notice if we have to carry out planned work that means interrupting your supply for over four hours.

If we don't do this, we will give business customers £50 within 20 working days.

We will restore your supply by the time stated on the notice.

If we don't do this, we will give business customers £75 within 20 working days.

We will give you further compensation for every additional 12 hours the water supply remains interrupted.

We will give business customers £75 (per 12 hours) within 20 working days.

Unplanned interruptions

We will restore your supply within 12 hours of knowing about the problem. Repairs to a strategic main may take longer and in these cases we aim to restore your water supply within 48 hours.

If we don't do this, we will give business customers £75 within 20 working days.

For every further 12 hours the water supply remains interrupted, you will also be compensated.

We will give business customers £75 (per 12 hours) within 20 working days. If we weren't aware that your supply had been interrupted, you will need to make a claim by phone on 0800 260 5053 or in writing within three months of the event.

Drought order (not including hosepipe restrictions)

We will compensate you if your water supply is interrupted due to drought.

We will give business customers £50 per day or part day (up to the limit

of last year's water charges for the premises or up to £500 if you were not liable for last year's charges).

Water quality

If we're contacted about an abnormal taste or smell to your water, or we're informed that someone is ill as a result of drinking the water, we will get back to you within four hours unless we are already dealing with the problem in your area.

If we don't do this, you can claim £20.

If we take a water sample as a result of your call, we will give you the result within 10 working days.

If we don't do this, you can claim £20. These payments must be claimed within three months of the incident.

To find out about the water quality in your area, visit dwrcymru.com or contact your Retailer.

Water pressure

We will ensure that your water pressure is at the correct level. Minimum pressure is seven metres static head, equivalent to a flow of 9 litres per minute. Where we are aware that your water pressure has dropped below this level for an hour or longer twice in a four-week period, we will give you compensation, unless the drop is due to essential work or drought.

We will give you £25 within 20 working days (only one payment can be made a year). If we weren't aware that you were affected, you will need to make a claim via your Retailer within three months of the second occasion.

Fitting meters

We will fit your meter within three months of receiving your application.

If we don't do this, we will give you £20 per month or part thereof within 10 working days of installation.

Your service

Appointments

If we need to offer you an appointment, it will be in the morning (8am-12pm) or in the afternoon (12pm-6pm) from Monday to Friday, or from 8am-12pm on Saturdays. If you ask us, we can offer you a two-hour appointment slot.

If we miss an appointment, or don't give 24 hours' notice for a cancellation or change, we will give you £20 within 10 working days.

Other matters

Penalty payments

If we fail to make any of these payments within the stated time, then we will automatically give you a penalty payment.

We will give business customers £50.

This document is available in Welsh on request.