

TOP QUALITY
SERVICE ON TAP -
GUARANTEED

At Southern Electric we pride ourselves on our award-winning customer service. As a valued water supply customer, you can rest assured that we work to a set of guaranteed standards which are designed to ensure that you receive the service you expect. If we fail to comply with any of our standards at any time we will compensate you financially.

This leaflet provides information about the areas of customer service which are covered by our guarantee. We are constantly reviewing our standards to ensure that the service and compensation we offer are among the highest in the industry. For the latest details about our guarantees and the level of financial compensation we offer, please refer to our **Promises to You** document which can be found on our website at www.southern-electric.co.uk. Alternatively, you can obtain a copy by calling our customer service team on **0800 980 1391**.

Hopefully problems will never arise, but if they do you can be sure that we'll be working as hard as possible to satisfy your concerns, and put right any events that inconvenience you.



Our Customer Service Guarantees

Whether it's the basics like turning up to an appointment at the right time or more complex issues like dealing with drought or flooding, we always aim to exceed your expectations.

If we do not live up to our documented standards, it is only fair that we compensate you.

We offer customer service guarantees in areas such as:

- Maintaining a high level of water quality
- Making and keeping appointments
- Maintaining a good level of water pressure
- Letting you know in good time if we need to interrupt your supply and when it will be restored
- Our response times in the case of complaints, account queries, changing your payment method, reimbursing overpayments or providing services for customers with special needs
- Debt resolution

Further Information

Further information about our compensation scheme and your entitlements can be found in our **Promises to You** document on our website at www.southern-electric.co.uk. Alternatively, you can obtain a copy by calling our customer service team on **0800 980 1391**.

We also produce a **Guaranteed Standards Scheme**. This document outlines our legal obligations to domestic and commercial customers and can be obtained by visiting our website, www.southern-electric.co.uk, or by calling our customer service team on **0800 980 1391**.

Our website also contains a full set of codes of practice and other regulatory documents which you may find useful.

Useful Phone Numbers

Questions or enquiries about your bill or the charges you pay

0800 980 1391

Monday to Friday 8am to 8pm and Saturday 8am to 2pm

Enquiries about water quality, leaks or anything else about our pipes

0800 316 2190

365 days a year, 24 hours a day

Careline – for customers with special needs

0800 980 1387

Monday to Friday 8am to 8pm and Saturday 8am to 2pm



Water is the only substance found on earth in three forms – solid, liquid, and gas

