

# Customer Service Standards...

## Our Aim...

To deliver to our customers a reliable supply of high quality drinking water in sufficient quantities that satisfy normal daily demand at the lowest cost, whilst maintaining a high level of customer service and confidence.

To monitor the areas where we collect water, maintain raw water storage at maximum possible levels and to use water treatment and delivery techniques that are the most appropriate to meet accepted international standards.

## Quality and Pollution...

The targets in this section apply 365 days per year and 24 hours per day.

Personal health query concerning water - **Response within 4 hours**  
Pollution of water course, pond or reservoir - **Response within 6 hours**

## Leaks...

The targets in this section apply 365 days per year and 24 hours per day.

Major leak from our water main affecting supply to customers repaired - **within 24 hours**  
Minor leak from our water main affecting supply to customers repaired - **within 12 hours**  
Major leak from our water main NOT affecting supply to customers repaired - **within 5 days**  
Minor leak from our water main NOT affecting supply to customers repaired - **within 3 days**

## Flow and Pressure...

The targets in this section apply 365 days per year and 24 hours per day.

Minimum level of flow - **It should be possible to fill a 1 gallon (4.5 litre) bucket in 30 seconds**  
Minimum pressure at the boundary stop-tap - **1.5 bar (pressure of water at 15 metres height above ground)**

## Queries, Appointments and Contacts...

Customer query where visit to site is not necessary - **95% response within 5 working days**  
Customer query where visit to site is necessary - **95% response within 10 working days**  
Customer query reference charges or tariffs - **Response within 3 working days** (*Written, telephone and email*)  
Appointments kept - **Within 30 minutes of stated time**  
Appointment changes - **24 hours notice given**  
Telephone answered - **Within 6 rings**

## Maintenance and Supply Interruptions...

Notice of planned maintenance involving shutdown of water supply for more than 15 minutes - **24 hours in writing**  
Notice of planned maintenance involving shutdown of water supply for less than 15 minutes - **30 minutes verbally**

## Security and Identification...

We take your security and safety very seriously. We have a scheme which allows you to check that the person calling on you is from Guernsey Water.

All Guernsey Water staff carry identification. The process to check the validity of the Guernsey Water staff calling is as follows:-

