

GUARANTEED STANDARDS OF SERVICE

CODE	NAME OF STANDARD	STANDARD	DESCRIPTION
WGS1	Access	Connection to supply	Maximum time of 10 working days Compensation type: CLAIM
WGS2	Delivery of bills	Issue of first bill	Maximum time of 48 working days after connection Compensation type: CLAIM
WGS3	Appointments	Keeping appointments	Must make and keep an appointment at customers request and must notify customer prior to appointed time, if cannot keep appointment. Compensation type: CLAIM
WGS4	Complaints	Response to complaints	Maximum of 5 working days to acknowledge customer complaints, after receipt. Maximum time of 30 working days to complete investigation and respond, from date of receipt of complaint Compensation type: CLAIM
WGS5	Disconnection	Wrongful Disconnection	Where NWC in error disconnects a supply associated with an account that has no overdue amount. Compensation type: AUTOMATIC
WGS6	Account status	Issue of account status	Meter to be read on same day customer is moving, if on a weekday (within 2 days of move if on a weekend) providing 5 days notice of move is given. Maximum time of 15 working days to provide final bill after move Compensation type: CLAIM
WGS7	Water Meters	Meter installation	Maximum of 30 working days to install meter on customer's request Compensation type: AUTOMATIC
WGS8	Water meters	Repair or replacement of faulty meters	Maximum time of 35 working days to verify, repair or replace meter after being informed of defect Compensation type: CLAIM
WGS9	Water Meters	Changing meters	NWC must provide consumers with details of the date of the change, meter readings on the day and serial number of the new meter effective September 2008 Compensation type: CLAIM
WGS10	Water meters	Water meters	Meter reading Maximum of 2 months between each meter reading and between bill issues Compensation type: CLAIM
WGS11	Reconnection	Reconnection after payment of overdue amount	Maximum of 24 hours to restore supply. Compensation type: AUTOMATIC
WGS12	Reconnection	Reconnection after wrongful disconnection	NWC must reconnect a supply it inadvertently disconnected within 12 hours of being notified of the error and a written apology extended to the affected customer. Compensation type: AUTOMATIC
WGS13	Compensation	Payment of compensation	Maximum of 30 days after claim is received to process and make payment - automatic credits should also be made within this period. Customer must make claim within 60 days Compensation type: CLAIM/AUTOMATIC