

Anglian Water's Redress Policy

Where Anglian Water fails to comply with a Metric set out in our Levels of Service, our Redress Policy will apply as follows:

Where the failure arises in relation to a Category One Metric, the following procedure shall apply:

- Anglian Water shall, within thirty working days of the failure arising, send to the Customer a refund for the application fee in question.
- Where Anglian Water has not performed the service in question, which has a Category One Metric, within twice the maximum timescale allowed, we will email the SLP with such information as shall reasonably be available regarding the nature and cause of the failure with relevant supporting evidence, and an indication of the new date for the performance of the service in question. The SLP may either confirm acceptance of this information or request escalation to the Self Lay Manager.

Where the failure arises in relation to a Category Two Metric, the following procedure shall apply:

- Within one working day of the failure, Anglian Water will email the SLP with such information as shall reasonably be available to it regarding the nature and cause of the failure with relevant supporting evidence, and an indication of the proposed remedial action;
- That email shall also contain a new date for the performance of the service in question (and in the case of a failure to meet the Delivery Date, that email will also contain a new date for the performance of the service which will be as soon as reasonably practicable taking account of the circumstances which led to the original delay);
- The SLP may either confirm acceptance of this information or request escalation to the Self Lay Manager. The Self Lay Manager will within five working days issue a written report setting out the causes of the failure, proposals to remedy the failure and lessons learnt by all parties which might prevent a recurrence of similar failures.

If before the due date for performance of an activity to which a Category Two Metric applies, we anticipate not being able to fulfil our obligations on the due date, we will instigate the procedures set out above.

Where the SLP considers that it has suffered direct financial loss as a result of an Anglian Water failure to comply with its obligations in the sector guidance it may make a written complaint to the Self Lay Manager.