

**Developer Services**

# Our disputes and complaints process



# Did we fall short?

If you are unhappy with any aspect of the services we provide to builders and developers, we will do everything we can to resolve it fully or to explain the reasoning behind the services we provide. Our aim is to put things right as soon as we can.



# Contacting United Utilities

## Contact us by phone



If you have a query or complaint about any aspect of our service, please contact us in the first instance on:

**0345 072 6067**

We'll try to help you there and then. If we can't resolve things straight away, we promise to come back to you as soon as we can. Our Developer Services complaints telephone lines are open: **Monday to Thursday from 8am-5pm; and Friday from 8am-4.30pm (excluding Bank Holidays)**



# Contacting United Utilities



## Contact us in writing



You can email us at:

**DeveloperServicesWater@uuplc.co.uk**



Alternatively you can write to us at:

**United Utilities Developer Services,  
Grasmere House, Lingley Mere Business Park,  
Great Sankey, Warrington WA5 3LP**

## How we will deal with your complaint when you write to us

We aim to deliver a high standard of service and to deal with complaints speedily and satisfactorily. We should reply to any written complaint within 10 working days. If we fail to do this we will make an automatic payment under the statutory Guaranteed Standards Scheme. This forms part of our standards of service that have been agreed with our regulator Ofwat.

**STAGE 1:** If we receive a written complaint we will reply within 10 working days of receiving it. We will give you the name of the person owning your complaint, together with a telephone number should you wish to contact them to discuss any aspect of our response.

**STAGE 2:** If you remain unhappy with our response we will escalate your complaint to one of our agents who has not been involved in your initial complaint who will carry out an independent review.

# Taking things further

If you remain unhappy with our response following our two stage process you can speak to the the Consumer Council for Water (CCW) or the Water Redress Scheme (WATRS).



CONSUMER COUNCIL FOR



## Consumer Council for Water (CCW)

If you remain unhappy with our response, CCW will consider complaints about aspects of our services that are not in relation to charges. The type of complaints they will investigate include, but are not limited to, complaints relating to our policies or processes, or complaints related to how we have handled your application.

The Consumer Council for Water are also able to provide advice and guidance and answer questions or queries about the charging regime.

You can contact the Consumer Council for Water using the following details



**Write:** The Consumer Council for Water,  
First Floor, Victoria Square House, Victoria Square,  
Birmingham B2 4AJ



**Call:** 0300 034 2222



**Fax:** 0121 345 1010



**Website:** [www.ccwater.org.uk/make-a-complaint](http://www.ccwater.org.uk/make-a-complaint)

# Taking things further

## WATRS

### Water Redress Scheme (WATRS)

If you remain dissatisfied with any decisions made in any aspect of your water main or connection application, you can contact Water Redress Scheme (WATRS) who can help provide an independent binding decision.



**Write:** International Dispute Resolution Centre,  
70 Fleet Street, London, EC4Y 1EU



**Call:** 0207 520 3801



**Website:** [www.watrs.org](http://www.watrs.org)



# Other options

## Water Services Regulation Authority (Ofwat)

There are a number of specific types of complaint which may be dealt with by Ofwat, as the Water Industry regulator. Ofwat may deal with complaints which include the following



### Water connections

- A dispute in respect of the costs and conditions set by a company for making connections to water mains (sections 45 and 47 WIA91).
- A dispute over the terms and conditions set by a company for providing a non-domestic supply of water (section 56 WIA91).
- A dispute between two water companies over a bulk supply of water (sections 40 – 40A WIA91).
- A dispute over the charges and deposit requirements for providing a water main (requisition) (section 42 WIA91).
- A dispute over the terms and conditions set by a company for the adoption of self-laid infrastructure (sections 51A to 51C WIA91).
- A dispute over the charges or disconnection costs that must be paid to a company before a non-household customer's supply is reconnected (section 47(2)(b) WIA91).

### Sewerage connections

- A dispute over a refusal to allow private sewers and drains to be connected to public sewers, or a dispute over an unreasonable requirement to inspect the drain or sewer before allowing a connection (sections 102 & 105 WIA91).
- A dispute over the reasonableness of a company's refusal or the reasonableness of its requirements for a connection (section 106 WIA91).
- A dispute over the charges and deposit requirements for providing a sewer (requisition) (sections 98 & 99 WIA91).
- A dispute over a proposal or refusal to adopt sewers or sewage disposal works, or a dispute about the conditions in an adoption agreement (section 104 WIA91).
- Disputes between sewerage services companies about the terms of a bulk discharge agreement (section 110A WIA91)

Where any infrastructure charges have been applied under a previous charges scheme, as part of transitional arrangements, disputes relating to the calculation of the relevant multiplier, or the number or type of fittings on which the calculation is based is also determinable by Ofwat.

You can contact Ofwat using the following details:



**Write:** Ofwat Centre City Tower  
7 Hill Street Birmingham B5 4UA



**Call:** 0121 644 7500



**Website:** [www.ofwat.gov.uk/regulated-companies/investigations/making-a-complaint](http://www.ofwat.gov.uk/regulated-companies/investigations/making-a-complaint)



**Email:** [mailbox@ofwat.gsi.gov.uk](mailto:mailbox@ofwat.gsi.gov.uk)



United Utilities Water Limited, Haweswater House, Lingley Mere Business Park,  
Lingley Green Avenue, Warrington WA5 3LP.  
Registered in England and Wales. Registered Number 2366678.