Our customer promise

www.water2business.co.uk
Our customer promise

At water2business, we want you to experience great service, every time. We have exceptionally high standards, and rightly so, since our customers have chosen water2business over any other water retailer.

You’re in safe hands. We are totally committed to serving your needs with helpful and knowledgeable staff so that you can focus on running your business or providing services.

Our customer promise reflects what we do best and what you deserve:

✔ at all times our expert team will be helpful, engaging and trustworthy
✔ we will seek to understand the needs of your business and tailor our service to suit you
✔ we will respect your time by dealing with queries or issues quickly and efficiently
✔ we will value your loyalty by seeking to regularly improve our service offering to you.

Do you have a query?

If you’ve got a query about your water bill or the way we do things, we would be pleased to answer it. You can contact us in the following ways:

• Phone: 0345 600 2 600
  (Monday to Friday, 8am to 6pm)

• Email: customer.services@water2business.co.uk
  (please quote your customer number and telephone number)

• Write to: Customer Services, water2business,
  1 Clevedon Walk, Nailsea, Bristol, BS48 1WA
Want to pass on a compliment?

Our team members are incredibly dedicated people who put our customers at the heart of everything they do. It makes their day when they receive compliments from customers in recognition of a job well done. If you would like to pass on a compliment, we would love to hear from you so please get in touch with us at customer.services@water2business.co.uk

If we didn’t get things quite right

Despite the best laid plans, very occasionally we fall short of the high standards we set ourselves. We want to hear from you if we haven’t quite got it right so we can make amends and learn how we can improve for the future.

Want to make a formal complaint?

We believe that when something goes wrong, it’s how you deal with it that counts. We know that the best way to restore your trust in us is to resolve issues at the first point of contact.

Step 1 – Get in touch with us

If you are unhappy with any aspect of our service, please give us the opportunity to put things right. Calling us is the quickest and easiest way. We’ll listen to your concerns and strive to resolve the issue by the end of the call. We trust our customer-facing teams to make decisions in the interests of customer care so we will always try our very best to solve the problem there and then.

In some instances, we may need to speak to other teams to understand what went wrong. If this is the case, we will aim to come back to you with a resolution within five working days from the date we received your complaint.

If you would prefer to write to us, that’s fine too. We always try to respond to a written complaint within 10 working days from the date we received your complaint.

Whether you contact us by phone or in writing, we will endeavour to respond within our target timescales, but if for any reason we need longer to resolve your complaint, we’ll contact you to let you know why and when you can expect a response.

You can make a complaint by contacting us in the following ways:

- **Phone:** 0345 600 2 600 (Monday to Friday, 8am to 6pm)
- **Email:** customer.services@water2business.co.uk
  *(please quote your customer number and telephone number)*
- **Write to:** Customer Services, water2business, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA
  *(please quote your customer number and telephone number)*

Still not resolved to your satisfaction?

**Step 2 – Contact our customer relations team**

We are confident that in most cases we are able to resolve any issues when you first make contact with us. However, on the rare occasion that we have been unable to resolve your concerns to your satisfaction, our customer relations team will investigate your complaint further and seek to settle it promptly, providing you with an open and honest account of what went wrong and why.

You can contact the customer relations team in the following ways:

- **Email:** customer.relations@water2business.co.uk
- **Write to:** Customer Relations team, water2business, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA
  *(please quote your customer number and telephone number)*

Once we receive your complaint, we will normally call you to discuss and resolve it over the phone. We do this because we believe that the human touch can make all the difference and it means we can check we have fully understood your complaint and dealt with the matter to your satisfaction.

If we are unable to reach you by phone, we aim to respond in writing within 10 working days from the date we receive the complaint unless there is a specific reason we will need longer, in which case we will let you know.
An independent view

We’re pleased to say that it’s not often that complaints reach this stage as we take pride in how we respond when issues arise.

In the event that you remain unhappy after exhausting both avenues with us directly, you have the right to refer your complaint to the Consumer Council for Water, the independent voice for water consumers. This organisation represents the interests of water and sewerage customers and has legal duties for dealing with customer complaints. It will look at the facts relating to your case and take the matter up with us on your behalf. It offers this service free of charge.

Details of your complaint and the responses you have received from water2business should be sent to:

Consumer Council for Water, 1st Floor, Victoria Square House, Victoria Square, Birmingham B2 4AJ
Call: 0300 034 2222
Visit: www.ccwater.org.uk

If the Consumer Council for Water thinks your complaint is justified, we will be asked to take the appropriate action to put things right.

“At water2business, we put our customers at the heart of everything we do”

“At water2business, we have exceptionally high standards”
Contact us

General enquiries:
Phone: 0345 850 0714
(Monday to Friday, 8am to 6pm)
Email: hello@water2business.co.uk

Billing enquiries:
Phone: 0345 600 2 600
(Monday to Friday, 8am to 6pm)
Email: customer.services@water2business.co.uk
Address: water2business, 21e Somerset Square, Nailsea, Bristol BS48 1RD

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