

Codes for Adoption - Redress

In support of our commitment to consistently provide all developer customers with great levels of service, in compliance with Ofwat's Code for Adoptions, we set out below our redress process in relation to the formal adoption of self-laid water assets entered into pursuant to S51 of the Water Act 1991.

We do our best to get things right first time, although we appreciate that this may not always be the case and unfortunately delays do sometimes occur.

We proactively manage your new connection applications and the associated levels of service timescales with care. In the exceptional circumstances where we may be unable to meet our timescales, we promise to follow the below process set out below:

1. Firstly, your dedicated self-lay team representative will call you to discuss the issue, your options and agree new dates. Should you wish to escalate the issue we'll pass you to our compliance manager who'll help you find a suitable resolution.
2. Secondly, following an internal review we'll contact you to explain what happened and where appropriate (in relation to Category 1 metrics), refund your applicable fee within thirty days of the failure occurrence.
3. Thirdly, we'll ensure that all lessons learnt, which might prevent a recurrence of a similar failure, are fed into our continuous improvement activity.

Please note that this redress process sits outside of our existing complaints process.

Should you consider that you've suffered direct financial loss because of our failure to comply with our obligations you may wish to make a formal written complaint to us. You can find our complaints procedure [here](#).