



**We're here to help**

**Our complaints procedure**

**For more information visit**  
**> [southernwater.co.uk](https://southernwater.co.uk)**

 **Southern  
Water**

**You deserve the highest standards of service from us and we work hard to ensure this is the case.**



**For complaints about your bill, or your water or wastewater services, please call**

**0330 303 0223**

**Monday to Friday, 9am to 5pm**

**We want to resolve your complaint immediately.**

**If you are unhappy with our response, ask to speak to a customer services manager.**

*Calls other than freephone 0800 numbers are charged at the local rate*

# Sometimes, however, we make mistakes and we need you to tell us – the easiest way is to call us.

**If you have written to us and are not satisfied with our response you can talk to a manager who will review your case with you.**

**To arrange this, please call  
0330 303 0118**

**Monday to Friday, 9am to 5pm**

We respond to written complaints – received by post and email – within 10 working days of the date they are received and always aim to do so more quickly. Our email address is **customerservices@southernwater.co.uk**

If we do not respond within 10 days, you are automatically entitled to a payment under our Guaranteed Standards Scheme. For more information visit **southernwater.co.uk/gss**

If we have failed to comply with our duties under the Water Industry Act 1991 and you have been caused loss or damage, your dispute may be referred to our regulator Ofwat or to legal arbitration.

You can find details of this in our Code of Practice for Domestic Customers. Visit **southernwater.co.uk/cop**

**If you have followed our complaints process\* but are still unhappy, the Consumer Council for Water (CCWater) offers free independent advice.**

You can visit their website **ccwater.org.uk**, call them on **0300 034 2222**, or write to them at

**Consumer Council for Water,  
c/o 1st Floor, Victoria Square House,  
Victoria Square, Birmingham, B2 4AJ**

If your complaint remains unresolved after CCWater's investigation, it will tell you how to apply to the **Water Redress Scheme (WATRS)** for a final independent adjudication.

Find out more from **watrs.org** or **WATRS, International Dispute Resolution Centre, 70 Fleet Street, London EC4Y 1EU.**

*\* Please make sure you have followed our complaints process first, otherwise CCWater will pass the complaint back to us.*

Complaints about the way we have handled a request made under the Environmental Information Regulations 2004 should be sent to the Chief Customer Officer at Southern Water.

If you are dissatisfied with the response, you can contact the:

**Information Commissioner,  
Wycliffe House,  
Water Lane, Wilmslow,  
Cheshire SK9 5AF**  
or email **mail@ico.gsi.gov.uk**

# Talk to us

**Emergency helpline  
(24 hours)**

**0330 303 0368**

**Billing helpline**

**0330 303 0277**

**Report a leak - freephone**

**0800 820 999**

**or**

**0330 303 0146**

**Debt advice - freephone**

**0800 027 0363**

**To notify us of change  
of address, pay your bill  
or request a direct debit  
or payment card**

**0330 303 1263**

**Minicom users**

**0330 303 1265**

**Fax**

**020 3047 9146**

Calls other than freephone 0800 numbers  
are charged at the local rate.

We can contact you by phone, email or letter and also in large print and Braille – just let us know if you have a preference.