



Guaranteed Standards Scheme

Non-household Customers

Date January 2021

Version 6.0

Non-household Guaranteed Standards Scheme (GSS)

Southern Water Wholesale will always ensure that payments under the Guaranteed Standards Scheme are made expeditiously following any failure in delivering those standards and after the required assessment has been completed.

These requirements can be found in The Water Supply and Sewerage Services (Customer Service Standards) (Amendment) Regulations 2017.

Making the GSS payment

Once the GSS payment is determined, Southern Water will make the payment to the Retailer to enable them to pass it on to their customer.

Once defined, each payment will be credited to the Retailer's Wholesale account. The GSS Credit Items will be detailed in a statement that forms part of the monthly Non-Primary Invoice Settlement process.

Further information

For further information on the Guaranteed Standards Scheme (GSS): summary of standards and conditions please refer to the Ofwat website:

<https://www.ofwat.gov.uk/wp-content/uploads/2017/03/The-guaranteed-standards-scheme-GSS-summary-of-standards-and-conditions.pdf>

And

<https://www.ofwat.gov.uk/wp-content/uploads/2018/08/Guaranteed-Standards-Scheme-Recommended-changes-to-the-UK-Government.pdf>

Summary of GSS payment amounts

The table below shows the payments made by Southern Water (Wholesale) by each of the GSS Regulations, plus any increases for failing to pay these in a timely manner.

GSS Regulations and NHH Customers	Participant Potentially Liable		GSS Payment Timescale (Business Days)	WRC Timescale (Business Days)		Value of Award £ per incident	
	Wholesale	Retail		Wholesale	Retail	Southern Water	Late Payment Penalty
Making appointments	Yes	Yes	10	5	5	20	10
Keeping appointments	Yes	Yes	10	5	5	20	10
Low pressure	Yes	No	N/A	N/A	N/A	25	N/A
Notice of Interruption to supply	Yes	Yes	20	15	5	75	50
Supply not restored - Initial period	Yes	No	20	15	5	75	50
Supply not restored - each further 12 hours	Yes	No	20	15	5	75	N/A
Account queries	No	Yes	10	N/A	N/A	N/A	N/A
Written complaints	Yes	Yes	10	8	2	20	10
Flooding from sewers (Internal flooding)	Yes	No	20	15	5	Payment equal to annual sewerage charges (Minimum payment of £150. Maximum of £1000)	50
Flooding from Sewers (External flooding)	Yes	No	20	15	5	Payment equal to 50% of annual sewerage charges (Minimum payment of £75. Maximum of £500)	50