



Wholesale Customer Charter

Our vision

To be the leading provider of wholesale services across the UK water industry.

We will achieve this by providing our wholesale customers with a service which is easy to access, efficient to use and fair to all. We will continually measure the excellence of our service against robust industry standards. Supporting our wholesale customers and working with them will help to ensure that they can provide customer choice and a continued high service standard to end user customers. This commitment means we will continue to play our part in supporting a strong economic environment in our region.

Our service promise:

As a wholesale service provider we promise:

- To provide a fair and equivalent service across all our wholesale customers.
- To publish a wholesale compliance code which we will adhere to at all times.
- To handle all shared information in confidence and keep all interactions with our customers confidential.
- To publish clear and consistent wholesale charges which are in line with our legal requirements.
- To provide a dedicated point of contact through our Wholesale Service Centre, providing easy access to our wholesale services.
- To provide clear and efficient services that enables our wholesale customers to provide a high standard of services to end users customers.

By consistently delivering on our service promises, we will build strong and reliable relationships with our wholesale customers which will also benefit the end user customers in our region.



Wholesale Service Centre

Making sure we succeed:

We have set out service standards which we will measure ourselves against. These standards will be regularly reviewed to make sure that they continue to be fit for purpose, in line with market requirements and meet our contractual commitments.

Continuous Improvement:

As we monitor and measure ourselves against our service standards and customer feedback, we will regularly revise and update these standards. Doing this means we will continuously improve the service we provide to our wholesale customers. At all times we will be clear and transparent and each time we amend our service standards we will make this available.

Claiming Compensation:

Should we fail to meet our service standards will we automatically apply a Guaranteed Service Standard (GSS) payment to our relevant customer's account which in turn will be passed to the end customer by the Retailer. In the event that a wholesale or end customer feels that their business has been adversely affected, please contact our insurance team on insuranceteam@anglianwater.co.uk setting out what you believe your losses to be. Every claim will be looked at and assessed individually.

Contact us

Our door is always open for our customers and we are more than happy to facilitate, meet and discuss any of your requirements. If you have any queries or concerns please do not hesitate to contact us:

Email: wsc@anglianwater.co.uk

Website: <u>http://wholesale.anglianwater.co.uk</u>

Tel: 0345 0265463

Address: Anglian Water Services Wholesale Service Centre Thorpe Wood House Peterborough PE3 6WT



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