

CHOLDERTON & DISTRICT WATER COMPANY LIMITED
ESTATE OFFICE, CHOLDERTON, SALISBURY, WILTSHIRE, SP4 0DR

Telephone: 01980 62920

E-mail: admin@cholderton-estate.co.uk

Web: www.choldertonwater.co.uk

Date: 1 May 2018

COMMITMENT TO CUSTOMERS

1. Monitoring of Water Quality: The existing contract with Wessex Water for weekly water sampling and analysis will continue unchanged. Responsibility under The Private Supplies (England) Regulations 2016 for monitoring water quality rests with the local authority. As the area served by the company crosses the Hampshire Wiltshire boundary it is envisaged that Test Valley Borough Council, in whose area the majority of consumers live, will act as the lead authority and principal point of contact. The company has had detailed discussions with the local authority about the handover of responsibility from the Drinking Water Inspectorate to them. This includes the quarterly and annual submission of the results of water analysis and the preparation of risk assessments. There will be regular liaison with the Test Valley BC Environmental Health Department. The department will have a representative on the company's CCAG – (Sub heading 10).
2. Setting of charges for water: Prices will continue to be reviewed annually. The CCAG, which has customer representatives and oversees customer interests, will have the power to set prices in conjunction with the trustees. The wider customer base will have the opportunity to discuss the proposed prices at their parish meetings prior to 1st April each year. For the year 2018-19 the criteria set by Ofwat in their PR14 final determination will apply. For future years the relative differential with charges applied by adjacent regulated Water businesses will be used as a guide. Annual charges will include a Watersure tariff.
3. Dealing with billing queries and service issues: Contact with the office by telephone, email or text to the emergency number will continue unchanged. If the company is unable to answer queries or customers are dissatisfied with the response they will be able to notify a member of the CCAG. If necessary, queries will be handled at the next meeting of the group. The names of customer representatives on the CCAG will be published on the website and water bills as will the names of the trustees.
4. General Standards of Service: The Company will maintain the same standards as it did when it was a regulated water company. The CCAG will monitor performance rather than Ofwat or Consumer Council for Water. The change of status to a private supply will not affect existing rights of consumers under GSS. Details may be found on the website¹.
5. Payment of water bills: The existing options for settling water bill will continue. This will include payments in cash at the Estate Office or in an envelope at the Shipton Bellinger village shop.
6. The fitting of water meters: Customers whose water bill is calculated on their property's rateable value will continue to have the option to change to a metered supply. There will be no charge for having a meter fitted.
7. Non-household customers: For non-household customers, the opening of the retail market on 1st April 2017 would have allowed them to have a choice of retail supplier. With Cholderton becoming a private supply this option is no longer available. As the company would have remained as the wholesale supplier when the market opened, the trustees intend to give all qualifying non-household customers the benefit of the wholesale price for their volumetric water charges. This represents a 5% discount on the volumetric retail charge.

¹ <http://www.choldertonwater.co.uk/fp.php?id=462>

8. Wastewater Services: Customers in Shipton Bellinger will see no change from the current arrangements whereby they receive waste water services from the Sewage Treatment Works operated by Southern Water. Consumers who feel that the supplier of waste water services has not responded satisfactorily to their queries or complaints should contact the Consumer Council for Water.

9. Restricting water supply: In common with all regulated water companies there are NO circumstances in which, as a private supplier, the Company will cut off any household customer's water. This includes customers who are overdue with their payments. In such cases, the company will work to find a way to assist those who have difficulties in settling their accounts. However, the company will take the appropriate legal steps necessary to recover overdue debt as it will from those who can but will not pay.

10. The Customer Challenge and Advisory Group (CCAG): This group has a more prominent role than it did previously. As well as monitoring the business' progress in meeting its performance commitments, the CCAG is there to protect consumers' interests acting as the final arbiter for complaint resolution. The CCAG's role in the setting of water charges has been described in paragraph 2. The independent chairman of the CCAG is supported by members including representatives drawn from the Environment Agency, Natural England, the environmental health departments of Wiltshire Council and Test Valley BC as well as councillors and consumers drawn from the parishes. Both the company and the trustees are also represented.

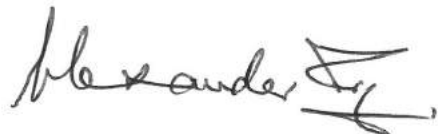
11. Business Oversight: Although the Cholderton and District Water Company continues as a limited company under the Companies Act with its own directors, who will be free to manage the day to day operations of the business, the Trust's trustees will exercise strict financial control. The trustees' endorsement will be required prior to the company entering into:

- Business loans
- HP agreements
- Leases of plant and machinery or land
- Acquisition or sale of assets

The trustees will ensure that the directors adhere to the Trust's objects in respect of those customers who through genuine hardship or other distress find themselves unable to meet the charges for water.



Director



Trustee & Authorised signatory