

Application Form

WATRS

What is this Application for?

- This application form is for customers to bring a claim against a water and/or sewerage company.
- The application form will ask you for the details needed to understand what you would like the company to do and decide your dispute.

What do I need to do?

- Read the Process and Compensation Guidance fact sheets. If you are unsure of how to answer a question please contact WATRS for guidance.
- Fill in the application form giving as much information as you can. If you are claiming for things that have been lost or damaged remember to include any receipts you have.
- It may take you some time to go through the application form and get all your facts together but having all the information will help WATRS assess your case fairly.

You must have already complained to the company and have a WATRS Notification Letter from CCW. This is important as you cannot make an application to WATRS without this.

Please let us know if you have any practical needs where we could help – for example with information in another format (e.g. larger print, Braille etc) or in another language. If you require assistance in completing this form please contact WATRS:

By telephone: (0)800 008 6909 **By email:** applications@watrs.org **Visit the website:** www.watrs.org

WATRS opening hours: 9:00am to 5:00pm, Monday to Friday

1. About you

Please give us your details. If you are complaining on behalf of a business please provide its name.

CCW Notification Letter Reference:

Full name:

Business: If applicable

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

2. Managing your complaint

If someone is complaining on your behalf please provide their details here and sign the declaration on this page.

Full name:

Organisation:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

To be signed by the customer

I hereby give my authority for the above named person to represent me:

Signature:

Print name:

Date:

3. Company details

Please provide the following details about the water or sewerage company involved in your dispute.

Company name:

Account name: The name under which the account is held

Your account number:

4. Raising your concerns

What type of property does your complaint relate to?

Your home

Commercial premises

Other (please specify below)

Date you first complained to the company:

Complaint reference number (if known):

Date you first complained to CCW

Reference number (if known):

5. Your complaint

Please tell us what your complaint is about and why you are unhappy with the company. This information will be sent to the WATRS Adjudicator assigned to your case so it is important that you provide clear information about the issues you have experienced. Please use additional sheets and attach to back of your application if required.

5.1 What service does it relate to?

Please tell us which service, provide or not provided, that this dispute relates to.

- | | |
|---|---|
| <input type="checkbox"/> Bills, payments, collections and/or debt | <input type="checkbox"/> Water supply services |
| <input type="checkbox"/> recovery Development and / or new services | <input type="checkbox"/> Wastewater / sewerage services |
| <input type="checkbox"/> Metering | <input type="checkbox"/> Other (please specify below):
specify below): |

5.2 About your complaint

Please tell us what your complaint is about by providing details of the problems that have led to the dispute with the company. You will be asked what you would like the company to do in another section so please limit your response in this section to explaining the nature of the problems that have occurred.

- the events leading to your complaint
- the relevant dates for the service issues
- any steps already taken to attempt to reach a resolution with the company

6. Evidence

Please send us any documents that support your claim such as correspondence to and from the company, receipts for anything that has been damaged or that you have had to replace.

Please tick the boxes below and ensure your submit the evidence with your application form.

- | | |
|--|-------------------------------------|
| Bills and / or statements | CCW documentation |
| Correspondence to and from the company | Letters to and from debt collectors |
| Photographs | Price schedules |
| Product guides | Receipts |
| Recordings (audio) | Service agreements |
| Video evidence | WATRS Notification Letter |
| Other evidence (please specify) | |

7. What would you like the company to do?

Please provide details of the services or other actions that you would like the adjudicator to direct the company to provide in their written decision. This is your only opportunity to give as much information as you wish about the issues.

Tell us below what you would like the adjudicator to tell the company to do and why– for example:

- Provide a service
- Give you an apology
- Do something about your bill
- Pay you compensation

Please remember that the adjudicator can only tell the company to do something if you have asked for it. You may leave the sections that do not apply to your complaint blank.

7.1 Provide a service

Now please tell us what service(s) you would like the company to provide.

7.2 Give you an apology

Now please provide the reasons for requesting an apology:

7.3 Do something about your bill

What would you like done about your bill?

7.4. Pay you compensation

You can ask for compensation to put you back in the position you would have been in if the problem had not happened in the first place – for example the company may need to refund you money because you were put on the wrong tariff or for the time and trouble you had to spend trying to sort a problem out.

You must fully explain what the compensation is for and why you think you should be paid the amount you've asked for. Where possible, you should provide evidence (such as receipts or bills) to show any loss you've suffered.

Note: To assist you with this section, please refer to the Guides to Compensation for Inconvenience and Distress for Household and Non-Household customers. Copies are available on the WATRS website, accessible at www.watrs.org.

Item	Receipt proof of purchase/cost of item	Amount claimed (£)

Total Claimed:

Please tick this box if you would like to claim interest.

Please tick this box if you have made an insurance claim in relation to any of the matters raised dispute.

Please tick this box if you have received a final outcome regarding your insurance claim.

If you have ticked the box above, please advise when the insurance claim was made:

8. Declarations

Data Protection Act

By signing this application you are providing your consent for CCW and the company to provide information and documentation about you to WATRS.

Please read these declarations and tick **all three boxes** to confirm you understand them before signing this form.

I have read and understood the guidance notes provided with the application form.

I have not previously referred this dispute to a court of law.

I understand that CCW and the company will provide information about me to WATRS. I also acknowledge that WATRS will send CCW a copy of the Final Decision issued.

Signature:

Print name:

Date:

How did you first hear about WATRS?

CCW

Ofwat

Online forums

Water/Sewerage Company

Social Media

Other

Scheme Evaluation

We want to make sure that the WATRS scheme works for you. Your experience and feedback matters to us – it's your scheme and therefore, the Independent Oversight Panel, the organisation that monitors the WATRS scheme performance, conducts regular research (e.g. surveys) amongst those who have used the service. Any research conducted would be via a third party market research organisation fully in accordance with the UK's Market Research Society Code of Conduct (www.mrs.org.uk) and all relevant data protection legislation. No personally identifying information or responses would be passed on to either WATRS or any other organisation. All data collected would be used solely for research purposes to help improve the way WATRS helps water and/or sewerage company customers.

- You are under no obligation to take part in any research as part of WATRS
- If you choose to take part in research you have the right to withdraw from that research at any time.
- Opting in or out of research will have no bearing on your case.

Not ticking the box below simply means that you are happy to be possibly contacted about any forthcoming research related to WATRS only, it does not indicate any consent or commitment on your part. Research opt-out:

I do not wish to be considered or contacted about any research related to WATRS.

Submitting your application

Now please submit your application and supporting evidence to us:

By post:

Water Redress Scheme (WATRS)
100 St. Paul's Churchyard,
London EC4M 1BU

By email:

applications@watrs.org