

# Guaranteed Standards Scheme

## Non-household Customers

Date 15 March 2017  
Version 2.0

# 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 have been completed.

These requirements can be found in the GSS Regulations 2008 - as incorporated in the Wholesale/Retail Code - Business Terms at Schedule 5.

## 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.

(Note: - Some of the values are in excess of those minimum amounts required in the GSS Regulations. These values have been stated in Southern Water's continuing Customer Service Promise.)

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.

## 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		Wholesaler	Retailer	Southern Water	Late payment penalty
Making Appointments GSS Regulation 6	Yes	Yes	10	5	5	50	10
Keeping Appointments GSS Regulation 6	Yes	Yes	10	5	5	50	10
Low Pressure GSS Regulation 10	Yes	No	N/A	N/A	N/A	50	N/A
Notice of Interruption GSS Regulation 8	Yes	Yes	20	15	5	50	50
Supply not restored GSS Regulation 9	Yes	No	20	15	5	50	50
Account Queries GSS Regulation 7	No	Yes	10	N/A	N/A	N/A	N/A
Complaints GSS Regulation 7	Yes	Yes	10	8	2	50	10
Flooding from Sewers (Internal) GSS Regulation 11	Yes	No	20	15	5	150 min	50
Flooding from Sewers (External) GSS Regulation 12	Yes	No	20	15	5	75 min	50