



## Water Redress Scheme – WATRS

If you are still not happy after the Consumer Council for Water has tried to help you with your complaint you can apply to the Water Redress Scheme (WATRS).

### What is WATRS?

It is an independent service that will take a fresh look at the complaint you have with your water company. **WATRS** is free to use.

### How does it work?

**WATRS** has adjudicators who act as impartial ‘judges’. The adjudicators look at both sides of the argument and the law and make a decision. The companies which take part in WATRS have promised to do what WATRS asks.

If the adjudicator thinks that your water company has not acted fairly and reasonably he or she can ask the company to do some of these things:

- make an apology
- give you an explanation
- provide a service, for example fix a pipe
- pay you compensation

### How is it funded

All companies who are part of the scheme pay towards its costs.

Last year **WATRS** made 144 decisions involving water retail companies. In 57 of those decisions, WATRS asked the company to do something for the customer. WATRS asked the company to pay compensation to 43 customers. The average amount of compensation which companies paid was ££250 although 5 customers got over £1000.

### What would I need to do?

There’s an application form but CCWater can fill it in for you if you want. You email or post the application form to WATRS with any relevant letters, emails, invoices, receipts or photographs.

There is a video and other information on the WATRS website to explain what happens [www.watrs.org](http://www.watrs.org) or if you would like to speak to someone about what to do next you can call **020 7520 3801**

To find out more information about how **WATRS** works:



**+44 (0)20 7520 3801**



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[www.watrs.org](http://www.watrs.org)