

Guaranteed Standards Scheme

External Sewer Flooding

Dear Customer

We are very sorry to hear that your property has been affected by flooding from the public sewer and would like to offer you our sympathies as we are aware that this can be an unpleasant and upsetting time.

From 1 April 2008 Southern Water is now able to offer a payment, equal to half your annual wastewater charge (with a minimum payment of £75 and a maximum payment of £500) when a customer has been materially affected by external flooding from the public sewer. Please note that this payment is not intended to reimburse any costs that you have incurred, but is an acknowledgement of a failure in the wastewater service that you receive.

To enable us to confirm that you are eligible for this payment, please complete as much of the information overleaf as possible. Please do not send any original documentation with the form.

Any claims for reimbursement following costs incurred or damage to property should be sent to your household insurer, and if they believe that Southern Water have any further liability in the matter they will contact us directly.

Should you have any queries regarding this form please contact our Technical Call Centre on **0845 278 0845** and one of our advisors will be happy to help you.

Additional information regarding our Guaranteed Standards Scheme, and the services we offer, can be found on our website at **www.southernwater.co.uk**.

We look forward to hearing from you soon.

The Customer Services Team

External Sewer Flooding – Customer Details Form

1. Contact details:

Address of property which flooded:

Address:

.....

.....

.....

Postcode:

Your contact details:

Name:

Address:

.....

.....

Postcode:

Telephone No:

Email:

Your status:

(tick more than one box where appropriate):

- Sewerage charge payer for the flooded property
- Agent for sewerage charge payer
- Occupier of the flooded property
- Agent for the occupier

Your Customer No: (as shown on front of bill)

If you are an agent of the sewerage charge payer and/or occupier, please give their details below:

Name:

Address:

.....

.....

Postcode:

Telephone No:

Email:

2. Details of the incident:

Date of the flood:

Time of the flood:
 From.....am/pm To.....am/pm

Origin of the floodwaters:
 (tick more than one box where appropriate)

- Overflow from ditch, stream or other watercourse
- Flow out of sewerage system
- Flow off the highway
- Flow off the adjoining land
- Other (please, give details below)

Cause of flood (if known):

(tick more than one box where appropriate)

- Too much rainwater in the drainage system
- High tide
- Blockage
- Collapse
- Pumping station failure
- Other (please, give details below)

Did the flood water contain foul sewage?

No Yes Not Known

2. Details of the incident: *continued*

If the cause was a blockage, collapse or pumping station failure, was the problem:

- On the property
- On a neighbouring property
- Elsewhere
- Not known

Were the weather conditions at the time of the incident:

- Heavy rain
- Light rain
- Dry

Who visited to carry out work associated with the incident? (Tick more than one where appropriate)

- Occupant
- Southern Water or their Contractors
- Private Drainage Contractor
- Highways Dept or their contractor
- Local Council or their contractor
- Fire Brigade
- Other (please, give details below)

3. Damage sustained: (Please provide documentary evidence, wherever possible)

What parts of the property flooded?

(tick more than one box where appropriate)

- Building used for habitation or as a place of work
- Cellar or basement
- Integral or attached garage
- Detached garage
- Garden/yard
- Public areas
- Highways
- Agricultural land
- Other (please, give details below)

Were any goods or property damaged?

- No
- Yes (please, give details below)

Were any expenses or loss of income incurred?

- No
- Yes (please, give details below)

Were any crops (inc. home grown crops) flooded?

- No
- Yes (please, give details below)

Was any pasture used by livestock flooded?

- No
- Yes (please, give details below)

Please provide any other comments or information here:

4. Declaration:

Signed..... Date

Please return this form, together with any additional information you wish to supply to:

Customer Relations, Southern Water, Southern House, Yeoman Road, Worthing, West Sussex BN13 3NX