

Appointments not made properly	£50 (£40 mandatory payment plus £10 discretionary uplift)
Appointments not kept	£50
Incidences of low water pressure	£50 (up to five payments per financial year) Automatic £250 a year payment for customers with ongoing low pressure
Less than 48 hours' notice of planned supply interruption of more than 4 hours	£50
Supply not restored on time (*)	£50 plus £50 for each subsequent 12 hours (up to cap of twice customer's annual water supply charge)
Account queries not actioned on time	£50 (£40 mandatory payment plus £10 discretionary uplift)
Requests to change payment arrangements not actioned on time	£50 (£40 mandatory payment plus £10 discretionary uplift)
Complaints not actioned on time	£50 (£40 mandatory payment plus £10 discretionary uplift)
Internal sewer flooding	Payment equal to annual sewerage charges, at minimum of £300 and maximum of £2000 For repeated incidents in the same rolling 12-month period, the minimum increases by £100 per repeat occurrence and the maximum by £500 per repeat occurrence.
Material external sewer flooding	Payment equal to 50% of annual sewerage charges, at minimum of £150 and maximum of £1000 For repeated incidents in the same rolling 12-month period, the minimum increases by £50 per repeat occurrence and the maximum by £250 per repeat occurrence.
Core priority services**:	£100
Failure to inform the customer if they are added to the Core Priority Services Register	
Failure to deliver Core Priority Service to customer during incident	£100
Failure to give the customer an 'outstanding charges notice' and an opportunity to make payment arrangements or make representations ahead of giving information on customer default to credit reference agency, or commencing legal proceedings	£150
Failure to install a water meter upon request within relevant time and then begin to charge the customer based on the volume of water used	A sum equal to the charges payable by the customer for the supply of water (a) beginning with the day after the anticipated measured charging date, and (b) ending when the English service provider begins to charge by measure.
Failure to read a customer's water meter (excluding smart meters) at least once every 13 months	a) £40 if it is the first time that the company has failed to read the customer's meter as required b) £80 if it is the second or subsequent time that the company has failed to read the customer's meter as required.
If a water quality notice is served and supply is not restored by the end of a 48-hour period.	£40 with a supplementary £20 for each number of complete 24-hour periods after the initial 48-hour period during which the quality of supply is not restored (up to cap of the sum of the water supply charges payable by the customer for the financial year in which the notice is served)