



# Template for Service standards

**The XXXX company strives to improve and maintain public health and environmental conditions in the city of XXXX.**

**To this end, we commit ourselves to provide our customers with services as follows:**

## **Wastewater**

We will:

- Remove the wastewater from your property and treat it to the highest quality possible, safely and in an environmentally sound manner.
- Maintain and operate the wastewater installations up to the property connection point.
- Routinely monitor the quality of our treated wastewater before it passes back to the environment.

## **Flood protection**

We will:

- Operate and maintain the drainage system in a way that flooding will be minimized, and flood caused damages to public and private property will be avoided.

## **Odors**

We will:

- Investigate and advise you of the outcome of any odor complaints within 24 hours or on the following business day.
- Please contact us if you have an odor complaint on Tel No.....We take all complaints about odors from our wastewater treatment plant and the drainage system seriously and will act promptly to overcome the problem.

## **Entry to your property**

We will:

- Provide one week advance notice of all planned work that may require entry to your property.
- Inform the occupier of the land or premises of work being undertaken or during an emergency, or leave an information card.



## **Reinstatement of your property**

We will:

- Assist in the reinstatement or replacement of property or equipment lost or damaged as a result of our actions or failure of our systems.
- Reinstatement your property as close as possible to its original condition if damage does occur due to our activities.

## **Contacting us**

We will:

- Respond to any general written enquiries within 10 working days.
- Respond to email enquiries within 5 working days.
- Answer 70% of calls to our customer enquiry number within 20 seconds.
- Furnish a customer care desk in our company open 8 hours a day, 5 days a week, to receive complaints and requests from customers in person.

## **Complaints**

We will:

- Investigate and resolve all complaints about our products or services within 21 days of you contacting us.

**Date / Place**

**Name (Director of the company)**