

## Blue Guaranteed Service Standards

Effective Date 15 May 2026

Version 1.01

### Standards of Service for Scotland

We take our obligations to our customers seriously. We have set standards for the service we deliver, and where we fail to meet them we will credit your account. The standards below are based on the default standards set by our regulator, the Water Industry Commission for Scotland (WICS).

| Our service standards  | Compensation   |
|--|--|
| 1. We will respond to written or telephone complaints within eight working days.   | £24.86   |
| 2. We will respond to invoice queries within ten working days (five working days for a change of payment method).  | £24.86   |
| 3. We guarantee to keep an appointment or to give you at least 24 hours' notice of cancelling or changing it.  | £24.86   |
| 4. If there is planned work that will result in more than 4 hours of interruption, we will warn you 48 hours in advance and restore your supply on time.   | £61.12 (£31.08 for each additional 12 hour delay in the restoration of supply) |
| 5. We will restore supply within 12 hours if there is an unplanned interruption (48 hours for a strategic main supplying a large area).  | £61.12 (£31.08 for each additional 12 hour delay in the restoration of supply) |
| 6. If you call our emergency number because water is coming from your gas appliances, we will contact Scottish Water and call you straight back.   | £24.86   |
| 7. If your property is damaged by sewer flooding, we will refund your annual wastewater charge.  | Up to £1,139   |
| 8. If you ask for a water meter to be fitted, we will arrange a survey of your property and let you know the results within ten working days.  | £24.86   |
| 9. If you contact us about problems with your water pressure, we will investigate and let you know the outcome within five working days.   | £24.86   |
| 10. If your water pressure is found to be less than 1 bar, caused by the supply system and verified by Scottish Water, we will credit your account. (Only one payment can be made every six months.) | £24.86   |
| 11. If an emergency is declared that directly affects your water supply, we will meet the Emergency Minimum Standards of Service.  | 5 to 15% of your water or wastewater charge (up to a maximum of £5,594.40)     |

| Our service standards   | Compensation |
|---|--------------|
| 12. We will let you know about any changes to maximum tariffs within ten working days.  | £24.86       |
| 13. If you claim that we have failed to meet any of the standards above, we will credit your account within ten working days. | £24.86       |

### **Making a claim**

If you believe we have failed to meet any of the standards above, please get in touch so we can review the situation and, where appropriate, credit your account.

- Phone: +44 330 828 4722
- Email: [hello@blue.supply](mailto:hello@blue.supply)
- Online: [www.blue.supply](http://www.blue.supply)
- Post: Former Coroners Court, Newcastle Upon Tyne, England, NE1 3RQ

### **Independent review**

If you remain dissatisfied with how Blue has handled your claim once our complaints process has been completed, you can ask the Scottish Public Services Ombudsman (SPSO) to review your case. Full details of the independent review process are set out in the Blue Complaints Procedure.