

Our timeframe for handling cases

In setting timeframes for the different types of cases we deal with, we have looked at the level of complexity, the amount of resource likely to be required to progress a case, the financial consequences of a case for the parties and the significance of a case in terms of setting a precedent.

The most common disputes we deal with include the following:

Guaranteed standards scheme

A dispute over a customer's right to a payment or credit if a company does not meet required standards as set out in the [Guaranteed Standards Scheme \(GSS\)](#) (sections 38 & 95 WIA91 and the GSS Regulations).

Water connections

A dispute in respect of the costs and conditions set by a company for making connections to water mains (sections 45 and 47 WIA91).

A dispute over the terms and conditions set by a company for providing a non-domestic supply of water (section 56 WIA91).

A dispute between two water companies over a bulk supply of water (sections 40 – 40A WIA91).

A dispute over the charges and deposit requirements for providing a water main (requisition) (section 42 WIA91).

A dispute over the terms and conditions set by a company for the adoption of self-laid infrastructure (sections 51A to 51C WIA91).

A dispute over the charges or disconnection costs that must be paid to a company before a non-household customer's supply is reconnected (section 47(2)(b) WIA91).

Sewerage connections

Appeals on the transfer of private sewers and pumping stations (see our guidance on transfer of private sewers appeals) (section 105B WIA91).

A dispute over a refusal to allow private sewers and drains to be connected to public sewers, or a dispute over an unreasonable requirement to inspect the drain or sewer before allowing a connection (sections 102 & 105 WIA91).

A dispute over the reasonableness of a company's refusal or the reasonableness of its requirements for a connection (section 106 WIA91).

A dispute over the charges and deposit requirements for providing a sewer (requisition) (sections 98 & 99 WIA91).

A dispute over a proposal or refusal to adopt sewers or sewage disposal works, or a dispute about the conditions in an adoption agreement (section 104 WIA91).

Disputes between sewerage services companies about the terms of a bulk discharge agreement (section 110A WIA91).

Other

Complaints from occupiers of trade premises who are not happy with the conditions set by sewerage companies for putting their trade effluent into the public sewer or a refusal by the sewerage company to allow a trade effluent discharge (section 122 WIA91).

Disputes about water companies' work in private land (section 159 WIA91).

Indicative table

The table below sets out the time it usually takes us to complete a preliminary assessment and carry out an investigation:

Case Types	Preliminary Assessment	Target Time for Resolving the Complaint
Household		
s45, s47, s49, s64, s113, s116, s144A, s181, s38 & s95	4 weeks (20 working days)	6 months (120 working days)
s94 (Enforcement)	8 weeks (40 working days)	24 months (480 working days)
Non household & Developers	-	-
s42, s51B, s51C, s53, s56, s99, s101, s122, s126	4 weeks (20 working days)	12 months (240 working days)
s105, s106, s107, s128, request for an arbitrator (s148, s162, s176, s177, s205)	4 weeks (20 working days)	6 months (120 working days)
Bulk Pricing Disputes s40, s40A and s110A	8 weeks (40 working days)	24 months (480 working days)