Supporting document 4: Code of Practice Comparison table

Please provide links to the relevant codes of practice (Domestic Customers, Debt and Leakage (where the applicant is a water company).

Link to applicant’s code of practice:

Link to incumbent’s code of practice:

This code of practice comparison table should highlight how the policies and standards within each code match or exceed those provided by the existing appointee. This information is assessed as to whether customers will be no worse off. Any areas where policies may differ (particularly where services offered could be seen to be lower than those of the relevant appointee, for example, fewer payment options or more limited leakage detection/repair schemes) should be highlighted clearly and an explanation provided to justify the differences.

This table is prepopulated with some suggested standards for comparison, inclusive of the minimum standards provided within The Guaranteed Service Standards Scheme (GSS), a summary of the GSS this can be viewed [here](https://www.ofwat.gov.uk/wp-content/uploads/2017/03/The-guaranteed-standards-scheme-GSS-summary-of-standards-and-conditions.pdf). Applicants should undertake a full assessment and add to the table where appropriate, to include all relevant standards for comparison.

| Standard - the relevant GSS or other standard for comparison | Applicant standard - the standard offered by the applicant | Payment - the payment offered by the applicant for failing to meet the standard | Incumbent standard - the equivalent standard offered by the incumbent | Payment | Matched/ not matched/ exceeded the equivalent incumbent standard | Comments |
| --- | --- | --- | --- | --- | --- | --- |
| GSS 1: Making appointments  |  |  |  |  |  |  |
| GSS 1: Keeping appointments  |  |  |  |  |  |  |
| GSS 2: Account queries and requests about changes to payment arrangements  |  |  |  |  |  |  |
| GSS 3: Written complaints  |  |  |  |  |  |  |
| GSS 4: Notice of interruption to supply |  |  |  |  |  |  |
| GSS 5: Low pressure  |  |  |  |  |  |  |
| GSS 6: Flooding from sewers – internal flooding  |  |  |  |  |  |  |
| GSS 7: Flooding from sewers – external flooding  |  |  |  |  |  |  |
| Opening Hours - Billing |  |  |  |  |  |  |
| Opening Hours - Operational Emergencies |  |  |  |  |  |  |
| Contact Number(s)(e.g. local number/free to call/amount of contact numbers) |  |  |  |  |  |  |
| Charitable Trust |  |  |  |  |  |  |
| Billing Schedule |  |  |  |  |  |  |
| Payment Options (how) |  |  |  |  |  |  |
| Payment Options (frequency) |  |  |  |  |  |  |