

# Claiming compensation from Southern Water

## BURST PIPES

### Southern Water Obligations:

- Provide the household at least 10 litres of water per person per day within 24 hours, until supply is restored.

### Compensation under the Guaranteed Standards Scheme:

- £20 for household customers and further £10 for each 24-hour period the supply remains unrestored.
- £50 for non-household customers and further £25 for each 24-hour period the supply remains unrestored.

Special compensation for other damages, subject to claim and proof. You must provide information to prove that you were materially affected by the flooding incident due to burst pipes.

## SEWER FLOODING (INTERNAL AND EXTERNAL)

- Sewer flooding internal, between £150 and £1,000 equal to annual sewerage charges.
- Sewer flooding external, between £150 and £1,000 equal to 50% annual sewerage charges.

If you think you are entitled to compensation, you have to make a claim within 3 months of the incident.

Claim forms can be found from Southern Water's website or through the Contact Centre on 0330 303 0368 (calls charged at local rate).

*Note: If property is flooded externally due to a failure of our drainage system, Customers may claim an amount equivalent to half your annual sewerage charges – £75 minimum, up to a maximum of £500.*

<https://www.southernwater.co.uk/our-performance/key-policies/guaranteed-standards-of-service>

## OTHER COMPENSATION

- Appointments not made properly, £20
- Appointment not kept, £20
- Low water pressure, £25

- Interruptions to supply without correct notice, £20
- Supply not restored, £20 for first 24 hours and then £10 per 24 hours after
- Not responding to account queries, £20

<https://www.citizensadvice.org.uk/consumer/water/your-water-supply/interruptions-to-your-water-supply/>

## **FURTHER INFORMATION ABOUT FLOODING**

- [Deal with flooding in a rented home](#)
- [What to do when your home is flooded](#)