

Non-household appointment policy

- Appointment hours are 8am to 4pm, Monday to Friday (excluding bank holidays).
- Appointments are offered in morning or afternoon windows (8am – 12 noon or 12 noon – 4pm) and/or at fixed times.
- Appointments offered but not confirmed are reserved for two business days before being cancelled.
- Premise owners/occupiers and retailers will be notified (where possible) of cancellations 24 hours before the start of their appointment window.

Any offer of an appointment will be scheduled in a window between the hours of 8am and 4pm, Monday to Friday (excluding bank holidays). Appointment windows will be available during these times to start on the hour and 30 minutes past the hour. Appointments offered will be subject to availability and the estimated duration required to complete the work. Wessex Water will work with the retailer and/or the premise owner/occupier to ensure the appointment time is convenient. In certain circumstances, Wessex Water may be able to complete a work request without the need for the premise owner/occupier to be present.

Wessex Water reserves the right to start an appointment at any time during the agreed appointment window. Once an appointment is confirmed, attendees are required to be available during these times if necessary. On occasion, Wessex Water may be able to start an appointment earlier than the agreed appointment window. This will only take place up to one hour in advance of the start time and with the permission of the agreed attendees. If an early start to an appointment is not acceptable or convenient, attendance will take place in agreed appointment window as previously agreed.

Appointments offered but not confirmed will be reserved pending confirmation for two business days after the appointment has been offered. If no confirmation is communicated to Wessex Water within two business days of any offer, or less than two business days in advance of the appointment start, the appointment offer will be withdrawn and the pending appointment window will be cancelled.

Appointment cancellations

Any confirmed appointment that is either not attended by the agreed attendees, or requested to be discontinued after arrival on site by the Wessex Water representative, without at least 24 hours' prior notice, will result in an abortive visit charge under the Wessex Water wholesale charges scheme.

If Wessex Water is unable to attend a confirmed appointment, it will aim, where possible, to give at least 24 hours' notice to the retailer and/or the premise owner/occupier. Further information on this can be found in the Wessex Water retailer promise.

Wessex Water will accept cancellations directly from the premise owner/occupier.