

# Transfer Read Dispute Charter

## 1. Purpose of this Charter

When non-household water customers change Retailers, it is essential for the reputation of both companies and the market that the switching process is as efficient and accurate as possible.

This Charter provides an opportunity for Retailers to confirm their commitment to adopting the best practice guidelines in relation to meter transfer readings to avoid or minimise any issues and ensure any that arise are addressed as quickly as possible.

## 2. General principles

- Retailers must collaborate to minimise transfer read issues and resolve any that may arise as quickly as possible.
- Both parties must work fairly and transparently, always prioritising customer interests.
- Retailers must adhere to the [Ofwat Customer Code of Practice](#) to customer billing.
- Both parties must communicate effectively to minimise issues and resolve disputes.
- Both parties must provide contact information for ease of communication.
- Both parties must adhere to a service level agreement (SLA) of five business days for resolving issues.

## 3. Escalations

- If both parties cannot agree on a resolution, they should seek support from the relevant wholesaler for clarification and assistance in finding a resolution.
- In cases where a third party or broker represents a customer, a Letter of Authority (LOA) signed within the last 12 months by a director, or someone with appropriate authority, is required for the escalation process.

## 4. Implementation

All Retailers in the non-household water market are encouraged to sign this Charter to help improve consistency and improve customer outcomes.

Signed

On behalf of

Date
