Redress Policy - Internal

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1. Purpose

This policy sets out how Blue provides redress when our actions, errors, or service failures cause inconvenience, financial detriment, or operational impact to our customers. It ensures that all customers are treated fairly, consistently, and transparently.

Redress under this policy may include service payments, account credits, reimbursement of excess charges, or goodwill gestures. This policy sits alongside the Blue Complaints Procedure and the Blue Guaranteed Service Standards Policy. Where a failure falls within the Guaranteed Service Standards, the payment levels set out in that policy apply.

2. Scope

This policy applies to:

- All Blue business water customers
- All billing, metering, and customer service activities carried out by Blue
- Situations where Blue is wholly or partly responsible for an error, delay, or service failure

This policy does **not** apply to:

- Issues caused solely by the wholesaler, third party contractors, or the customer
- Disputes relating to wholesaler policies (for example leakage allowance eligibility)
- Fraud, tampering, or deliberate obstruction of meter access
- Matters where a fixed Guaranteed Service Standards payment applies, which are dealt with under the Blue Guaranteed Service Standards Policy

Where responsibility is shared, Blue will apply redress proportionate to what we believe to be our contribution.

3. Principles

Blue applies redress in line with the following principles:

- Fairness: customers should not be left worse off because of our error.
- Consistency: similar cases receive similar outcomes.
- Transparency: customers understand how redress is calculated.
- Proportionality: redress reflects the level of impact or detriment.
- Customer-centricity: we consider the customer's circumstances, including vulnerability.
- Regulatory alignment: our decisions comply with the Customer Protection Code of Practice published by the Water Industry Commission for Scotland (WICS), the Scottish Market Code, and the Standard Licence Conditions applicable to Licensed Providers.

4. Types of Redress

Blue may provide one or more of the following:

- Service payments: fixed payments for specific service failures, as set out in the guidance table in Section 8.
- Remediation: correcting or crediting charges where Blue's error has caused financial detriment.
- Goodwill gestures: discretionary payments where inconvenience or poor experience occurred but no direct financial detriment was incurred.
- Reimbursement: refunding specific costs directly incurred because of Blue's error, on production of evidence.

5. Assessment Process

A potential redress case may be identified by the customer, by a case handler during a complaint investigation, or by a member of Blue staff through routine account review, audit, or internal escalation. Once identified, the following steps apply:

- Case review: Blue reviews the relevant account history, meter data, correspondence, and operational logs.
- Root cause analysis: we determine whether Blue is responsible, wholly or partly.
- Impact assessment: we assess the financial impact, level of inconvenience, and duration.
- Redress calculation: we apply the guidance table in Section 8 or, where the scenario is not listed, the principles set out in Section 3.
- Approval: redress is authorised in line with Blue's internal approval framework, with higher-value awards requiring management or director sign-off.
- Communication: the customer receives a clear explanation of the outcome and how any redress has been calculated.
- Application: credits or payments are applied within the timeframes set out in Section 6.

6. Timeframes

- Redress assessments will be completed within 10 working days of identification or customer request.
- Approved credits or payments will be applied within 10 working days of the decision.
- Where further evidence is required before an assessment can be completed, Blue will update the customer within 7 working days and every 7 working days thereafter until a decision is reached.

7. Vulnerable Customers

Where a customer is identified as vulnerable, Blue may:

- Prioritise the case.
- Apply enhanced redress where the impact is greater due to vulnerability.
- Offer additional support or flexibility, including tailored payment arrangements.

8. Redress Guidance Table

The following table provides guidance for common scenarios that fall outside the Blue Guaranteed Service Standards. It supports consistent decision-making but does not limit Blue's ability to apply discretion where appropriate.

Scenario	Level of Redress
Blue has failed to read a customer's meter for 12 months or more.	A service payment of up to £100 per year of failure, applied to the customer's account as a credit.
Blue has failed to read a customer's meter for over 12 months, during which the customer has experienced a leak resulting in a large catch-up bill that cannot be retrospectively reduced.	50% of the excess consumption will be applied to the customer's account as a credit, calculated by removing normal usage and applying 50% to the excess.
Blue has failed to read a customer's meter for over 12 months, causing a large catch-up bill that cannot be retrospectively reduced, where no leak was present.	20% of the excess consumption will be applied to the customer's account as a credit, calculated by removing normal usage and applying 20% to the excess.
Blue has failed to apply for a leakage allowance which can no longer be claimed retrospectively.	100% of the excess charges will be applied to the customer's account as a credit, calculated by removing normal consumption and applying 100% to the excess.

Blue has failed to inform the customer that we are the supplier of their property and has sent no correspondence to the customer.	A service payment of up to £100 per year the customer has been affected.
Blue fails to notify customers of changes to services, tariffs, or account status where no other regulatory payment applies.	£24.86 credited to the customer's account.
Missed scheduled visit without proper notice.	Covered by the Blue Guaranteed Service Standards Policy (Standard 3). Refer to that policy for the applicable payment.

9. Discretion and Unlisted Scenarios

Not all situations can be captured in a table. Where a scenario is not listed:

- Blue will apply the principles set out in Section 3.
- Redress will be appropriate to the impact and duration.
- A manager may approve discretionary redress where justified. All discretionary awards are logged for audit.

10. Exclusions

Redress will not be provided where:

- The customer prevented meter access or failed to engage.
- The issue was caused by the wholesaler and was outside Blue's control.
- The customer provided incorrect information that caused or materially contributed to the issue.
- The charges are correct and no detriment has occurred.

11. Escalation

If a customer disagrees with the outcome of a redress assessment, they may raise a formal complaint under the Blue Complaints Procedure. If they remain dissatisfied once Blue's internal complaints process has been completed, they may request an independent review as set out in the Complaints Procedure.

12. Governance and Review

- This policy is owned by the Blue Business Water Limited board of directors.
- It is reviewed annually, or sooner if regulatory or market changes require it.
- All redress cases are subject to internal audit for consistency and fairness.