

# Customer Charter

*The document is an agreement of special public significance. Through it Sofiyska Voda takes a commitment to the customers to exceed the service level KPIs set in the statutory base and comply to an even greater extent with the requirements and expectations of the citizens of the capital.*

## We offer water only of the highest quality

*We work 24 /7 to supply water with controlled quality without interruption*

- We control water quality through laboratory analyses along the entire process – from the source to the customer;
- Each month we present up-to-date and clear information on the company's website about the water quality in your residential quarter;
- We respond within 2 hours to each signal concerning poor water quality and return calls with the initial results within 48 hours of the signal's submission. We request confirmation by you that the water is with the usual excellent quality.

## We are on your side all the time

*We make sure we provide you with the best customer service; we supply water in a reliable manner; you may contact us at any time free of charge*

- We receive emergency signals (for lack of water supply, flooded property, street leaks, deteriorated water quality) 24 / 7 and respond with on – site inspection within 2 hours;
- We inform you through the media, the company's website and on tel. 0800 121 21 about emergency interruptions of the water supply and up to 2 days in advance about planned water supply interruptions. We also offer individual notification through free SMS or email;
- We respond to your calls 24 hours a day. If you have been unable to reach us and have left a message on our voicemail, we will call you back within 2 hours;
- The Customer Service Centers are easily accessible via public transportation, they are modern and technologically equipped, and have convenient working hours.
- We respond to all your letters within 12 days; to all of your e-mails and inquiries through the company's website within 3 days; we will register and check each signal submitted by you if you are not completely satisfied with our services;
- When a visit has to be made to your property we schedule the date and time frame of the visit when you contact us for the first time.

## For us human solidarity is above all

*Our services are adapted so that they can be used by vulnerable persons*

- ▶ We help our customers to pay for our services when they are facing financial difficulties by offering them flexible deferred payment schemes;
- ▶ The phone conversations with our CSC are free of charge;
- ▶ The Customer Service Centers are accessible to people with special needs.

## We take care of your needs

*You choose the most convenient way for you to contact us*

- ▶ You may personally receive replies to your questions in the preferred way of communicating with us – over the phone, at the Customer Service Centers or online;
- ▶ We offer an increasing number of digital services and diverse payment channels;
- ▶ You contribute to the improvement of our services as we listen to your opinion from the annual customer satisfaction survey;
- ▶ We send invoices with detailed information, which you may receive in the most convenient for you way; we answer questions relating to the invoices.

## We are resourcing the world ..... Together

*Just like you, we at Sofiyska Voda care about the future of our planet.*

- ▶ We constantly implement innovations for the conservation and renewal of natural resources – from the water sources through the return of the treated water back to nature;
- ▶ We raise awareness and responsibility for the environment;
- ▶ We encourage responsible water consumption;
- ▶ We share with you the good practices concerning wastewater treatment and environmental protection;
- ▶ We make it easy for you to submit signals for water losses and we appreciate that you are part of our efforts for water loss reduction.