

## Guaranteed Service Standards (GSS) Application Form

### Conditions of the GSS Scheme:

1. The Water Services Corporation will not consider claims received after 10 working days from resumption of water supply.
2. Persons who received an emergency WSC water supply are not eligible for compensation.
3. Water supplied by WSC water tankers is first-class quality and meets L.N. 17 of 2009 as amended by LN 242 of 2009 and the EU Drinking Water Directive's regulations (98/83/EC). The WSC is not responsible for the quality of the water supplied if this is tainted by lack of maintenance of the individual customers' roof tanks and/or internal network.
4. If an unplanned water suspension is due to a power failure, *force majeure*, or affects high-rise buildings exceeding 24 meters measured above street level, the WSC is not liable for compensation.
5. Any subsequent compensation awarded by the Advisory Board shall be considered to be the full and final settlement between the individual claimant and the WSC.

1. Company Name (if applicable): _____	
2. Account No.: _____	3. I.D. No.: _____
4. First Name: _____	5. Last Name: _____
6. Service Address: _____ _____	
7. Contact Numbers: _____	
8. Date when water suspension was noted: _____	
9. Did you request an alternative WSC water supply?	<input type="checkbox"/> YES <input type="checkbox"/> NO
10. Did the WSC provide you with an alternative water supply?	<input type="checkbox"/> YES <input type="checkbox"/> NO
11. Did you accept the alternative water supply?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A
I declare that the information above is true.	
_____ 12. Customer's Signature	_____ Date

*A decision in writing from the Advisory Board will be communicated within forty (40) but not more than sixty (60) working days of receipt of claim. Customers having their claim rejected can activate dispute resolution proceedings within one (1) year from submission of this form by referring to Regulator for Energy and Water Services (REWS) or the Office of the Ombudsman.*

### **For office use only:**

Notification no.: \_\_\_\_\_ Date of Receipt: \_\_\_\_\_

## Applikazzjoni għall-iskema ta' Servizz ta' Kwalita' Garantit (Guaranteed Service Standards)

### Kundizzjonijiet applikabli għall-iskema tal-SKG:

1. Il-Korporazzjoni għas-Servizzi tal-Ilma ma tikkunsidrax talbiet għall-kumpens jekk dawn jaslu wara għaxart (10) ijiem tax-xogħol minn meta s-servizz reġa gie lura għan-normal.
2. Persuni li rċevew l-ilma tal-KSI f'każ ta' emergenza m' għandhomx il-jedd li jirċievu kumpens.
3. L-ilma li tissupplixi l-KSI permezz tal-*browsers* huwa ilma tajjeb għax-xorb kif indikat fl-Avviż Legali nru. 17 tal-2009 kif inhu emendat mill-Avviż Legali nru. 242 tal-2009 u r-regoli (98/83/EC) tad-Direttiva dwar l-Ilma tax-Xorb tal-UE. Il-KSI mhix responsabbli għall-kwalita' tal-ilma jekk it-tank ta' fuq il-bejt u/jew is-sistema interna tad-djar tal-konsumaturi mhumiex miżmuma tajjeb.
4. Il-KSI mhix responsabli biex tagħti kumpens f'każ li l-qtugħ fis-servizz tal-ilma huwa riżultat ta' qtugħ fil-provista tal-elettriku, każ li m'hemmxx kontroll fuqu (*force majeure*) jew jekk il-binja hija għola minn 24 metru l-fuq mit-triq.
5. Kull kumpens approvat mill-*Advisory Board* huwa meqjus bħala d-deċiżjoni finali li l-KSI tħallas lill-konsumatur.

1. Isem il-Kumpanija (fejn applikabli): \_\_\_\_\_

2. Nru. Tal-Kont: \_\_\_\_\_ 3. I.D. No.: \_\_\_\_\_

4. Isem: \_\_\_\_\_ 5. Kunjom: \_\_\_\_\_

6. Indirizz ta' fejn jinstab is-Servizz:

\_\_\_\_\_  
\_\_\_\_\_

7. Nru. Tat-Telefon / Mobile \_\_\_\_\_

8. Id-data ta' meta indunajt bil-qtugħ tal-ilma: \_\_\_\_\_

9. Għamilt talba lil KSI biex tagħtik sors alternattiv ta' ilma?  IVA  LE

10. Il-KSI pprovdietlek ilma alternattiv?  IVA  LE

11. Aċċettajt l-ilma li l-KSI offritlek?  IVA  LE  Mhux Applikabli

Jien niddikjara li l-informazzjoni ta' hawn fuq hija vera.

\_\_\_\_\_  
12. Firma tal-Konsumatur

\_\_\_\_\_  
Data

*Id-deċiżjoni tal-Advisory Board tintbghat bil-miktub fi żmien erbghin (40) sa massimu ta' sittin (60) jum tax-xogħol minn meta nirċievu it-talba. Il-Konsumaturi li t-talba tagħhom ma tiġix milqugħha għandhom jappellaw għad-deċiżjoni billi jirreferu l-każ tagħhom lir-Regulator Għas-Servizzi tal-Energija u l-Ilma (REWS) jew l-Uffiċċju tal-Ombudsman sa mhux aktar tard minn sena wara li tiġi sottomessa din l-applikazzjoni.*

### Għal użu Uffiċjali:

Nru. Tan-Notifika: \_\_\_\_\_

Data: \_\_\_\_\_