

Our Customer Care Plus scheme offers a range of additional services free of charge, including a secure password scheme, help reading your water meter, extra assistance in the event of a disruption to the water supply, bills printed in braille or large print and a foreign language service.

For more information about the services that we offer to customers registered with Customer Care Plus, please contact us on 0845 600 3 600 (Monday to Friday, 8am to 6pm) or write to:

Customer Care Plus
BWBSL
1 Clevedon Walk
Nailsea
BS48 1WA

If you have hearing difficulties and use a textphone, you can ring us on our minicom number on 0845 6 056 585 (Monday to Friday, 8am to 6pm).

To ensure that we deliver a good service to all our customers, telephone conversations may be recorded. This allows us to ensure that our staff are providing an accurate and polite response.

This leaflet is available in braille, large print and other formats.

Code of practice billing enquiries and complaints

www.bristolwater.co.uk

www.wessexwater.co.uk



**BRISTOL
WATER**
An AGBAR Company

**Wessex
Water**
a YTL company

We want to help

As a Bristol Water and Wessex Water customer we believe you are entitled to a high level of service from us and our joint billing company Bristol Wessex Billing Services Limited, BWBSL.

We want to hear from you if you are disappointed with the service you have received.

Unless you tell us where we are going wrong, we will not know how to improve our service in the future.

If you have a question

If you have a question about your bill, you can contact us in one of three ways:

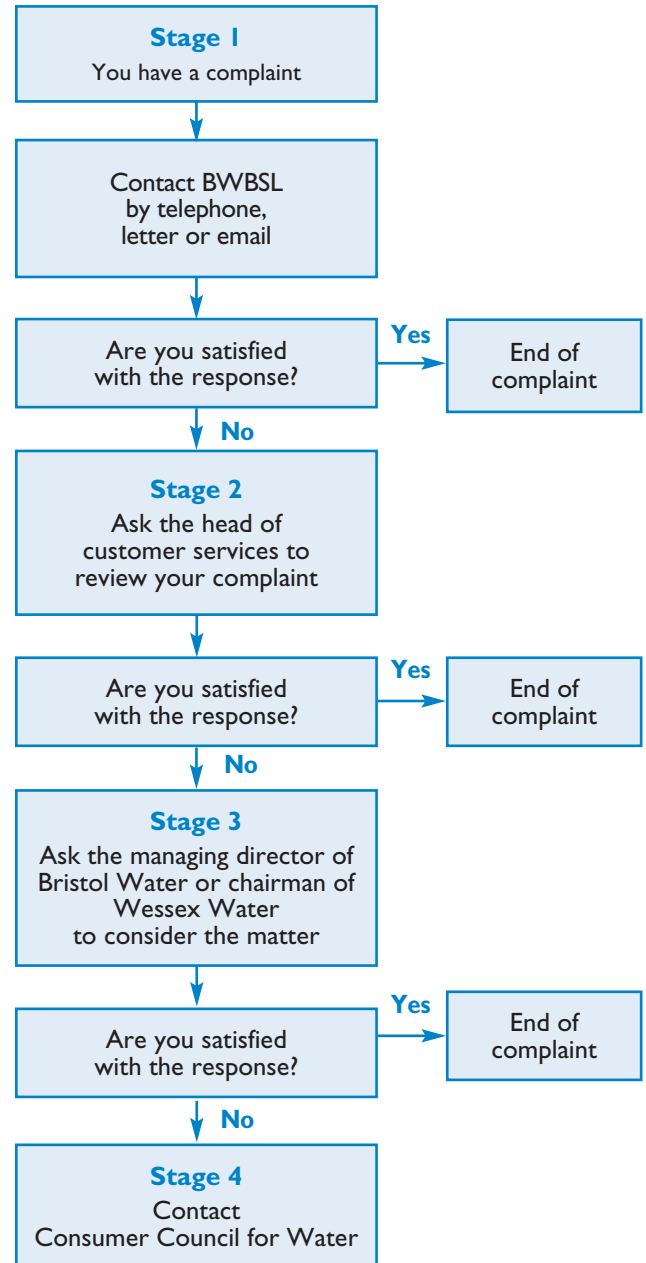
Telephone: **0845 600 3 600**
Minicom equipment users only
0845 605 6 585
(Both numbers Monday to Friday,
8am to 6pm)

Letter: Customer Services
BWBSL
1 Clevedon Walk
Nailsea
BS48 1WA

email: customer.services@bwbsl.co.uk

If you have a complaint

If you have a complaint, we have a simple procedure for you to follow to ensure your complaint is dealt with promptly.



Stage one

If you have a complaint about your bill, you can contact us in one of three ways:

Telephone: 0845 600 3 600
Minicom equipment users only
0845 605 6 585
(Both numbers Monday to Friday,
8am to 6pm)

We will try to resolve your complaint there and then. If this is not possible we will make sure you receive a written response within five working days from the date you call us unless a visit to your property is required. In these cases we will reply within 10 working days.

Letter: Customer Services
BWBSL
1 Clevedon Walk
Nailsea
Bristol
BS48 1WA

email: customer.services@bwbsl.co.uk

We will reply to you within 10 working days from the date we receive your complaint.

If we fail to respond within these timescales, you will automatically receive £35 compensation under either the Bristol Water or Wessex Water customer guarantee schemes.

For a full list of our guarantees see our websites www.bristolwater.co.uk or www.wessexwater.co.uk/promises or ring 0845 600 3 600 (Monday to Friday, 8am to 6pm). Our guarantees apply to our water supply, sewerage and customer services.

For all complaints we will consider what action to take to put things right. If your complaint is justified, we will apologise and correct our mistake. It may be appropriate to review company policy or consider financial compensation.

If you contact us to dispute a debt, we will put the debt recovery process on hold until the situation is resolved. You must pay any amount not in dispute immediately while we investigate.

We will accept a complaint from a third party representing you such as a relative, carer or citizens advice bureau provided they have your permission.

Stage two

If you are not happy with the reply to your complaint, you can have your complaint considered by the head of customer services.

Please send your letter, saying why you think we have failed to answer your complaint satisfactorily, to: Head of Customer Services, BWBSL, 1 Clevedon Walk, Nailsea BS48 1WA. Alternatively you can email: customer.services@bwbsl.co.uk

Your complaint will be reviewed and a reply sent to you within 10 working days of receiving your letter.

Stage three

If you are not happy with the response from the head of customer services, you can refer your complaint to either the managing director of Bristol Water or chairman of Wessex Water.

Please write to:

Managing director
Bristol Water Plc
PO Box 218
Bridgwater Road
Bristol BS99 7AU

Chairman
Wessex Water
Claverton Down
Bath
BA2 7WW

The managing director or chairman will review your complaint and our responses to date and reply to you within 10 working days of receiving your letter.

Stage four

If you are not happy with the decision made by the chairman, you have the right to refer your complaint to the Consumer Council for Water, the local water watchdog.

This independent body represents the interests of water and sewerage customers and has legal duties for dealing with customer complaints. It will look at the facts relating to your case and take the matter up with us on your behalf. This service is free of charge.

Your letter, detailing your complaint and the responses you have received from BWBSL, should be sent to:

Consumer Council for Water
2 The Hide Market
West Street
St Philips
Bristol BS2 0BH

Telephone: 0845 707 8 268 or 0117 955 7001

Fax: 0117 955 7037

Visit: www.ccwater.org.uk

If the Consumer Council for Water thinks your complaint is justified, we will be asked to take the appropriate action to put things right.

Disputes handled by the Water Services Regulation Authority (Ofwat)

In some cases the Consumer Council for Water will not be able to deal with your complaint.

You or the Consumer Council for Water may refer certain disputes to the Water Services Regulation Authority (Ofwat) for a decision.

Either Bristol Water or Wessex Water or the Consumer Council for Water can provide more information about which disputes can be referred to Ofwat.

Arbitration

Our complaints procedure is designed to make it as easy as possible for you to have your complaint dealt with quickly, cheaply and fairly.

Some complaints may need to be decided by an arbitrator and not Ofwat. These include prevention of contamination, costs of installing a water meter and location of a water meter and compensation for street works.

We hope you will not have to resort to the time and expense of arbitration or legal proceedings.

For more details about arbitration, contact your local office of the Chartered Institute of Arbitrators.

Operational enquiries and complaints

If you have an enquiry or complaint relating to your water supply or sewerage service, please contact the relevant company.

Bristol Water – water supply enquiries only

Telephone: customer services on 0845 702 3 797 or email customer.services@bristolwater.co.uk

Wessex Water – sewerage enquiries only

Telephone: customer services on 0845 600 4 600 or email operational.enquiries@wessexwater.co.uk

A leaflet with more information on each company's procedure for complaints relating to operational matters is available – contact the relevant company's operational customer services.