

## Your water supply

### Excellent service performance

For the second year running, Bristol Water has been awarded maximum scores for customer service and leakage performances in Ofwat's annual assessment of service and delivery. Based on our customer satisfaction surveys, in percentage terms our customers rate us in the high 90's and continue to tell us that our service performance is excellent. We have also had another exceptional year for water quality with 99.97% of all drinking water samples complying with the Drinking Water Inspectorate's standards.

### Investment

Work on the delivery of the £172m investment programme required by Ofwat's determination of price limits for the period 2005 – 2010 is coming to an end. All major projects are now completed with the remaining work relating to maintenance of the assets. Behind all this work is one simple aim – to continue to deliver high standards of service to you at excellent value.

The expenditure over the five-year period is summarised below:

	Treatment works	Distribution systems	Support activities
<b>Maintaining</b>	<b>£33.1m</b>	<b>£49.4m</b>	<b>£15.1m</b>
<b>Enhancing</b>	<b>£21.0m</b>	<b>£51.1m</b>	<b>£2.1m</b>

In the coming years, we need to increase investment levels over previous levels to deal with:

- climate change effects
- growth of population
- sustainable levels of service
- improved resilience in our service.

Only in this way can we ensure customers continue to get the service they say they want from us.

### Guaranteed Standards Scheme and our Bond

We are required to deliver certain service standards under the regulatory Guaranteed Standards Scheme and our Bond includes customers' basic statutory rights plus substantial extra service commitments in key areas not covered by the regulatory scheme.

If we ever fail to meet our commitments we try to resolve this as quickly as possible and if it is our fault, will pay compensation – generally £30. In many cases this is automatic and you won't have to make a claim but in some cases you may need to make a written claim.

We are pleased to confirm that no complaints have been investigated in the last two years by the independent water watchdog, the Consumer Council for Water and we feel this demonstrates our total commitment to achieving excellent service standards and deliveries to our customers.

@ For a copy of the Bristol Water Bond, please call 0845 702 3797 (Monday – Friday, 8am – 6pm) or visit our website [www.bristolwater.co.uk](http://www.bristolwater.co.uk)

### Leaky pipes?

Our Leakage Code explains to customers what they should do if they have a leak on their external water supply pipe for which they are responsible. If we find a leak on your pipes, legally we will require you to repair it or replace the pipe. However, you may be eligible for our LeakStop scheme where the first repair on your external supply pipe is free of charge and a second repair is charged at a subsidised fixed price.

@ For details about our LeakStop scheme or for a copy of our Leakage Code, ring 0845 702 3797 (Monday – Friday, 8am – 6pm) or visit our website [www.bristolwater.co.uk](http://www.bristolwater.co.uk)

If you spot a leak, call our Leakline on 0800 801011 (24 hours).

### Plumbing problems?

Problems with your internal plumbing? Our team of experienced and qualified plumbers will be able to help you resolve your internal plumbing problems – call Bristol Water Plumbing for a quote – 0117 9665881 (Monday – Friday, 9am – 4pm).

### Saving Water

Bristol Water continues to beat the leakage targets set by Ofwat, the industry regulator. Customers can also save water by carrying out some of the following tips:

- Repair dripping taps as soon as possible to minimise water waste
- Put a small filled plastic bottle in your toilet cistern to act as a displacement device
- Turn the tap off when cleaning your teeth
- Collect rainwater in a water butt for garden watering and washing your car
- Only use your dishwasher or washing machine when full.
- Take a shower instead of a bath
- Use a bowl when washing up or preparing vegetables.

For additional water saving tips telephone 0117 953 6470 (24 hours) and ask for a water saving leaflet. Please leave your name and full postal address when leaving a message out of hours.

### Water Butt Offer

For great deals on water butts, call Straight on 0845 230 7879 or visit the website – [www.bristol2u.com](http://www.bristol2u.com)

## Your sewerage service

Your sewerage services are provided by Wessex Water – the best performing and one of the most efficient water and sewerage companies in England and Wales.

To continue to deliver the already high standards of service you receive and to make further improvements we are investing around **£500 million** on sewerage services between 2010 and 2015.

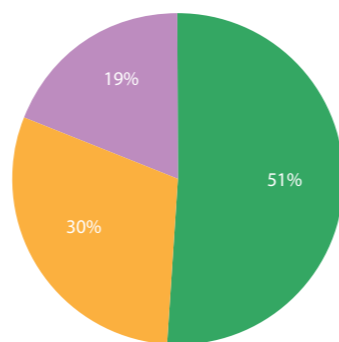
We have focused on delivering an investment programme which includes improvements that customers have told us they see as most important.

At the same time we will be maintaining our sewerage infrastructure to ensure you are provided with reliable services.

### What do we maintain and operate?

**17,000 km** of sewers in the region  
**1,455** pumping stations used to take sewage away  
**407** sewage treatment works treating sewage to a standard so it can safely be returned to the environment

### How are we improving services between 2010 and 2015?



- Improving the environment**
  - improving 15 sewage treatment works to meet new environmental standards
  - reducing our carbon footprint by increasing the amount of renewable energy we generate from sewage sludge.
- Reducing the risk of pollution**
  - improving sewer overflows in the Bristol area
  - providing public sewers for 580 properties where current drainage is poor
  - protecting critical assets from the risk of flooding
  - increasing the capacity of sewage treatment works so that they can deal with a growing population.
- Reducing the risk of sewage flooding**
  - reducing the risk of flooding from the sewer for 500 customers.

## Important information

### Our performance

We are monitored by various bodies including Ofwat and the Environment Agency. Our performance continues to be among the highest in the UK:

- our sewage treatment compliance is 99.9%
- our compliance with bathing water standards is 100%
- our customer satisfaction levels are 96%.

### Our promises

We offer domestic and business customers one of the best overall guarantees in the industry.

This is underpinned with a 'no quibble' promise and compensation payments among the highest in the industry.

Our guaranteed standards apply to our sewerage services such as sewer flooding and to customer services like account queries, appointments, written complaints and debt collection.

For a full list of our promises see our website [www.wessexwater.co.uk/promises](http://www.wessexwater.co.uk/promises) or ring 0845 600 3 600 (Monday – Friday, 8am – 6pm).

### Sewage flooding

Our guide to sewage flooding explains what to do if your property is affected by internal or external flooding and how Wessex Water can help. If your property is flooded, ring the Sewage Floodline on 0845 850 5 959 (24 hours).

### Don't flush it – bag it and bin it

To avoid blocked pipes and plumbing bills put the following in your bin: contraceptives, disposable nappies, wet wipes, plasters, incontinence pads, female hygiene products, colostomy bags and bandages.

Wrap razor blades carefully in paper and put them in the bin and return medicines to your local pharmacy. Syringes and needles should be returned to a healthcare provider.

Don't pour fat from cooking down the sink as it can cause blockages when it cools. Let it cool and pour it into a container before putting it in the bin.

### DATA PROTECTION

Bristol Water and Wessex Water will use information about you to help them to deliver and improve the services they provide to you and to let you know about related products they believe you might be interested in. This information will also be used to manage your account, including the collection and recovery of charges. The information will be disclosed to Bristol Wessex Billing Services and to other service providers for these purposes and also, where you receive sewerage services from

Wessex Water and a water supply from Bristol Water, by Bristol Water to Wessex Water.

Your information will not be disclosed to any other third party without your consent except in circumstances permitted by law such as where required to do so by the courts or to comply with other legal obligations; to detect and/or prevent crime or for credit reference purposes.

Telephone calls may be recorded or monitored for training purposes and to protect both your and our interests.

This leaflet helps answer any questions you may have about your bill and provides information about the services we offer. Inside you will find your bill explained and information about where your money goes.

### Your bill

You will pay for your water and sewerage services based on metered or unmetered charges. Metered charges use the volume of water you consume and are measured by a meter on your property.

Unmetered charges use the rateable value of your property and not the amount of water you use. They're different for each property and we are required by law to use rateable values last set by the valuation officer of the Inland Revenue on 31 March 1990.

@ See our websites, [www.bristolwater.co.uk](http://www.bristolwater.co.uk) or [www.wessexwater.co.uk/faqs](http://www.wessexwater.co.uk/faqs) or ring our rateable value talking leaflet line on 0845 606 6 269 (24 hours) for more information.

@ Go to the web for more information

### Charges

Charges for water and sewerage services that are applicable from 1 April are published on 1 March, once approved by Ofwat. Visit [www.bristolwater.co.uk](http://www.bristolwater.co.uk) or [www.wessexwater.co.uk/charges](http://www.wessexwater.co.uk/charges) or call 0845 600 3 600 (Monday – Friday, 8am – 6pm).

To obtain our charges explained booklet call 0845 606 6 271 (24 hours). Further information about charges is also available from our regulator [www.ofwat.gov.uk](http://www.ofwat.gov.uk)

### Direct Debit

Paying your bill by direct debit allows you to spread the cost of your water and sewerage services at no extra charge.

It is a simple and convenient way of paying your bill providing peace of mind knowing it is paid automatically on a monthly basis.

For more information call 0845 600 3 600 (Monday – Friday, 8am – 6pm).

### Problems paying

We can help but you must contact us as soon as possible. We might be able to:

- offer you a flexible payment plan
- deduct payments directly from your benefits under the Water Direct scheme
- put you on Restart or Restart Plus, our schemes to help those in debt get back on track
- check whether you are entitled to WaterSure
- put you on Assist, our tariff for customers in extreme financial difficulty.

### WaterSure

If you pay for your water using a water meter and have unavoidably high water use WaterSure might help you

It's designed for people who receive one of the major social benefits and tax credits such as income support, income-related employment support allowance, working tax credit, pension credit or housing benefit and in addition either:

- receive child benefit for three or more children aged under 19 and in full time education, or
- have someone in the household with a medical condition causing them to use significantly more water.

See our websites for more information:

@ [www.bristolwater.co.uk](http://www.bristolwater.co.uk) or [www.wessexwater.co.uk/watersure](http://www.wessexwater.co.uk/watersure) or ring 0845 600 3 600 (Monday – Friday, 8am – 6pm).

### Reduction of your sewerage bill

If you can prove that no rainwater from your property drains to a public sewer you could be entitled to a reduction in your sewerage bill. To claim, you must prove that:

- all the rainfall from your roof or shared roof drains into a soakaway at the front and rear of your property
- all the rainfall from your garden, drive, patio or yard runs off into the ground.

Your claim will be unsuccessful if:

- you use a water butt but have no soakaways
- only some of the rainwater goes to a soakaway
- rainwater from your roof runs indirectly to a sewer, eg. across a pavement.

@ Ring 0845 601 5 982 (24 hours) for a leaflet and an application form or visit [www.wessexwater.co.uk/surfacewaterdrainage](http://www.wessexwater.co.uk/surfacewaterdrainage)

# We can help

## Customer Care Plus

This is our scheme that offers free, extra services to customers who have additional needs regardless of whether they are the billpayer or not. These include:

- bills and leaflets in braille, large print or a language other than English
- a security password system to protect against bogus callers
- extra assistance in the event of water supply interruptions.

See our websites:

[www.bristolwater.co.uk](http://www.bristolwater.co.uk) or

[www.wessexwater.co.uk/customerplus](http://www.wessexwater.co.uk/customerplus)

@ or ring 0845 600 3 600 or for minicom equipment users only 0845 605 6 585 (Monday – Friday, 8am – 6pm).



## Knock, knock! Who's there? Be stranger aware!

Bogus callers often prey on elderly or vulnerable people by pretending they work for a water company to con their way into homes.

All our staff carry photographic identification and we operate a password system where requested.

Our staff rarely need to enter customers' homes and will always show their identity card first and be happy to wait outside while you confirm their identity. If in doubt, keep them out!

If you think someone is not a real Bristol Water or Wessex Water employee, contact the police immediately.

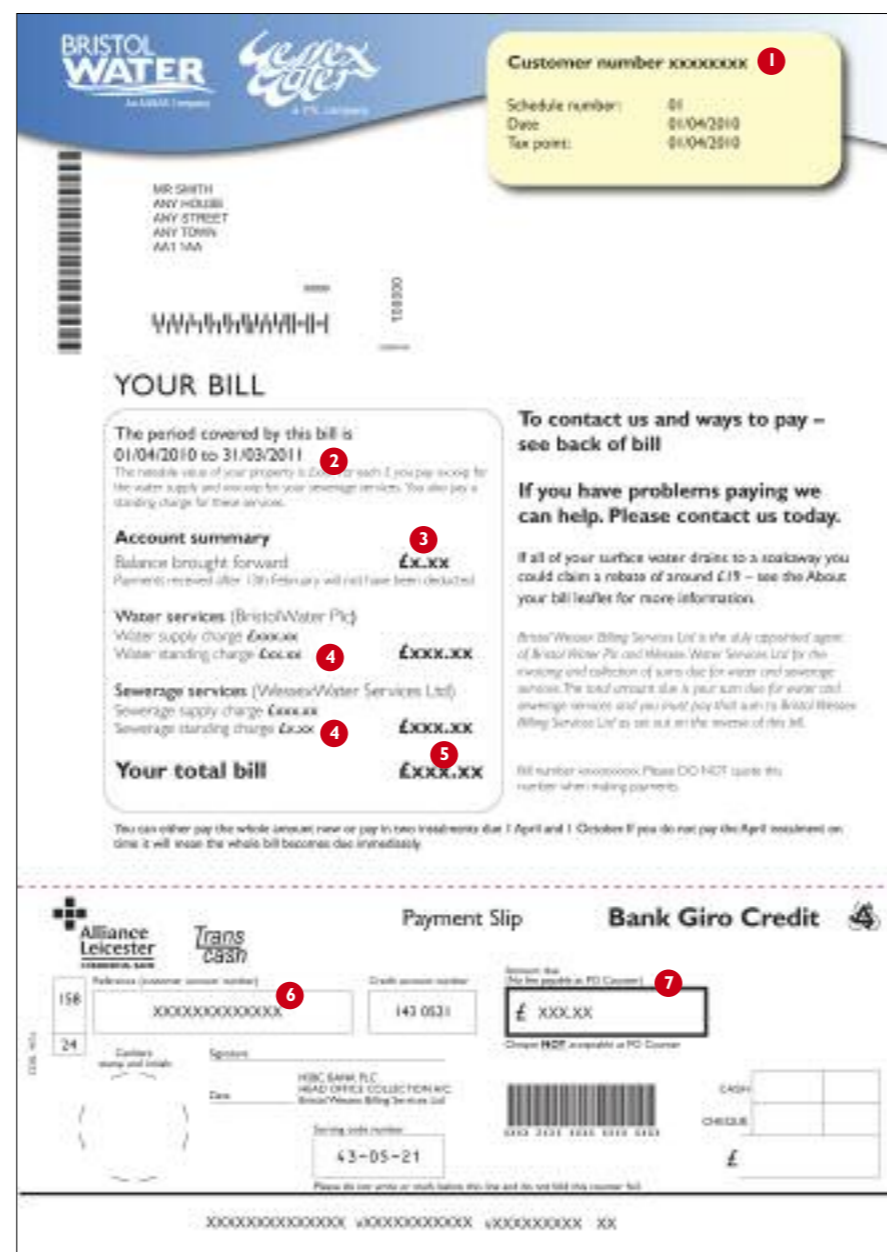
## Comment or complaint

We want to hear from you if you have any comments or complaints about the services we provide. Our code of practice for enquiries and complaints shows how you can contact Bristol Water or Wessex Water.

If you are unhappy with the response you receive from us, you can then contact the Consumer Council for Water, the independent customer watchdog, or, in some cases, the Water Services Regulation Authority (Ofwat).

See these websites: [www.bristolwater.co.uk](http://www.bristolwater.co.uk) [www.wessexwater.co.uk/cop](http://www.wessexwater.co.uk/cop) [www.ccwater.org.uk](http://www.ccwater.org.uk) [www.ofwat.gov.uk](http://www.ofwat.gov.uk) or ring 0845 600 3 600 (Monday – Friday, 8am – 6pm) for a leaflet.

# Your unmetered bill explained



**1 Customer number** – please quote the number on your bill whenever you contact us.

**2 Rateable value** – your bill is based on the rateable value of your property on 31 March 1990, not on your council tax band.

For more information please ring our rateable value talking leaflet line on 0845 606 6 269 (24 hours).

**3 Balance brought forward** – this includes the balance owed to Bristol Water and Wessex Water at the bill date.

**4 Standing charges** – these are fixed amounts payable by all

customers. Part covers the cost of billing and part reflects some of the fixed costs of providing you with water and/or sewerage services.

**5 Total bill**

- your total water supply charge
- your total sewerage charge
- your total charge this year.

**6 Reference number** – please quote the 13 digit reference number when making your payment – see ways to pay on back of the bill.

**7 Payment options** – these are explained on the back of your bill. Unless you have a payment arrangement with us, you can either pay your total bill now or pay it in two half-yearly amounts due on 1 April and 1 October. For uneven totals, the odd penny is added to the first instalment. If you do not pay the first half in April, the total bill has to be paid immediately.

**Moving house** – if you've moved or are planning to do so please let us know so that we can amend your bill.

**Sprinklers** – if you are using a sprinkler, you must be on a metered supply.

**Meter option** – if you want to be charged for the amount of water you use, rather than on the rateable value of your property, you could have a water meter. Most customers can change to a metered supply free of charge. If you apply for a meter and we are unable to fit it, we may be able to offer an alternative charge. Ring 0845 601 5 983 (24 hours) for a leaflet and application form.

Questions about your bill?  
0845 600 3 600  
(Monday – Friday, 8am – 6pm)  
[www.bristolwater.co.uk](http://www.bristolwater.co.uk)  
[www.wessexwater.co.uk](http://www.wessexwater.co.uk)

## Pay by credit card or debit card

To pay your bill by credit or debit card call our 24 hour automated speech recognition line on 0845 600 1 019. Make sure you have to hand your card details and 13 character reference number that begins 20 found in the box on your bill payment slip.

# Your metered bill explained



**1 Customer number** – please quote the number on your bill whenever you contact us.

**2 Balance brought forward** – amounts owing from previous bills or credits carried forward, including direct debit payments.

**3 Total bill** – your total charge for this bill period. Payment options are on the back of your bill. VAT is payable on water charges by some industrial customers.

**4 Reference number** – please quote the 13 digit reference number when making your payment – see ways to pay on the back of the bill.

**5 Payment** – if you have a meter, you're billed for your water in arrears and payment, to BWBSL, is due immediately.

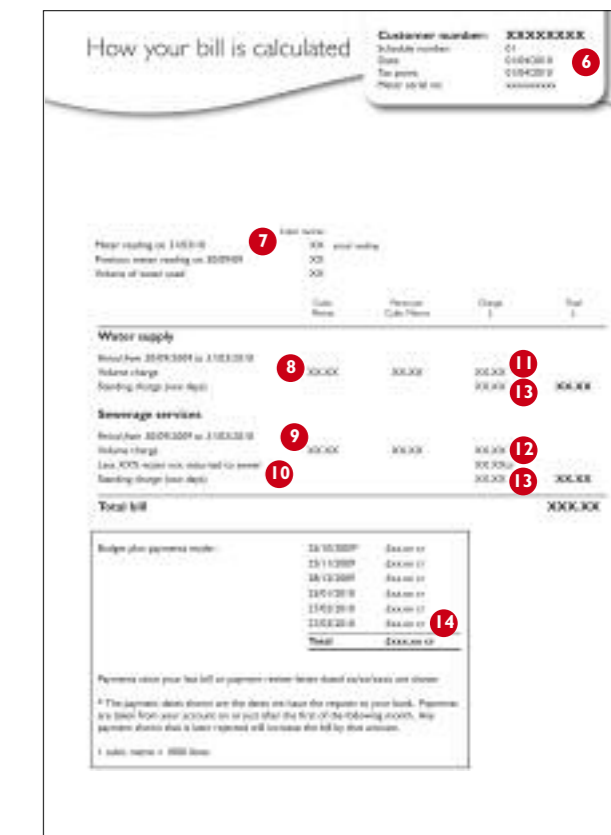
**6 Meter size** – your meter connection size determines your sewerage standing charge.

**7 Meter readings** – your latest and previous meter readings. If the reading has been estimated, you can take your own reading and call us on 0845 850 0 018 (24 hours). We will send you an amended bill.

**8 Water usage** – the number of cubic metres used since your last bill (1 cubic metre = 1,000 litres or approximately 220 gallons).

**9 Sewerage volume** – volume in cubic metres, used to calculate your full sewerage charge.

**10 % water not returned to sewer** – sewerage charges assume 5% of the water you use is not returned to the sewer. This takes into account



evaporation, car washing, garden watering and variations during wet and dry years. If you think that consistently year on year more than 5% of your water supply is not returned to the sewer, please let us know and we'll find out if you qualify for a reduction in charges.

**11 Water volume charge** – calculated by multiplying your water use in cubic metres by the price per cubic metre for water.

**12 Sewerage volume charge** – calculated by multiplying your water use in cubic metres by the price per cubic metre for sewerage. An allowance is made for water not returned to the sewer and shown as **cr** on your bill.

**13 Standing charges** – payable by all customers connected for these services. They include costs of maintaining and reading meters for water supply customers. The sewerage standing charge includes the cost of surface water and highway drainage. The sewerage standing charge is based on your meter connection size. The standing charge is an annual fixed charge. Your bill includes a proportion of the standing charge based on the number of days since your last meter reading.

**14 Budget payments** – if you pay by a budget plan, your payments since your last bill are listed here.

**Reversion to unmetered billing** – if you've recently asked for a meter to be fitted, you can possibly revert to paying your water and sewerage bill based on the rateable value of your property if there is one. This option is not available if you've been billed for more than one year on a meter.

# New Range of Home Protection Products

## WORRY-FREE LIVING WITH OUR RANGE OF HOME PROTECTION INSURANCE

Product	Monthly Premium	Annual Premium
Electrical Emergency	£3.75	£44.99
Plumbing & Drainage Emergency	£4.99	£59.88
Plumbing & Drainage Emergency plus Home Emergency	£6.67	£79.99
Plumbing & Drainage Emergency plus Home Emergency and Boiler Breakdown	£15.42	£184.99
Plumbing & Drainage Emergency plus Home Emergency and Boiler Breakdown including Annual Service	£20.83	£249.99

**FREE SUPPLY PIPE COVER INCLUDED on Plumbing & Drainage Emergency Insurance Policies**

London General Insurance Company Limited is our preferred supplier of home protection insurance



To obtain further details, Call **0800 294 7300**

or go to: [www.bristolwater.co.uk](http://www.bristolwater.co.uk)