

WATER TALK

WATER IN THE FUTURE

BRISTOL WATER has issued its 25 year vision "Water in the Future", which involves doubling investment levels.

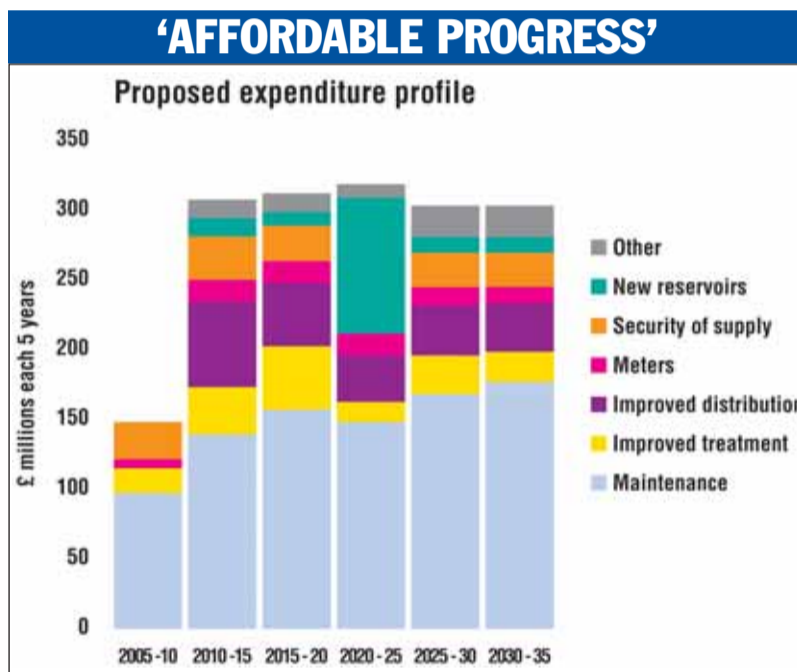
"This vision sets out our conclusions, based on customer research, on how we should address our customers' water needs in the coming years," said managing director Alan Parsons. "We have carried out considerable analysis of a variety of options and schemes to arrive at what we believe is an optimum approach."

"Customers want a safe and reliable water supply at an affordable price. Delivering this involves balancing a range of complex conflicts in a coherent way."

"Our vision is to make 'affordable progress'. This will double the current levels of maintenance and capital spending but require only slowly increasing price rises. Our proposals would still mean the average household bill in 2035 (in today's values) would remain below \$4 per week, about a quarter higher than today."

Over the 25 year period reviewed, Bristol Water expects to double investment levels. As well as maintaining current standards of service, it would:

- improve water quality
- carry out sustainable levels of maintenance
- reduce leakage significantly
- build a major new reservoir to cope with the expected growth in customers
- improve the security of supply in the case of emergencies

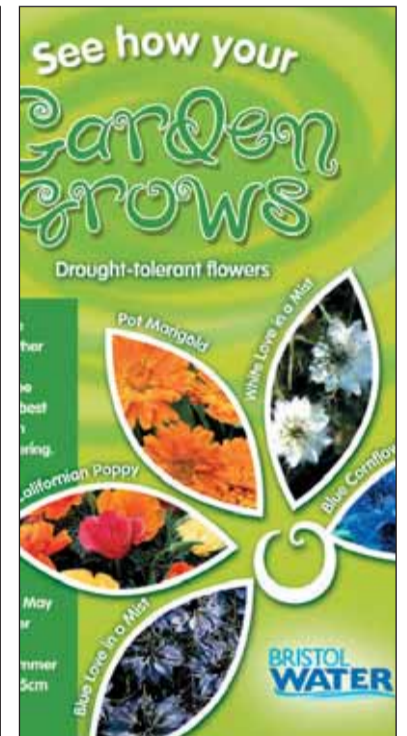


As you can see from the graph above we recommend spending about double historical levels part funded by modestly increasing the level of prices. We will try to manage other spending to accommodate the concentrated cost of building a major new reservoir so as to minimise the effects on prices.

- expect almost all customers to be metered as a method of charging
- significantly reduce its carbon footprint.

Copies of the publication are being sent out to hundreds of stakeholders around the region, from MPs to parish councils. The company wants to generate as much feedback as possible.

***Copies of Water in the Future are available on our website - www.bristolwater.co.uk where customers can also give their comments online. Alternatively, call 0117 953 6470 or email corporate.affairs@bristolwater.co.uk for a copy, stating your name and address.**



A BLOOMING GOOD IDEA

Bristol Water's gone into the flower business!

Well, not really - but it is certainly aiming to plant the seeds of water conservation in the minds of its young customers.

This Spring, the company will be distributing special free packs of seeds of drought-tolerant flowers to children around the area. The seeds can also be obtained by calling BW Corporate Affairs on 0117 953 6470 or via corporate.affairs@bristolwater.co.uk

The idea is to show the children how they can have a colourful display while using very little water. The packs also contain other advice on saving water in the garden.

The initiative is another part of the company's continuing efforts to promote water conservation, especially in the garden.

The Investment

For well over 160 years now, we've been the source of local water supply for the Bristol region. We have invested constantly to meet growing demands and ever-improving quality standards. Most recently, we've been spending £24 million to improve the security of supply for a population of almost 200,000 in the northern and eastern parts of Bristol and surrounding areas. This scheme would have helped to deal with the type of water supply problems experienced in Gloucestershire during this summer's flooding. Over the next two years, we need to invest another £44 million to ensure you continue to get what you want - good, clean water, always on tap.

For more information call 0117 953 6470, visit www.bristolwater.co.uk, or write to Corporate Affairs, Bristol Water plc, PO Box 218 Bridgwater Road, Bristol BS99 7AU.



“The Bristol Water Bond sets out the levels of service we aim to achieve. It is OUR commitment to serving YOU, our domestic customers.

Our main objective is to provide you with a safe and reliable supply of water at all times. We are proud of our excellent record from over 160 years of experience. We operate an extensive network involving complex treatment processes and many support services to bring water to your tap, safe to drink. All this is backed up by thorough planning and highly trained staff.

We aim at all times to give good service and deal promptly and fairly with you. We are required by Government to make certain undertakings of service to you. However, where possible, we go further.

We believe that Bristol Water has the trust of its customers and of the communities it serves. We would never intentionally do anything to break that trust - it is our most valuable asset.

Our Bristol Water Bond commitments to you are set out here in clear and simple English. Please keep a copy in case you need to refer to them in future - although we hope the need never arises.”

Alan Parsons, Managing Director.



WATER QUALITY

1. We will supply you with water that is safe to drink, meeting the legal water quality standards. Protecting your health is of paramount importance to us. If there is ever a need to impose ‘boil water’ precautions, give ‘do not use’ advice or suspend supplies for water quality reasons, then we will do so and if the problem is our fault we will pay you £10 compensation.

2. Although we always try to resolve water quality enquiries immediately, we promise to phone you back within 4 hours during the normal working day with any additional water quality information you reasonably require. If your call relates to health concerns we will phone back within 4 hours regardless of the time or day. If we agree it would be helpful to sample your tap water, we will arrange a visit at a convenient time.

3. We will phone you with the results of a sample taken because of a health complaint no later than 2 working days after the results become available. Within 5 working days of all results being available, we will, if you request, confirm them to you in writing.



WATER SUPPLY

4. We will give you notice of a planned cut off of your water supply and an expected restoration time. We will pay compensation if the cut off lasts more than 4 hours and we had not given you 48 hours prior written notice.*

5. After planned maintenance work, we will restore supplies within the time specified in the warning notice.*

6. We will restore supplies interrupted by an emergency within 48 hours of our becoming aware of a burst or a leak on a strategic main or within 12 hours in any other circumstance.*

7. We aim to provide you with a a good flow of water at your tap.*

8. If you are the first person to report an unidentified leak from our pipes and we have not repaired it within 10 working days, we will pay you £30 (unless we have to give extended notice to the local Highway Authority or third parties).

9. We will usually repair, free of charge, a domestic customer’s external underground supply pipe (up to the external wall of the house) on the first occasion a leak is found.

10. We will give you leakage allowances if you are a domestic customer when a leak on your pipe causes your metered water use to be higher than normal. For the first leak we will allow you 100% of the higher consumption and for the second leak 50%. You must advise us of the problem and carry out repairs promptly. Allowances for business customers are different.

11. We will help you undertake a water usage audit if requested.

12. We will carry out a survey and fit a meter as quickly as possible (where it is feasible to fit one) and certainly within 45 working days of receiving your signed application form other than during promotional campaigns. This period is extended to 60 working days for applications received in the period March to June. If we do not install the meter by the end of the specified time period we will not charge for water services until the meter is fitted.

13. We will replace your meter within 20 working days of it being discovered to be faulty.

14. When we install or change your water meter we will provide written details including the date, the meter serial number and its reading.

15. If your supply is metered and we agree you need to run water to flush the supply, we will make an allowance of £5.

16. We will carry out a survey within 10 working days of your request for the relocation of a water meter. We charge for this service.

17. We will provide you with a connection to our mains within 10 working days of our final inspection and receipt of your connection charge (unless we have to give extended notice to the local Highway Authority or third parties).

18. If you have replaced your lead or galvanised iron supply pipe, we will replace ours and connect to your new one within 10 working days of our final inspection of your completed work and payment of charges (unless we have to give extended notice to the local Highway Authority or third parties).

Our Commitment To You



CUSTOMER SERVICE

19. We will respond to your written complaint within 10 working days of receipt.*
20. If we need to meet you or enter your home, we will offer you an appointment to visit either in the morning or afternoon or, if you request, within a 2 hour time band. Our representative will arrive within the agreed time period. We will give you at least 24 hours notice of the need to rearrange an appointment.*
21. If you are registered for our Customer Care Plus scheme we will, if requested, send a bill or an item of literature in an agreed format e.g. Braille, large print or communicate with you in a specially requested way. We will process completed applications to join the scheme within 10 working days of receipt.
22. If your property is damaged or flooded because of a burst or leak from a water main, we will offer to clean up and arrange for our appointed loss adjuster to assess your needs and claim.
23. We will recompense you for clothes stained during washing if it is our fault.
24. Company employees and those working on behalf of the Company will treat you courteously.
25. If we fail to pay compensation due by certain deadlines, we will pay you additional compensation.*



BILLING/PAYMENTS

26. We will respond to your enquiry concerning the accuracy of a bill we have sent you within 5 working days of receipt or 10 working days if a site visit is required.*
27. We will rebate an unmetered domestic charge after being notified that a property is unoccupied but furnished as a result of the householder going into hospital or residential care or living with a relative.
28. If you have given us 5 working days notice of when you are moving, we will send a final bill within 5 working days of you leaving.
29. We will issue a replacement bill within 10 working days of your request being received.
30. We will respond within 5 working days if you request a change in payment method that we cannot meet or accept.*
31. If we take a direct debit payment in error, we will pay your costs and any related bank charges and will correct the error within one working day.
32. If you overpay us as a result of our error, we will repay you together with interest on the overpayment as soon as we are aware of the problem.
33. If you request a receipt for a payment we will send one within 5 working days.
34. If we refer your debt to a debt collection agency they will act properly in accordance with the Credit Industry Code of Practice.
35. If we incorrectly issue a county court claim against you for a debt for which you are not liable and for which you have previously informed us that you are not liable, we will correct the situation and withdraw the fees and costs from your account and give you £100.

Note 1

*These commitments are required by law, all the others are our additional discretionary commitments.

SO WHAT HAPPENS IF WE GET IT WRONG?

We believe our commitments reflect excellent service. They are highly challenging to consistently achieve and go well beyond the minimum legal requirements. Inevitably, though, there will be occasions when things do not go as well as we would like. We are only human, too.

There can be no absolute guarantee that we will always meet our objective of providing a safe and reliable supply at all times. We have significant back-up systems and plans designed to meet most circumstances. But we cannot guarantee to cover every possible situation. To do so would mean duplicating many of our systems - and increasing your bills very significantly. We have to strike an appropriate balance.

- **If things go wrong, we will do our best to get things back to normal as quickly as possible.**
- **In addition, if it is our fault we will pay compensation. If the failure is covered by legislation (see Note 1 left), then we will pay you automatically if we can identify you have been affected. Otherwise you should make a claim. Unless shown differently above, we pay £30. In each case the compensation will be at least at the level laid down by legislation. Usually it will be more.**

The not so small print

All documents contain small print – not to try to confuse you but because definitions, conditions and exclusions need to be spelt out in full detail.

The Bristol Water Bond is no different. The information about the Bond printed on these pages is intended to serve simply as a general guide to the commitments we offer. It does not set out in full all our legal obligations to you, nor the circumstances when we will not provide compensation.

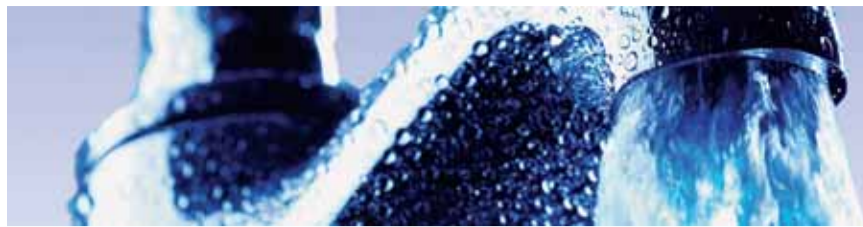
Putting it simply, our commitments do not apply if we are prevented from meeting our standards as a result of the actions of a third party or exceptional circumstances such as severe weather, industrial action or abnormal conditions.

Most of our customers are billed by Bristol Wessex Billing Services Ltd jointly for water supplied by Bristol Water and sewerage services handled by Wessex Water. If this is the case, you will receive only one payment per incident that relates to billing or payment matters.

In many matters, compensation is automatic - we will pay you without you having to make a claim at all. Where you need to make a claim for compensation, you must notify Bristol Water in writing as soon as possible and no later than three months after the incident.

Information about the level of compensation and whether you need to claim, plus terms and conditions are detailed in our booklet – Bristol Water Bond: Compensation Schemes. It is available from Citizens' Advice Bureaux, libraries and on our website www.bristolwater.co.uk or you can ask for a copy by phoning 0117 9536470 (24 hours). Our other Codes of Practice are also available.

Much of the information provided on this page is directly aimed at domestic customers. We do have a separate Bristol Water Business Bond, published on our website or in a leaflet we can send you. This outlines our commitments on services to business customers. The Bristol Water Bond: Compensation Schemes booklet also details the compensation we offer business customers.



The Source

...of water for over 1,000,000 people.

BRISTOL WATER

An AGBAR Company



Not a sight we want to see: Chew Valley Lake at the height of the drought of a few years ago. If the predictions are right, though, it could become a more familiar picture unless we act to meet the coming challenges of climate change.



A more cheerful picture - Chew Lake, our largest reservoir, was healthily full of water as we went to press. As usual, Bristol Water believes it can cope with all supply demands this coming summer; and for the 17th consecutive year, no hose bans are planned in our area.

SUSTAINABLE FUTURE WATER SUPPLY FOR A GROWING REGION

OVER THE NEXT 30 years, the City of Bristol and surrounding towns are expected to develop at an unprecedented rate according to government forecasts. What's in store for our area?

- Population to increase by 20%
- Number of houses to increase by 40%
- Growth in businesses in line with population to support employment

In addition to the high level of growth, the region faces many new challenges arising from the impact of climate change and sustainability issues. For example:

- Summers will be drier reducing water availability
- Winters will be wetter, increasing risks of flooding
- Quality of surface waters threatened by increased pollution
- More water may be required to maintain environmental systems
- There will be targets to reduce carbon emissions

Against this background we are preparing a long-term water resources plan to ensure that we can continue to deliver the same secure, high quality water supply as we have in the past.

Over the next few months we will be setting out proposals to be included in the Water Resources Plan. In order to address the many diverse and complex challenges in the most effective way while meeting stakeholder expectations, we will need your help and will be arranging for formal consultations on our plan during 2008.

If you wish to be involved or to learn more about the consultation process please visit the water resources section of our web site for more information – www.bristolwater.co.uk Alternatively write to **Corporate Affairs, Bristol Water, PO Box 218, Bridgwater Road, Bristol BS99 7AU, or call 0117 953 6470 to receive further details.**

Comprehensive and reliable plumbing and drainage emergency insurance

A burst pipe or collapsed drain could involve a high level of damage, cost and stress. Not only would you suffer the inconvenience of the emergency but you would have to find an engineer capable of fixing the problem and this can sometimes be difficult, especially if it happens outside normal working hours.

For only **£4.75 a month**, Plumbing and Drainage Emergency Insurance* is available through London General Insurance Company Limited (LGI) and includes cover for your supply pipe. There really are no hidden extras to worry about, so when things go wrong, it will be sorted out with no hassle 24 hours a day, 7 days a week.

Unlike many other policies, **your water supply pipe is covered** from the junction with Bristol Water's external stop tap to the point of entry into your house. Any problem on your supply pipe could be very costly to repair especially if you have to locate the problem and then excavate and repair it. Specialist equipment is usually needed for this type of problem.

With a Plumbing and Drainage policy, help is only a phone call away, day or night, **365 days a year**. In an emergency, a qualified, **approved plumber or drainage engineer** will be sent to you normally within **two hours**.

The policy covers for **up to £2,000** per incident for external drainage emergencies, **up to £2,000** per incident

for underground water supply pipe emergencies and **up to £1,000** per incident for internal plumbing emergencies and you can claim up to 6 times per year to a total value of £10,000 (incl VAT).

To take out a policy, call LGI now, free on 0800 294 7300 (Monday – Friday, 9am – 5pm) or visit www.bristolwater.co.uk/plumbing-emergency

*Plumbing and Drainage Emergency Insurance is only available to homeowners whose property may not be used for any commercial purpose. Terms and conditions apply. Calls may be monitored and recorded for staff training and improvement purposes. Plumbing and Drainage Emergency Insurance is administered by TWG Services Limited, Eaton House, 152-158 Northolt Road, Harrow, Middlesex, HA2 0EA. The insurance is underwritten by London General Insurance Company Limited (LGI), Eaton House, 152-158 Northolt Road, Harrow, Middlesex, HA2 0EA, registered number 1865673. All rights reserved. Bristol Water plc is an appointed representative of LGI for insurance mediation activity. LGI is authorised and regulated by the Financial Services Authority. This insurance is a commercial offer for Bristol Water plc customers from LGI.

CCWater - Your Local Watchdog

The Consumer Council for Water (CCWater) aims to make a difference to consumers by fighting their corner and making sure they get a fair deal. Says the CCWater Committee for this area:

CONSUMER COUNCIL FOR



“Our job is to speak loudly for water customers in an industry where consumers can exercise very little choice in the services provided.

“We want water customers to get (and be able to recognise they are getting) high standards and good value for money, comparing favourably with other service providers.

“We are independent of the water industry and its regulator, Ofwat, and campaign for service improvements from the water industry.

“We also take up customers' complaints if they are unable to resolve issues with their water companies.

“We give practical help to consumers whenever they need it and get to the root of the issues that matter most to consumers.

“Our priorities are:

1. **Value for money** - a fair, affordable price and charging system.
2. **Right first time** - problems sorted out quickly without hassle.
3. **Water on tap** - a safe, secure, reliable supply of water used wisely.
4. **Cleaning up** - responsible removal of sewage, preventing sewer flooding and reduction in persistent smells from sewage treatment works. (This does not apply to Bristol Water, as it does not handle sewerage at all).
5. **Speaking up for water consumers** - achieving real improvements for consumers.

“Your local water company:

Over the last 12 months, Bristol Water has performed well against the customer service standards Ofwat has set for all water companies. Bristol Water has also achieved its target for reducing

the amount of water lost through leaking pipes. We hope the company maintains and builds upon these standards in the future.

“Future water prices – make your views known!”

“Next year Ofwat sets price limits on what water companies can charge until 2015.

“This is based on water companies' plans for investment, like reducing leakage, and improving customer services and drinking water quality. This will drive how much you will pay for your water in the years ahead.

“We need your views to help us ensure that consumers are at the heart of this price review - .

- What do you think should be a priority for investment and what aspect of service could be improved?

- How much are you willing to pay in the future for your water supply? Is a price increase in return for more improvements acceptable?

“We would be grateful to hear your views. Please contact us using the email, phone or postal address details below.

“How we can help if you have a complaint: If you have raised a complaint with the water company and are dissatisfied with the response, we can investigate. Should you have a query about the service you receive, you are welcome to contact us for free and independent advice.”

You can contact CC Water by telephone: 0845 7076268; or email: wessex@ccwater.org.uk; or write to CC Water, 2 The Hide Market, West Street, St. Philips, Bristol, BS2 0BH. You can also visit their website: www.ccwater.org.uk

USEFUL CONTACT DETAILS

(Cut out and keep)

- If you have a water supply query, call 0845 702 3797 (Emergency service only between 6pm and 8am). Minicom 0800 917 0737.
- If you have a billing query call 0845 600 3600 Lines open Mon - Fri 8am - 6pm.
- Meter option leaflet...call 0845 601 5983 (24 hours).
- Reporting leaks...call 0800 801 011 free at any time.
- Beware bogus callers: Genuine Bristol Water staff carry proper identity cards. If you have any doubts, call freephone 0800 373 501 to check the identity of anybody claiming to be from us.
- If you would like to know more about how we can help customers with special needs, such as the elderly or disabled call Customer Care Plus on 0845 600 3600 or Minicom 0845 605 6585.

BRISTOL WATER