



BRISTOL
WATER



We're Doing This.

Our Plan for Change 2025-30



Our Plan for Change 2025–30, We’re Doing This.

We are delighted to share a summary of Our Plan for Change 2025–30.

Our plan reflects your priorities, using the information that thousands of you have told us are important across the Bristol Water area, over three years of engagement, research and feedback. It reflects the views of households, businesses, water retailers and housing developers.

You’ve told us, for example, that continuing to provide clean, resilient drinking water remains your number one priority.

You agree with us that as a socially responsible business, it is the right thing to ensure we are protecting the environment, enhancing nature and working to deliver net zero.

And you’ve told us that we must balance the need and speed of change with keeping bills affordable for everyone, and supporting those customers who need additional help.

We have listened to your feedback and your top priorities, as well as to your challenges and concerns. We hear and share your passion for Bristol and the surrounding area.

Informed and founded on your priorities we have developed three strategic priorities, which together allow us to set and deliver Our Plan for Change.

Across Bristol Water	
YOU SAID	WE’VE PRIORITISED
Clean, safe water supplies Resilience to extreme weather Reduce leakage	1 Water quality & resilience
Boost nature & wildlife Protect rivers	2 Net zero & environmental gains
Excellent customer service & responsiveness	3 Addressing affordability & delivering for our customers

DELIVERABILITY

AFFORDABILITY

1. Water quality & resilience

Climate change, population growth and increasing demand is putting pressure on our water supplies.

We are experiencing more extreme weather events, hotter, drier summers and rising sea levels, making it more difficult to predict rainfall. Our water comes from rivers and reservoirs, and these changes put pressure on our precious environment.

Demand is growing too – across the Bristol Water area we already supply 1.2m customers and we need to meet demand from a growing population and economy.

We operate and maintain 16 water treatment works across our patch. To make sure we provide the quality of water you expect, we are planning our largest ever investment programme to ensure resilient water supplies and water quality. Our plan shares what we need to do to keep high-quality water flowing to your tap.

You said



Clean, safe drinking water



Resilience to extreme weather



Reduce leakage

We prioritised

- Construction of the Cheddar 2 reservoir
- Reducing leakage by a further 14% on our industry-leading position
- £170m investment in upgrading water treatment works to ensure high water quality
- Replace 34km of cast iron mains
- Replacement of lead pipes in up to 9,000 customer properties to ensure water is safe for everyone
- 180,000 smart meters to be installed

2. Net zero & environmental gains

From Purton to Blagdon, and from Frome to Cheddar, our reservoirs, water treatment works and operational sites are home to sites of special scientific interest, housing rare and varied plants and animals.

Our work is closely connected to the health of the environment around us. Every day, we use the water cycle to provide our service.

Climate change is radically changing our environment. Drought, rising temperatures, flooding, rising sea levels, storm surges, invasive non-native species and coastal erosion are now too frequently becoming part of the everyday lives of our customers and communities. The need to reach net zero is unavoidable and in Bristol Water we are on target to be using 100% renewable energy by 2024.

We have launched a regional pathway action plan for watercraft with Bristol and Wessex Water, reducing the spread and impact of invasive non-native species through the water sports community. And we have identified 13 sites for the creation of biodiversity enhancement units through which we can deliver improvements.

You said



Boost nature and wildlife



Protect rivers

We prioritised

- Delivering a programme of nature recovery: planting trees, creating ponds and restoring natural habitats
- Expanding our Upstream Thinking catchment management programme to improve water quality and boost nature
- Maintaining our wildlife-rich sites and delivering a measurable biodiversity gain from our operations, our land and beyond
- Collaborating with partners to align resources and launching a new Nature Recovery Fund
- Lowering the carbon impact of our operations and increasing our use of renewable energy
- Raising awareness and controlling the presence and spread of invasive non-native species
- Enhancing access and educational opportunities for our lakes and reservoirs

3. Addressing affordability & delivering for our customers

With the cost-of-living crisis continuing, we know it remains as important as ever to keep our bills as low as possible and to deliver services that provide value for money.

Our plans include an ambitious investment programme, to continue to provide the high-quality service you have come to expect. Many of you agree that this investment is the right thing to do, and 82% of you found our plan to be acceptable. But we know that affordable bills, during this cost-of-living crisis, are also vital.

Our bill will be increasing by just £3 a month by 2030, to provide the resilient, safe supply of water you want. However, we know that this increase is still too much for some, and we have an affordability support package, providing water-efficiency tools as well as support tariffs for those that might otherwise struggle to pay.

You said



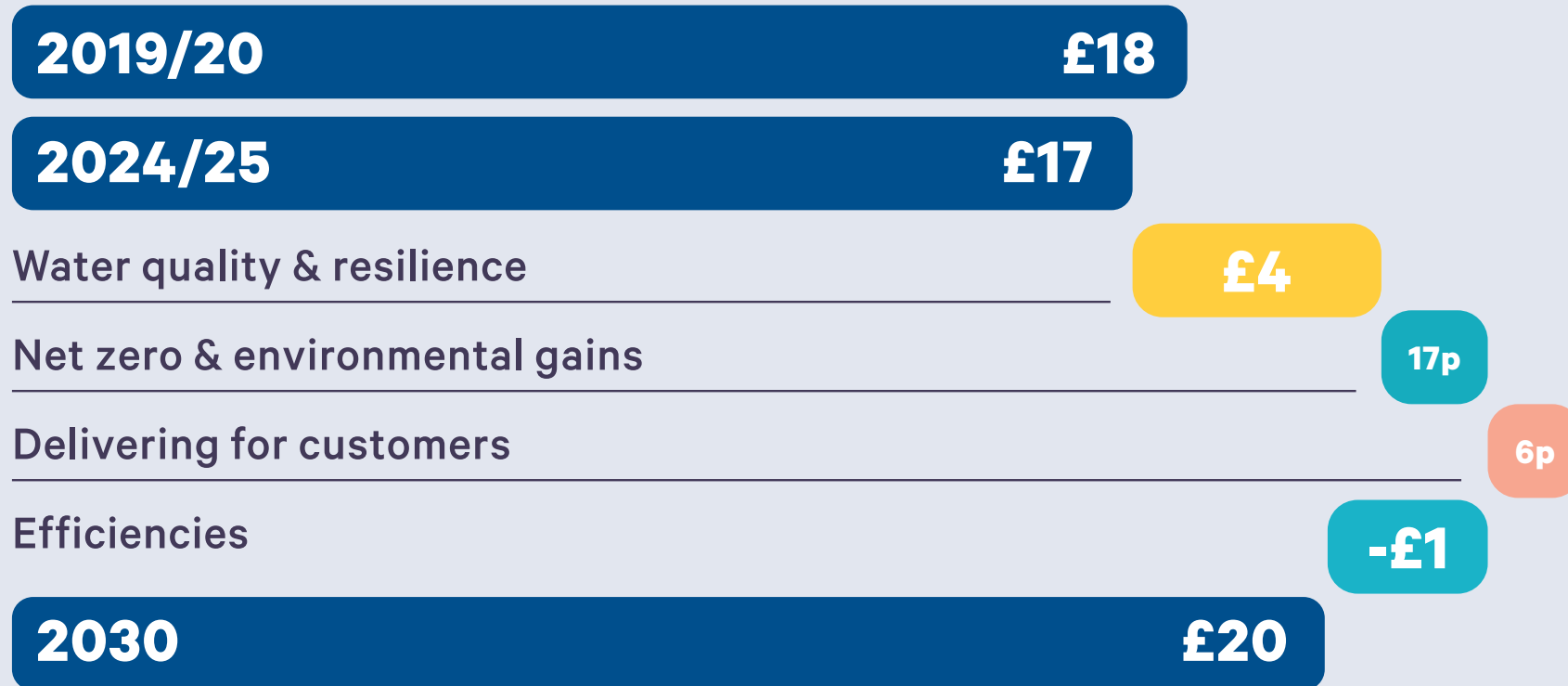
Excellent customer service & responsiveness

We prioritised

- A greater say and a share in our business through WaterShare+
- £40m support package to support affordability for all
- Investment in water efficiency and smart metering, coupled with new tariff trials, to put you in control of your bill
- Eradication of water poverty by 2030
- Around 30,000 customers supported via social tariffs by 2030
- Auto-enrolment in water poverty reduction schemes through smarter use of data
- Free debt advice for customers with nominated partners

3. Addressing affordability & delivering for our customers

What this means for your bill



Amounts shown in today's prices before inflation