

BRISTOL WATER
It's what we're made of.

Customer Promise

Our promise to you

Last updated: November 2026

Introduction

We're committed to delivering great customer service all day, every day.

We must meet certain standards by law, and our **Customer Promise** contains information on these standards and our promises to you.

Towards the end of this document, we also have set out how to contact us, as well as more information on the other services we provide.

This document has screen reader available. If you need further support, please contact a member of our Customer Services team. Please visit www.bristolwater.co.uk/contact-us/

Or scan the QR code



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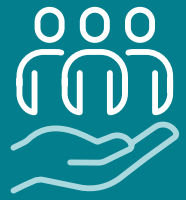

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Appointments (visits)

We'll respond as quickly as possible in an emergency, but sometimes a pre-agreed appointment may be the best way to help resolve your issue.

Making appointments

- If we need to make an appointment to visit you, we'll agree on a morning (8am – 1pm) or afternoon (1pm – 4:15pm) slot, or a specific two-hour time slot if that's more convenient for you
- If we fail to do this, we'll automatically pay you £40* within 10 working days. If we don't make a payment to you within this time, we will automatically pay you a penalty payment of £40.

Keeping appointments

- We'll automatically pay you £50* within 10 working days if we cancel the appointment with less than 24 hours' notice, or if we do not attend the appointment within the agreed slot. If we don't make a payment to you within this time, we will automatically pay you a penalty payment of £40.

We offer additional support for home visits, such as a knock and wait service for those who may need a little longer to answer the door and to protect you against bogus callers. All our staff have an identity card with a name, photograph and company logo. Please see our Priority Services page for more information **https://www.bristolwater.co.uk/home/account-and-services/your-account/priority-services**

Or scan the QR code

*Payment will not be given in case of an emergency, where the customer has cancelled the appointment, an act or default of a person prevents us from keeping the appointment, where we have given at least 24 hours' notice, or where it's impossible to keep the appointment due to severe weather.

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Account queries

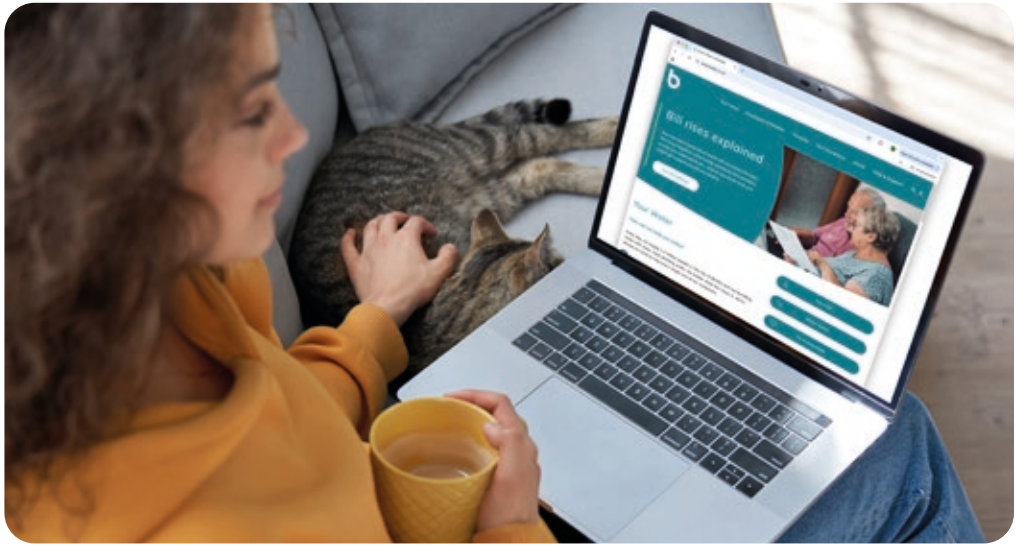
We're here to help you if you have any questions about your water account.

Queries about the accuracy of your water bill

- If you have enquired about the accuracy of your bill, we'll respond within five working days of you contacting us, or 10 working days, if a site visit is required
- If we don't do this, we'll automatically pay you £40* within 10 working days. If we don't make a payment to you within this time, we will automatically pay you a penalty payment of £40.

Changing the way you pay

- If you contact us and ask to change the way you pay your bill and we're not able do this, we will reply to you within five working days beginning on the day after the request was received
- If we don't do this, we'll automatically pay you £40* within 10 working days. If we don't make a payment to you within this time, we will automatically pay you a penalty payment of £40.



If you have any questions about your bill, please see page 18 for details on how to contact us.

*Payment will not be given if the customer tells they do not wish to continue with the query or request, or an act or default of a person prevents us from responding, or the request is not considered valid.

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Complaints

We hope you never have to make a complaint about your water service, but if you do we want to hear from you so we can try and put things right.

- We aim to resolve your complaint as quickly as possible, and we promise to provide a substantive response to your complaint within 10* working days
- If we fail to meet this standard, we'll automatically pay you £40** within 10 working days. If we don't make a payment to you within this time, we will automatically pay you a penalty payment of £40.

Full details about how we handle complaints, including our complaints procedure, can be found in our Core Customer Information **https://www.bristolwater.co.uk/core-customer-information**

Or scan the QR code



*The 10-day period begins on the day after the complaint was received.

**Payment may not be given if you have told us you do not wish to continue with the complaint, your complaint is frivolous or vexatious, or your complaint is not considered valid.

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If you're unable to pay your water bill, please contact us using the details on page 18, and we will do our best to help you get back on track.

We promise to go through your circumstances, and we'll do our best to support you. However, if we don't come to an agreement, we will either begin legal proceedings, or provide information to a collection agency.

Before we take any action, we will:

- Provide you with an **'outstanding charges notice*'**. This will give you the opportunity to make arrangements to pay any outstanding charges before we take further action
- Attempt to contact you through a different communication method

If we fail to do any of the above, we'll automatically pay you £150 within 20 working days. If we don't make a payment to you within this time, we will automatically pay you a penalty payment of £40.



*This will show the amount of the outstanding charges and how that amount has been calculated, as well as some additional information, such as; property address, if the property is metered, contact information, and any relevant deadlines.

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Notice of interruption to supply – planned

During planned maintenance or repair work, we may need to turn off your water supply.

- If we need to turn off your water supply for more than four hours, we'll let you know in writing at least 48 hours beforehand
- We'll also let you know when we plan to turn your water back on, and we'll do so by the time we have said we will (if not before)
- If we fail to tell you when we plan to turn your water off, we'll automatically pay you £50*
- If we don't get your water back on by the time we said we will, we'll automatically pay you £50*
- We will automatically pay you an additional £50* for each full 12-hour period you remain without a water supply



- The payments above will be made within 20 working days. If we don't make a payment to you within this time, we will automatically pay you a penalty payment of £40.

*We must be able to identify you as being affected by proposed interruption to your water supply and you have not made a claim within three months of the date on which the supply was cut off. Payment will also not be given if the interruption is due to drought, or due to a disconnection made under sections 61 or 62 of the Water Industry Act 1991. Any payments made are up to a cap of twice the customer's annual water supply charge.

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Notice of interruption to supply – unplanned

During an emergency (such as a leak or a burst water pipe) it may not always be possible to pre-warn you about a possible interruption to your water supply.

- We'll do our best to let you know what's happening, when you might expect your water to be back on, including details of where to get further information or an alternative water supply (if required)
- We'll aim to get your water back on within 12 hours in the case of a burst pipe or any other emergency, but we'll try to do this sooner whenever this is possible
- If we fail to get your water back on within 12 hours, we'll automatically pay you £50*
- We'll automatically pay you an additional £50* for each full 12-hour period you remain without a water supply



- The payments above will be made within 20 working days. If we don't make a payment to you within this time, we will automatically pay you a penalty payment of £40.

*We must be able to identify you as being affected by interruption to your water supply and you have not made a claim within three months of the date on which the supply was cut off. Payment will also not be given if the interruption is due to drought, or due to a disconnection made under sections 61 or 62 of the Water Industry Act 1991. Any payments made are up to a cap of twice the customer's annual water supply charge.

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Damage caused by burst mains or leaks

If your property is damaged or flooded because of a burst or leak from a water main, we will clean it up and arrange for an independent appointed loss adjuster to assess your needs and claim.

We will reimburse you for clothes stained during washing if it is our fault. If your supply is metered and we agree you need to run water to flush the supply, we will give you £5 towards the water.

You need to let us know within three months of the incident.



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Low pressure

- We must maintain a minimum water pressure in the communication pipe (at the boundary of your property) of ten metres static head (1.0 bar)
- If pressure falls below this on two occasions, each occasion lasting more than one hour, within a 28-day period, then we will automatically pay you £50* within 20 working days. If we don't make a payment to you within this time, we will automatically pay you a penalty payment of £40.



*Payment will not be given where; five £50 payments (or a maximum of £250) have already been made for the same issue in the same financial year, it's been impractical to identify the customer as being affected, the customer has not made a claim within three months of the latter occasion, or an act or default of a person other than the company representative making it unfeasible to maintain the required pressure. The standard also does not apply if the pressure falls below the minimum due to necessary works taking place, a burst, or due to drought.

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Water quality

If there's a problem with the quality of the tap water we supply to you, we'll do everything we can to fix it as quickly as possible. We will also issue a 'restriction of use' notice, if you need to stop using your water temporarily. If we need to issue a notice that covers the following situations, we will automatically pay you £40* for the initial 48-hour period, then £20* for each subsequent full 24-hour period.

Payment will be made within 20 working days. If we don't make a payment to you within this time, we will automatically pay you a penalty payment of £40.

- 'Do not drink' notice
- 'Do not use' notice
- 'Boil water' notice

We'll let you know when it's ok to use your water normally again.



*Payment will not be made where the water used for supply was polluted or contaminated by the customer contrary to section 72 or 73 of the Water Industry Act 1991, the water quality notice was served due to drought (or immediately following a period of drought), or where the water supply was cut off or interrupted.

The amount someone can receive is capped at the annual water bill amount for the property.

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Reading your meter

We know how important it is it to have accurate bills, so that you only pay for what you've used.

In a 13-month period, we will provide you with at least one actual meter reading, which will be used to bill you for the water you're using.

If we don't do this, we'll automatically pay you £40*, then a further £80 for each subsequent full period of 13 months if the water meter remains unread. Payment will be made within 20 workings days. If we don't make a payment to you within this time, we will automatically pay you a penalty payment of £40.



*Payment will not be given where we're unable to read the meter through either; the customer refusing access to the premises for purpose of reading the meter, obstruction meaning the meter cannot be read practically or safely, or any other act or default by a person. This standard also does not apply to smart meters.

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Moving to measured charges

If you request to move to measured charging for your water supply at your property, we will begin measuring the supply of water for the purpose of charging within eight weeks (or 56 days) from the date of your application.

If we don't do this, and the delay is our fault, then we will automatically pay your water and wastewater charges from the 57th day until we begin to charge by measure.



Payment will not be made if we're prevented from beginning to measure supply of water for the purposes of charging by the act or default of a person other than the customer (or someone acting on their behalf).

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Priority services for customers who need extra help

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Priority services for customers who need extra help

We provide a service, called the '**Priority Services Register**', which allows us to provide additional support to customers who need extra help. These services are free to join, and the information you provide about your health, communication or access needs is treated confidentially.

If, based on your needs, you receive water delivery during an incident,* have signed up for alternative formats of communication, or appointed a person to manage your water account on your behalf, you will be added to our **Core Priority Services Register (CPSR)**.

- We will register you to our **Core Priority Services Register** within 30 calendar days from when we receive your application. We will confirm what services you can expect to receive after joining the register and the timescales for these in your welcome letter (otherwise known as an inclusion notice). If you're not eligible we'll also let you know
- Where possible, we'll communicate with you in your preferred way during an incident or we'll contact your nominated contact (if we have their details) to let them know how we'll support you. Please make sure we have up to date contact details for your nominee so we can reach them
- If your water supply is interrupted for more than four hours, we'll deliver bottled water directly to your home. We'll aim to do this within 12 hours (if not sooner), unless your supply has already been restored. Deliveries are paused overnight between 9pm and 9am, however if bottled water is needed during these times please contact us and we'll do our best to help

If we fail to do any of the above, we'll automatically pay you £100 within 20 workings days. If we don't make a payment to you within this time, we will automatically pay you a penalty payment of £40.

*An incident is an event that may cause severe disruption to your water services.

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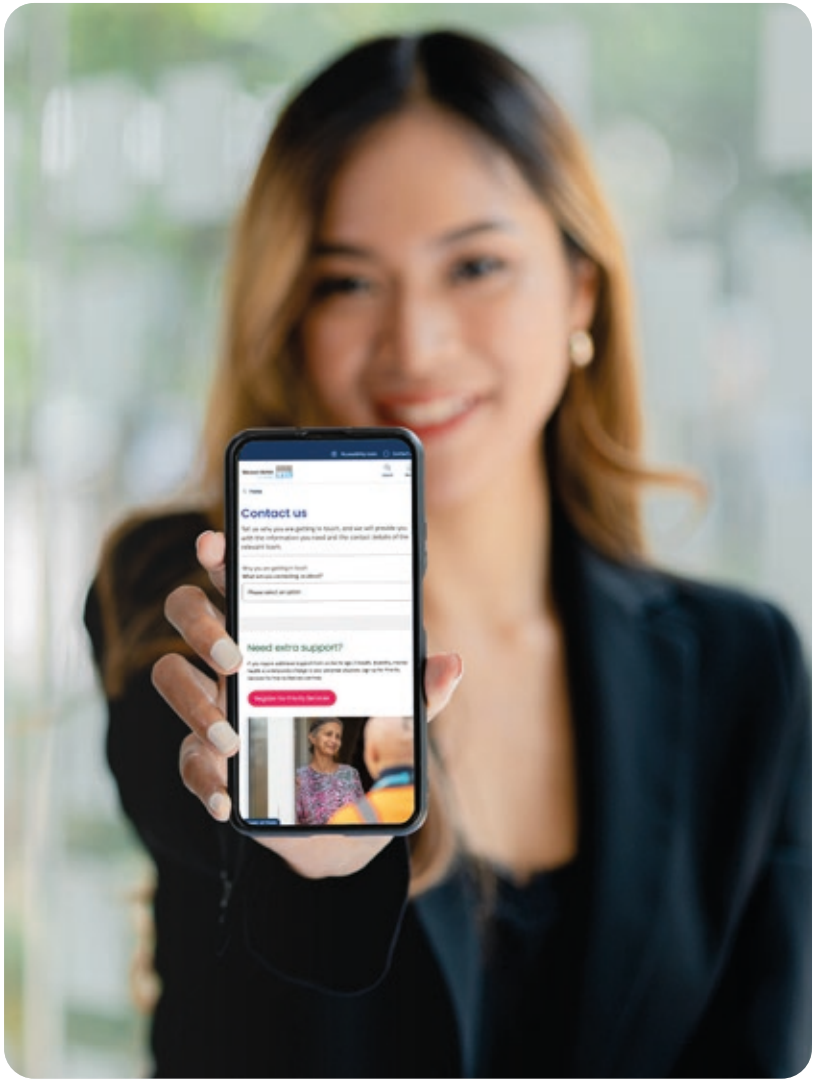
Sewerage and wastewater

We are a water only company, which means your sewerage and wastewater services are provided by Wessex Water.

Wessex Water
YTL GROUP

If you wish to contact Wessex Water, or see a copy of their standards scheme, please visit their website: **https://www.wessexwater.co.uk/contact-us**

Or scan the QR



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How to contact us

Call us

Call **0345 600 3600** for billing or account queries. We're available Monday to Friday 8am until 6pm, and Saturday 9am until 1pm. Excludes bank holidays.

Call **0345 702 379** for water supply services. We're available Monday to Friday 8am until 6pm, and Saturday 9am until 4pm. Excludes bank holidays. This number can also be used out of hours for emergencies.

Use our social channels

Facebook **@BristolWater**
X **@BristolWater**
Instagram **@BristolWater**

Visit our website

www.bristolwater.co.uk

Email

customer.services@bristolwater.co.uk

Write to us

Bristol Water, Bridgwater Road, Bristol, BS13 7AT

British Sign Language support

We're pleased to offer British Sign Language (BSL) interpretation from our partners at Convo. If you are deaf or hard of hearing, and use BSL, you can get in touch with us using the Convo on their website **www.convo.io/uk/home**

Relay

You can contact us via Text Relay by texting 18001 followed by the number you need to call.

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The intention of this document is to serve as a general guide to the guaranteed standards of service we offer and does not attempt in any way to set out in full our legal obligations to you.

Our payments do not constitute an admission of liability on our part, and if you accept a payment it does not affect our liability to you. If you require more information, please contact us using the details provided on page 18.

Our guarantees do not apply if we are prevented from meeting our standards as a result of the act or default of a staff member or agent of the company (or someone acting on their behalf) or exceptional circumstances outside of our control (such as extreme weather conditions, or industrial action by our employees). There are also some other restrictions related to specific standards which are available upon request.

We may credit your account with any of the payments due under these standards, in place of making a direct payment to you.

If you're unhappy with anything in this document, please get in touch with us using the details on page 18, or you can contact Ofwat – the regulator for water services – directly using the address below:

Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA



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The following table summarises the amount of money we will pay you if we fail to meet one of our standards of service.

Where we fail to make an automatic payment within the stated time, we'll also pay you a late payment penalty (as shown below).

Standard	GSS payment		Late payment penalty
	Residential customers	Response time for making payment	Residential customers
Making appointments	£40	10 working days	£40
Keeping appointments	£50	10 working days	£40
Account queries and requests about changing the way you pay	£40	10 working days	£40
Complaints	£40	10 working days	£40
Debt collection	£150	20 working days	£40

Area key: **Billing and account queries**

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Standard	GSS payment		Late payment penalty
	Residential customers	Response time for making payment	Residential customers
▲ Notice of interruption to supply	£50	20 working days	£40
▲ Supply not restored (initial period)	£50	20 working days	£40
▲ Supply not restored (each further 12 hours)	£50	20 working days	
▲ Low pressure	£50	20 working days	£40
▲ Water quality (initial period)	£40	20 working days	£40
▲ Water quality (each further full 24 hours)	£20	20 working days	

Area key: ▲ Water supply

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Standard	GSS payment		Late payment penalty
	Residential customers	Response time for making payment	Residential customers
Reading your meter (initial period)	£40	20 working days	£40
Reading your meter (each further 13 months)	£80	20 working days	
Moving to measured charges	The sum equal to the charges payable for the supply of water beginning the day after the expected charging date. (Exceptions apply)	20 working days	£40
★ Core priority services – failure to notify within 30 calendar days	£100	20 working days	£40
★ Core priority services – failure to provide promised service	£100	20 working days	£40

Area key: Metering ★ Extra care

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BRISTOL WATER
It's what we're made of.

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