

THE DROP

A deep dive into your water
bristolwater.co.uk



Keeping your taps running

The secrets behind
how we maintain your
water supply



Royal visit

How Her Majesty
predicted the future
importance of Chew
Valley Lake in 1956



Included in this issue: Help to pay bills, water saving tips, how we fix leaks and support our community.

CHEAPER WITH A METER

One customer's story



Leslie, Yate

"I have just had a water meter fitted. I'm very impressed with the work that all Bristol Water staff have done. My direct debit has gone down from £53 to £26 a month. I would recommend getting a meter."

9/10
PEOPLE
SAVE*

£94
AVERAGE
SAVING*

LOWER
BILLS
PROMISE*



Switch to a water meter for FREE today!
bristolwater.co.uk/cheaper-meter

*Based on a sample of 2,250 customers. T&Cs on our website.

Inside The Drop



Keeping you in water – P4

How do we ensure there's enough water when we don't get as much rain? We explain how we manage your water, including our innovative pumping system at the River Axe.



P8 Stopping leaks and saving water



P10 Why your water might taste different in winter



P11 Puzzles for kids and a chance to win £500



A
HELPING
HAND

Getting help to pay your bill



With the cost of living crisis and inflation at its highest in 40 years, water bills will likely rise. If you're worried about your bill or are struggling to pay, we can help with a range of plans to reduce your bill, or help manage payments.



Talk to us for help and advice

Call: 0345 600 3600 bristolwater.co.uk/help-to-pay



Keeping you in water

It's easy to take water for granted. We all do it. You turn on a tap, make a cuppa, take a shower...

But what happens when water supplies run low? You might wonder how a rainy country could run out of water. With record-breaking weather in 2022, we faced this scenario alongside other areas across the UK.

Despite the challenges, we avoided a hosepipe ban in 2022 thanks to how we balanced water resources, and by bringing an innovative system back into use for the first time in ten years.

Our teams worked around the clock so the Axbridge raw water system was up and running on 1 November 2022. This is when we're legally permitted to abstract water from the River Axe, when its flows are higher.

The system takes water from the River Axe to top up nearby Cheddar Reservoir, which in early November was at very low levels.

The water is treated to remove natural sediment to protect wildlife at the site.

Our water moves through a hilly region and careful planning is involved in getting it from A to B. Different sources of water require different treatment processes too.

What did our teams do?

- Check and restore equipment such as pumps and pipes, monitors and valves
- Change how we use water sources, conserving water in our reservoirs in case the dry weather continued
- Reroute water through our network to maintain a constant and reliable supply
- Use artificial intelligence systems to ensure maximum efficiency
- Adjust water treatment processes
- Test every drop to maintain the highest standards.

2022 saw:

Driest UK summer since 1995

Second hottest summer on record, first time over 40°C

Driest year in England since 1976

The hard work doesn't stop and future planning is more important than ever.

Our 25-year water resource plan considers climate change, growing population, how we use our network and the storage available when rivers are low.

Where our water comes from

12%

from groundwater

42%

from our reservoirs

46%

from the Gloucester and Sharpness Canal

For more information about how we manage our water visit:
bristolwater.co.uk/water-resources-plan

Did you know?

- Our total water storage capacity is 38 billion litres – enough to fill Wembley Stadium ten times
- Water comes from four major reservoirs – Chew Valley Lake, Blagdon Lake, Cheddar and Barrow
- We also take water from the Gloucester and Sharpness Canal, fed from the River Severn
- In winter, we have the option to take water from the River Axe near Cheddar.

Only 2.5% of the water on earth is drinkable. Every drop is a precious resource – we all need to use it wisely





See more pictures and our short film of the visit on our website



Royal seal of approval

The sad passing of Her Majesty Queen Elizabeth II in September brought back fond memories of her visit to officially open Chew Valley Lake in April 1956 – where she marvelled at its visionary scale and construction.

The then newly crowned monarch spoke of its future importance to the provision of water for the city of Bristol and surrounding area and – 66 years later – her words ring as true as ever.

It remains the fifth largest artificial lake in the UK with a capacity of 4.5 billion gallons of water and supplies 1.2 million Bristol Water customers.

During her speech, HM Queen Elizabeth II said:

“Of all the tasks that our scientists and engineers are asked to undertake, one of the most important is the provision of pure water for the needs of a large city and its neighbourhoods.

“In this beautiful valley, Bristol Waterworks has carried out such a task by constructing this lake, which will be one of the most extensive man-made reservoirs in England or Wales.”

The beautiful lake has also become a hugely popular spot for families, dog walkers, bird watchers, nature enthusiasts, fishermen and sailors.



For more information visit bristolwater.co.uk/chewvalleylake

Rescue pooches hunt for forever home



A greyhound and lurcher rescue centre received a £500 donation from us in November – to help look after these adorable pooches as they wait for their forever homes.

Liz Alcock, from our Customer Engagement team, was lucky enough to visit Bristol DAWG, based near Axbridge, to make the latest donation from our Together for Good Fund.

During the tour, which included viewing the spacious paddocks where they regularly exercise, Liz said she made sure the dogs got plenty of cuddles and treats.

She also saw first-hand the dedication of the warm-hearted team who take care of the good-natured dogs who are all looking for their new owners.

Receiving the grant, trustee Gerry Watkins said: “The money will go towards the continued feeding, housing and care of the

rescue dogs. Sight-hounds make fantastic pets and are very addictive, if there's room on the floor, there's room for one more.

“Once you've owned one of these great dogs you will be smitten.”

Did you know?

Since 2018, Bristol Water has awarded over £25,000 to charities and community groups with the Together for Good Fund. Every month, £500 goes to an event or project which benefits the wider community.

Organisations supported in 2022: Mothers for Mothers, Mazi Project, St Mungo's, Bristol Animal Rescue Centre, Ablaze Bristol, Knowle West Health Association, Live Music Now.

Get more information at: bristolwater.co.uk/together-for-good



www.dawg.org.uk



EVERY DRIP EVERY DROP

Every drip we stop
and every drop you save
helps tackle climate
change and keep your
water flowing



bristolwater.co.uk/every-drip-every-drop

Every drip we stop...

Who you gonna call? Burst-busters!

After one of the driest years on record, it's never been more important to save water where we can – and we are proud to say Bristol Water has been recognised in the industry for having the lowest levels of leakage in the UK.

We find and fix a staggering 10,000 individual leaks in our water network every year – and by acting quickly back in October during a major burst main, millions of gallons of water were saved.

The supply of 45,000 customers was affected, with homes, businesses and essential services suffering as water flooded the surrounding roads.

The incident room sprang into action to deploy and track field staff, shut off pipes and reroute water to where it was needed.

As local reservoir levels dropped, our engineers teamed up with specialist ecological workers and emergency services to repair the critical 30-inch-wide pipe as quickly as possible.

After less than four hours, water supply was restored, followed by a long complicated dig to fully access and repair the damaged pipe.

Samples were taken and tested to ensure the water was clean and safe to drink and in the following days the area was fully cleaned up and returned to normal.



We find
and fix
10,000 leaks
every year



Every drop you save...

How can you save water?

Saving water isn't as hard as you might think. Little things, like swapping a bath for a shower or getting a water butt, add up to make a big difference. We've got some top tips and changes you can make to take care of every drop of water.



The shower

★ Easy win

Knock a few minutes off your shower. Halving your shower time from ten minutes to five could save about 50 litres a day!

★★ A bit more work

The soap and rinse technique. Turn the shower on and get wet, then turn it off whilst you lather up with soap. Pop the shower back on to rinse off, minimising wasted water.

★★★★ Water saving hero

Skip a shower. Pick a day where you don't need to be red carpet ready, and ditch the shower. Going without could help you to save as much as 100 litres of water.



Washing up

★ Easy win

Make sure your dishwasher is always full! It uses the same amount of water and energy regardless of how many dishes you fit in.

★★ A bit more work

Don't rinse dishes before washing. Use a cake spatula (or a knife) to scrape any leftovers into your food bin. This also saves fishing food out of the plug hole – yuck!

★★★★ Water saving hero

When washing up in the sink, use a washing bowl instead of filling the whole sink. Wash cleaner items like glasses first and leave dirty dishes until last to save changing the water.



The garden

★ Easy win

Put the hosepipe down and grab a watering can. It takes a bit longer, but you'll waste a lot less water targeting only areas that really need it.

★★ A bit more work

Get a water butt – or better still get two! Use the free rainwater to keep your plants hydrated and save on your bills (if you have a water meter).

★★★★ Water saving hero

Make sure that your garden needs as little water as possible. With a bit of clever planning and planting, you can create a water efficient sanctuary.

Lifting the cloud behind winter water changes

Water may taste, smell or look different during winter. Our Drinking Water Safety Manager Rob Luckwell explains why.

"Water is filtered to remove particles and we zap it with ultra-violet light to kill bacteria. Then we add a tiny amount of chlorine, to protect the water as it moves through pipes, into homes and out of taps.

"During the winter when water gets colder, the chlorine taste can be more noticeable. This is perfectly normal and safe but if the taste bothers you, try filling a jug or bottle and popping it in the fridge. The taste should improve as the chlorine naturally evaporates.

"When the heating is on, hot pipes can warm up the cold-water pipes, causing air to come out of the water forming millions of tiny bubbles. These make water appear cloudy or milky. It's completely harmless and the cloudiness will clear if the water is left to stand.

"Juice or squash added to this bubbly water may add a little foam on the top. Again, there's nothing to worry about, this is perfectly safe to drink and will evaporate if left to stand."

Why not try Rob's home water filter experiment?

This great experiment lets you see how dirty water is filtered. You'll need an empty plastic bottle, muddy water, some paper towels or an old tea towel, and some different materials (e.g. sand, charcoal, dry leaves) to act as a filter.

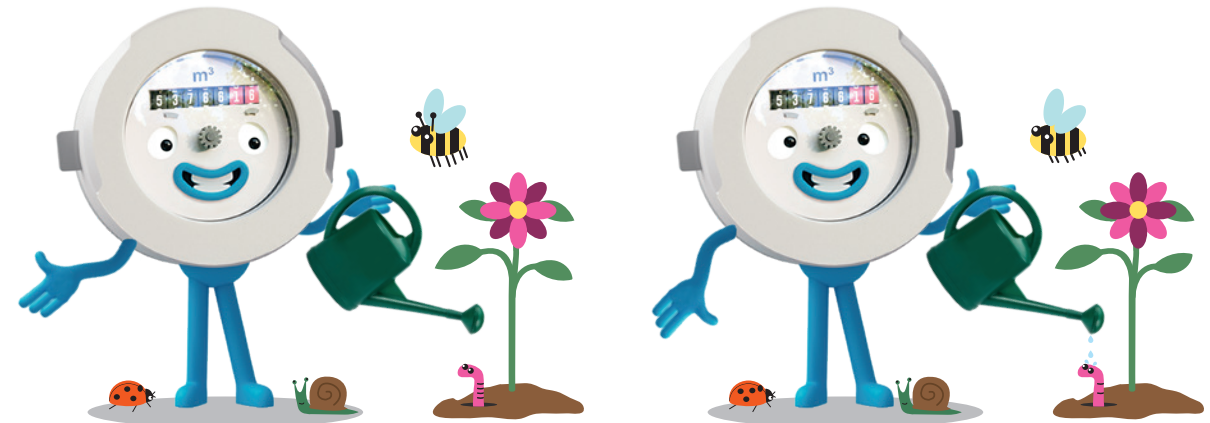
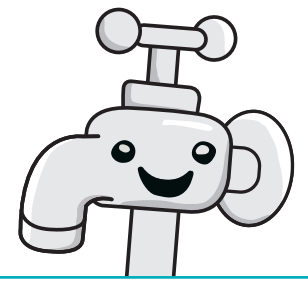
Get full instructions for the experiment at: bristolwater.co.uk/experiment

Your water may look or taste different in winter but it's perfectly safe

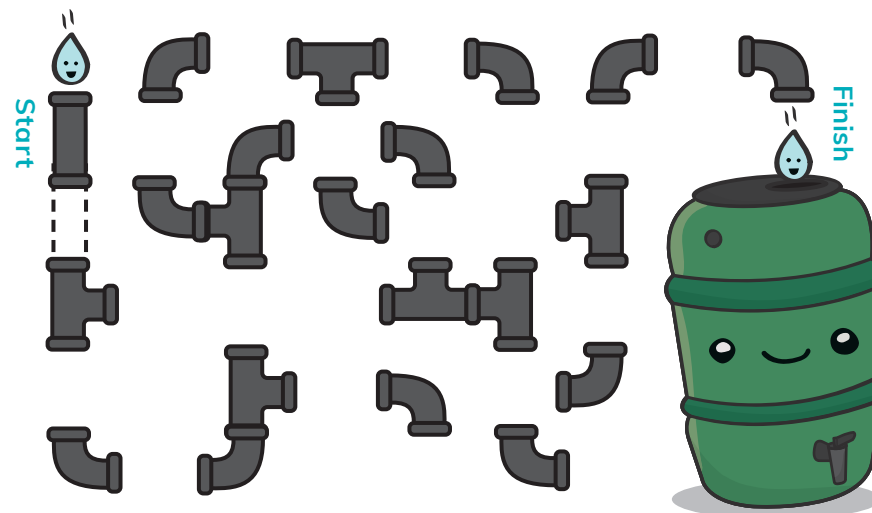
Make and do experiment



Fun puzzles and competition time



Spot the difference Can you spot Peter the Meter's ten differences?



Water butt maze

Connect the pipes and get the rain drops to the water butt using just vertical or horizontal lines.

The first one is drawn for you!



Competition win £500!

Win £500 in our Instagram competition

To enter: follow [@bristol_water](https://www.instagram.com/bristol_water) on Instagram, like and share our pinned post, and send us a direct message with the answer to this question: What year did HM Queen Elizabeth II open Chew Valley Lake?

Get full T&Cs at bristolwater.co.uk/win500
Competition closes at 23:59 on 31 March 2023





Get a little extra help whatever your needs

If you have additional physical or mental health needs, and require extra assistance from us, we can give you a helping hand.

Sign up to our Priority Services Register for help with meter reading, different bill formats, priority repairs, emergency bottled water and more.



Find out how we can help you

Call: 0345 600 3600 bristolwater.co.uk/priority-services

Sign up to The Drop e-newsletter

The Drop is available as an e-newsletter. It will go straight to your inbox, letting you know what we're doing to stop every drip, protect our water resources, and how you can save every drop.

Visit bristolwater.co.uk/e-newsletter or scan the QR code to join our mailing list.



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