



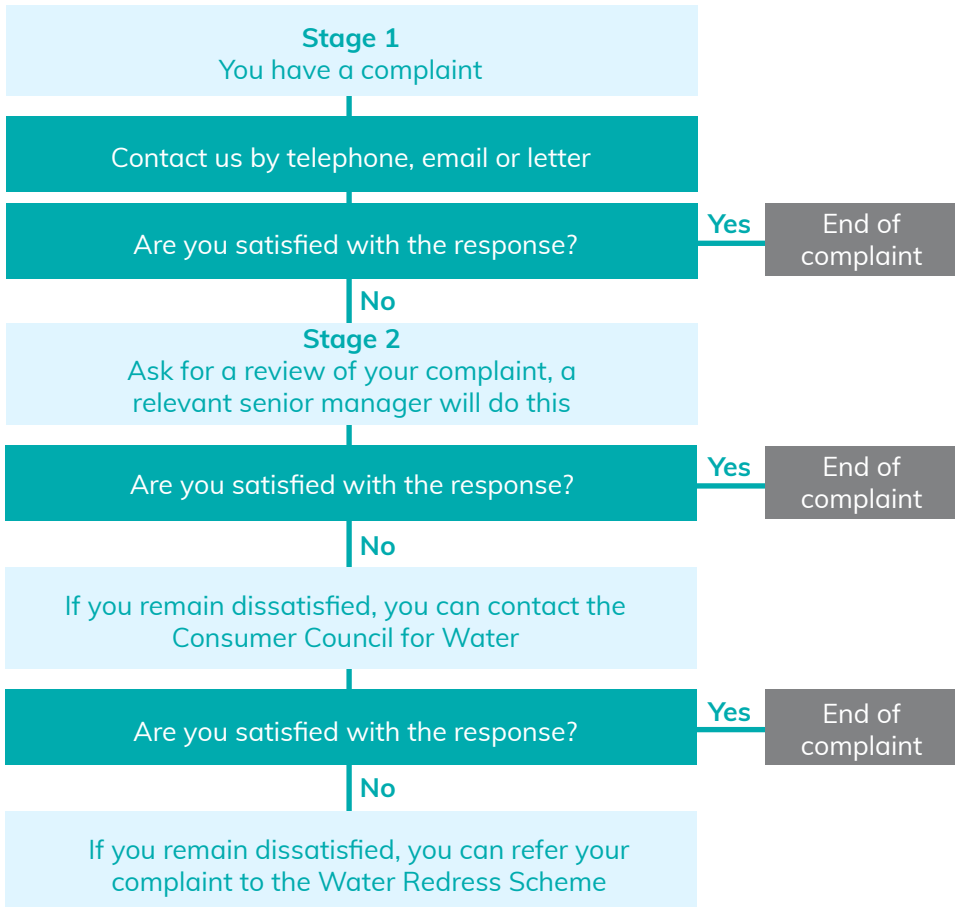
Customer Code of Practice



Good Customer Relations

At Bristol Water, we aim to provide the best possible service at all times. To help us improve our service, we need you to tell us when you are pleased or disappointed with the service you have received.

Independent customer research is carried out each month on our behalf to help us better understand how we can improve our services. The answers you give are important and will help us identify where we can do things better.



Stage 1

If you have a complaint about your water supply, we will try to resolve it immediately. If this isn't possible, we will make sure you receive a response within ten working days from the date you called us or from the date we received your letter or email. Please include all relevant information and a contact telephone number in your correspondence.

If we fail to respond within ten working days, you will automatically receive a payment under our customer charter the Bristol Water Promise. You can find out about our Promise commitments [here](#). We will accept a complaint from a third party representing you, provided they have permission.

Stage 2

If you are unhappy with our initial response and you contact us again, an appropriate senior manager will review your complaint. We will respond to you within ten working days of receiving this contact from you.

Within eight weeks of us receiving your written complaint we will either:

- be able to resolve your complaint, or
- advise you that we're still not in a position to issue our final response. We will tell you why this is and also when we expect to be able to do so.

Consumer Council for Water (CCW)

If you are still not happy with our response to your complaint, you can refer the matter to CCW. This is the

statutory independent body that represents the interests of water consumers and helps resolve customers' complaints.

CCW will look at the facts relating to your complaint and may act on your behalf either through mediation or by investigating your complaint. Where appropriate, they may ask us to take action to resolve the issue.

Water Redress Scheme (WATRS)

If you are still not happy with the response to your complaint, you can refer the matter to WATRS. It is an independent and impartial adjudication service that is free for you to use and has the authority to make decisions that we have to comply with.

Disputes handled by the Water Services Regulation Authority (OFWAT)

In some cases, OFWAT has a statutory duty to investigate complaints and determine the outcome. This typically relates to complaints of a technical or legal nature. CCW normally refers any such complaints that it receives to OFWAT.

Arbitration

In some cases, it may be appropriate to use an arbitrator to resolve a complaint. We can provide more information about which disputes may be appropriate for arbitration. Alternatively, CCW can advise you about this.

Water supply enquiries, requests or complaints

Write to us:
Customer Services
Bristol Water
Bridgwater Road
Bristol
BS13 7AT

Or, you can phone us on:
0345 702 3797 from Mon-Fri, 8am-6pm (emergency service at all other times).

You can also reach us on our website by submitting an enquiry form or speaking to our expert team on Live Chat. If you're on social media, you can also reach us on Twitter and Facebook.

Billing enquiries, requests or complaints

You can send your letter to:
Bristol Wessex Billing Services Ltd
1 Clevedon Walk
Nailsea
BS48 1WA

Phone them on 0345 600 3600 (Mon-Fri, 8am-6pm) or email them on customer.services@bwbsl.co.uk

Sewerage enquiries, requests or complaints

If you're a Wessex Water customer, you can contact them on 0345 600 4600 or operational.enquiries@wessexwater.co.uk

If you're a Severn Trent Water customers, you can reach them on 0800 783 4444 or customer.relations@severntrent.co.uk

Consumer Council For Water (CCW)

Consumer Council For Water
1st Floor, Victoria Square House
Victoria Square
Birmingham
B2 4AJ
Telephone: 0300 034 2222

Water Redress Scheme (WATRS)

International Dispute Resolution
Centre
70 Fleet Street
London
EC4Y 1EU
Telephone: 0207 520 3801
Email: info@watrs.org