



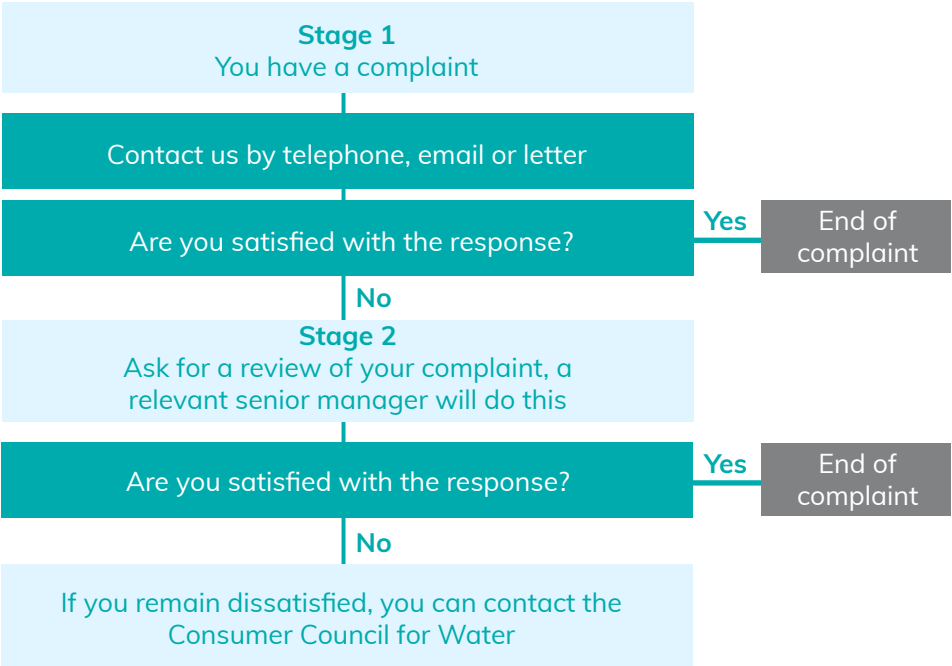
Customer Code of Practice



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 One

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 Two

If you are unhappy with our initial response your complaint will be reviewed by a senior manager, they will respond to you within ten working days.

Stage Three

If you are not happy with the final resolution after your complaint has been reviewed by a senior manager, your issue is over eight weeks old, or you just want free, trusted, independent advice, you can contact the Consumer Council for Water (CCW the independent voice for water consumers in England and Wales.)

Some types of complaints need to be dealt with OFWAT rather than CCW. If this is the case CCW can advise you.

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).

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

You can also reach us on our website
by submitting an enquiry form or
speaking to our expert team on Live
Chat.

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](mailto: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](mailto:customer.relations@severntrent.co.uk)

Consumer Council For Water (CCW)

Consumer Council For Water
23 Stephenson Street
Birmingham
B2 4BH
Telephone: 0300 034 2222