

## Our promise to you -the NAV



Our NAV promise sets out the levels of service you, as a NAV, can expect from Bristol Water.

We understand that to encourage growth and investment in our area of supply we need to work in partnership with you to ensure that your new development is connected to our supply infrastructure in a timely and efficient manner. We recognise that you have strict deadlines to meet for your clients therefore our promise is based on national standards and the targets set by Water UK.

Our Development Services Team will support you by delivering a great service throughout the process. To make our commitments clear and to highlight what you can expect from Bristol Water; we have outlined the process of supplying a NAV site below.

## Contact us

Our Development Services Team will be able to assist you with NAV queries.

NAV@bristolwater.co.uk 0117 963 8277

Bristol Water Bridgwater Road Bristol BS13 7AT

## Design and Construction of a NAV enquiry

Please send your full F5 NAV Point Of Connection/Site Served Enquiry.



We will acknowledge your application within 5 days and provide you with a served/unserved letter.



We will complete POC design, prepare financial terms and attend a design meeting with you if required.



A quotation and POC will be sent to you within 28 days along with a draft bulk supply agreement.



Please sign the bulk supply agreement and make payments for the bulk supply connection.



Please contact our NAV inbox to arrange a main laying start date.



Construction and commission of a new water main within 90 days extended to suit your requirements if necessary.



Please note, if we need to liaise with third parties this timescale may be extended.



We attend site as requested, install bulk supply connection and complete commissioning process. Typically this will be a minimum of 15 days, allowing pressure testing, chlorination and clear samples of the water main before connection can take place.