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# 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.

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## Contact us

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

[NAV@bristolwater.co.uk](mailto:NAV@bristolwater.co.uk)

0117 963 8277

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# Design and Construction of a NAV enquiry

