

Our promise to you - Self Lay Providers



Our promise sets out the levels of service you can expect from Bristol Water as we work together to ensure your project is delivered on time.

We recognise that you have strict deadlines to meet for your customers therefore our promise is based on national standards and the targets set by Water UK. In addition to this we have the aspiration that you as a customer of Bristol Water will receive industry leading service.

To make our commitments clear and to highlight what you can expect from Bristol Water; we have outlined the process of applying to self-lay a water main or connection in the diagrams below.

Contact us

Self-lay enquiries/Inset Appointments

Our Development Services team will deal with any enquiries from a Self-lay organisation.

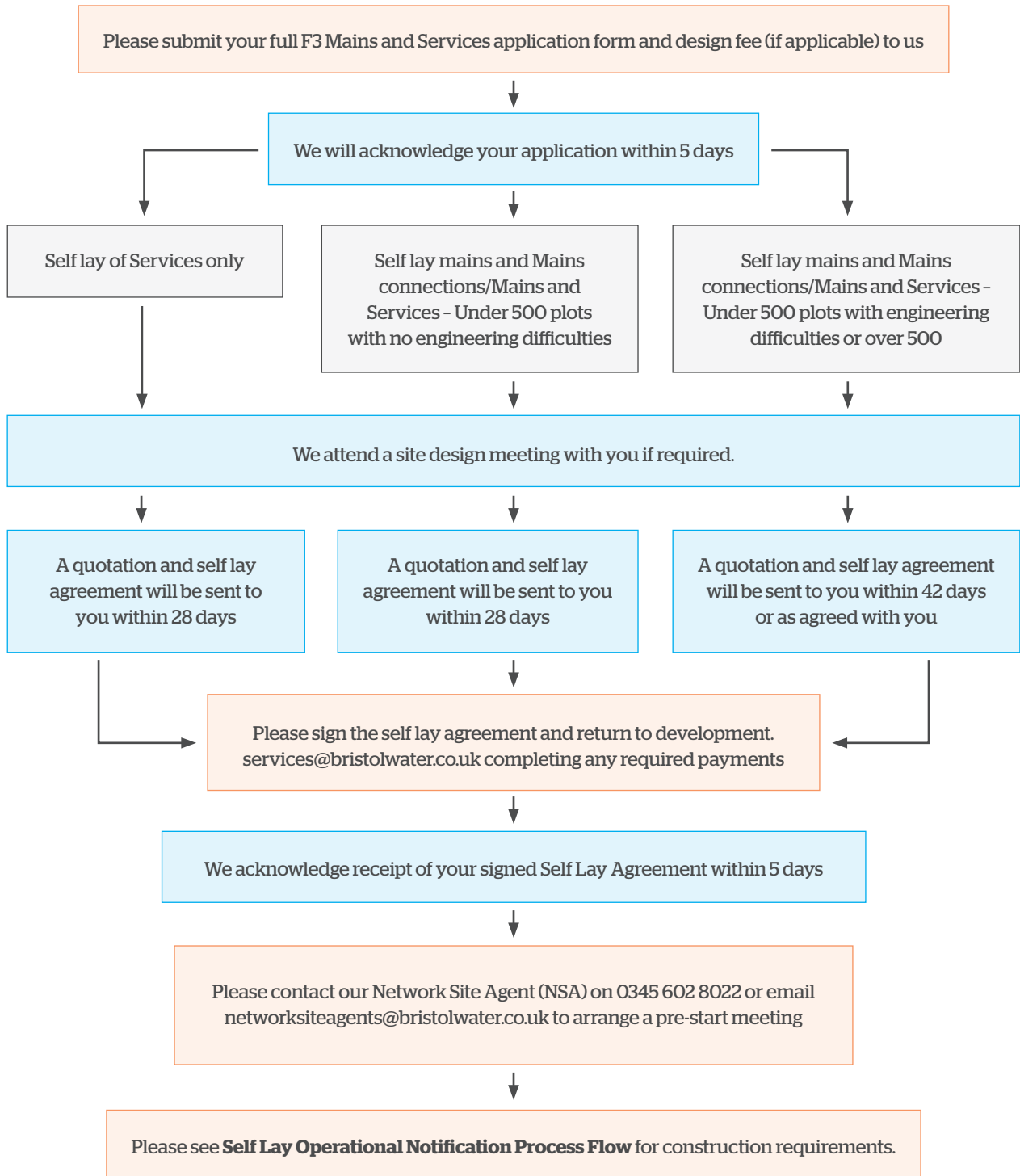
Email: development.services@bristolwater.co.uk

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Development Services

Bristol Water
Bridgwater Road
Bristol
BS13 7AT

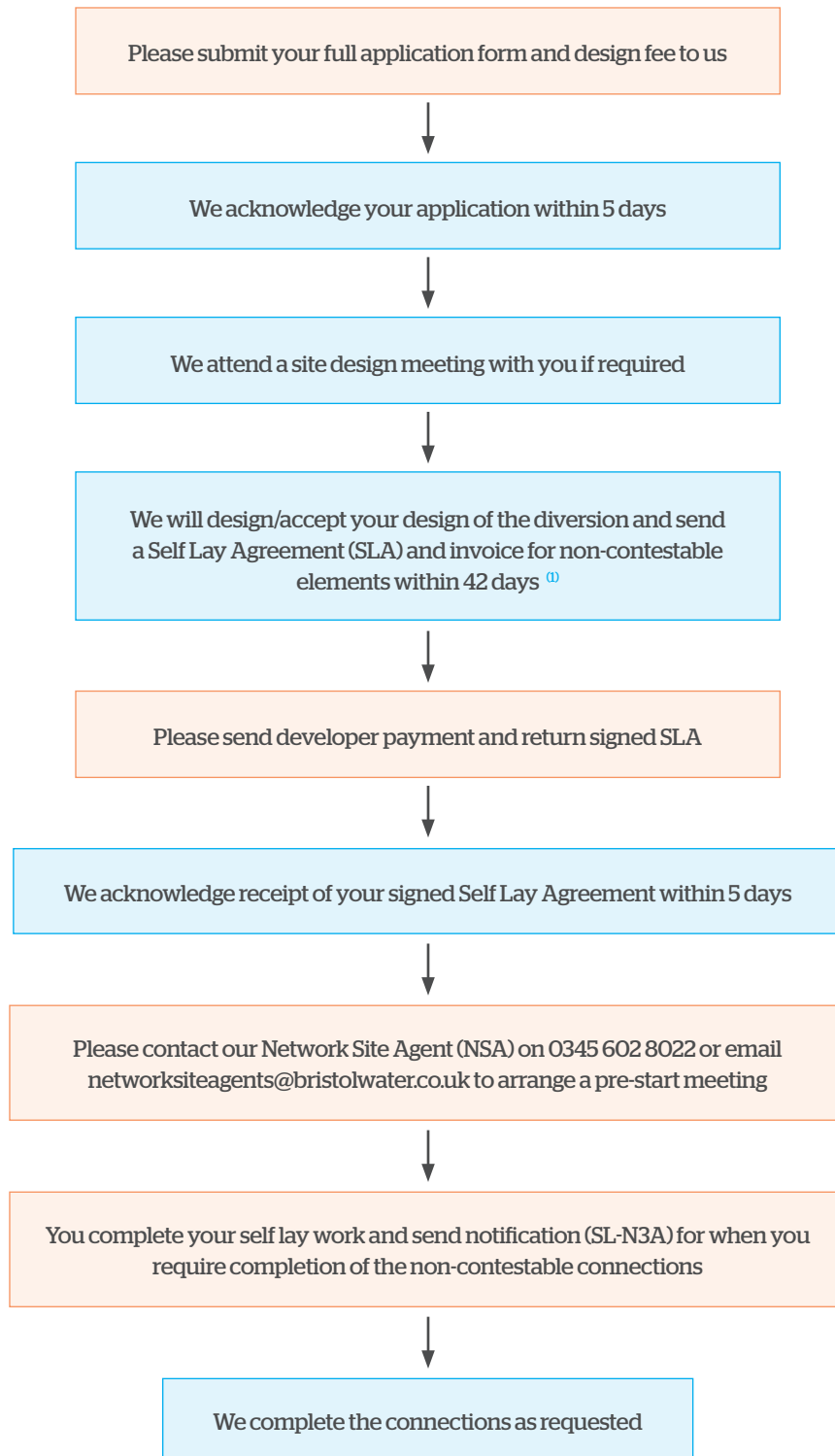
Self Lay of Water Mains and Service Process



- What we do
- What you do
- For information

All timescales are calendar days

Self Lay for Diversions Process



¹⁾ Or where an extension beyond the target period of 42 days has been agreed.

All timescales are calendar days

■ What we do
■ What you do