

Bristol Water Code for Adoption Agreements

Redress Scheme

From 2nd April 2018, under the new Ofwat Adoption code Water Companies are required to include appropriate customer redress for failure to meet minimum levels of service. We are working with Water UK and the other Water Companies to develop a single industry scheme across the industry and the scheme below will remain in place until such time that a new scheme is introduced.

We have developed this scheme to be consistent with Bristol Water's Business Bond and the level of redress we feel is appropriate for each service measure. Below are the measures which are covered by the redress scheme.

If we fail to meet our service levels below we will pay you automatically. One payment will be made for each service standard that we fail to meet per application to us.

Water UK Measure	Description	Service Level (Days)	Total Redress
W20.1	Self Lay Point of Connection Report <500 plots	21	Fixed payment £50
W21.1	Self Lay Point of Connection Report >500 plots	28	Fixed payment £50
W23.1	Self Lay Design and Terms <500 plots	14	Fixed payment £50
W24.1	Self Lay Design and Terms >500 plots	14	Fixed payment £50
W25.1	Self Lay Signed Agreement Acknowledgement	5	Fixed payment £50
W26.1	Self Lay Provide Physical Supply Connection for water for testing	28	Fixed payment £500
W27.1	Self Lay Permanent Water Supply – Piece Up	14	Fixed payment £500
W28.1	Self Lay Vesting Certificates - Issued	7	Fixed payment £50
W29.1	Self Lay Asset Payments Issued	35	Fixed payment £50
W30.1	Self Lay Plot References and Costing Details - Issued	14	Fixed payment £50

Complaints

We aim at all times to give good service and deal promptly and fairly with you.

If you have a specific complaint or would like to discuss a particular element of our service please feel free to contact:-

development.services@bristolwater.co.uk

Requests for escalation of a complaint should be made in the first instance to:-

Tim St John – Head of Development Services – tim.stjohn@bristolwater.co.uk

This will then be referred to Senior Management to respond directly.

The service standard redress and senior management escalation does not replace any claims for compensation that may be appropriate and considered on a case by case basis