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# Our promise to you



At Bristol Water we are driven to deliver the best possible service to our customers. Our promise sets out the minimum standards of service you can expect for your water supply, billing arrangements, water quality and new connection enquiries.

Several of our policies have more detail around the service we offer, this can be read in our charges documents called 'Charges Scheme' and 'Your Charges Explained'. On rare occasions, things do go wrong and we have therefore outlined what you are entitled to if we fail to meet our promises. If this does happen, we want to make things quick and easy for you so the payments will be automatic unless stated otherwise.

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## Your water supply



### Planned Interruptions

We will give you a 48 hours' warning notice if we have to carry out planned work which would result in an interruption to your supply for over 4 hours. We will restore supplies within the time specified in the warning notice.

**We will pay you £20 if:**

- we fail to warn you of a planned interruption of more than 4 hours
- we go over the time specified in the warning notice

We will make this payment within 20 working days. If we don't and you make a claim within 3 months we will pay an additional £20.

### Emergency interruptions

We will restore your supply within 12 hours of being made aware of the problem and will restore unplanned interruptions due to a strategic main within 48 hours.

- If we don't do this, we will pay you £20 and an extra £10 for each further 24 hours that it continues.
- We will make this payment within 20 working days, if we don't and you make a claim within 3 months we will pay an additional £20.

### Pressure

We will provide you with a good flow at your tap by maintaining a minimum pressure of 1.0 bar at the point where our responsibility ends.

If pressure falls below this on two occasions, each lasting more than one hour within a 28 day period we will pay you £25. You will need to make a claim for this.

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## Your customer service



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### Appointments

If we need to offer you an appointment, it will be in the morning or afternoon, or if requested a 2 hour slot.

We will arrive within the agreed timeframe and will give you at least 24 hours' notice beforehand if we need to rearrange or cancel an appointment.

If we fail to do this we will pay you £25. We will make this payment within 10 working days, if we don't and you make a claim within 3 months we will pay an additional £10.

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### Complaints

If you write with a complaint, we will respond to you within 10 working days.

If we don't, we will pay you £25.

We will make this payment within 10 working days, if we don't and you make a claim within 3 months we will pay an additional £10.

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## Your water quality



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### Boil notice

We will supply you with water that is safe to drink and meets the legal water quality standards.

If there is ever a need to impose 'boil water' precautions or suspend supplies for water quality reasons and the problem is our fault we will pay you £10.

When we install or change your water meter we will provide written details including the date, the meter serial number and its reading.

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### Metering

We will replace your meter within 20 working days of it being discovered to be faulty, once you have let us know.

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## Your water bill



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### Bills

If you have enquired about the accuracy of your bill, we will respond within 5 working days of receipt or 10 working days if a site visit is required. If we fail to do this we will pay you £20.

If you request a change in payment method that is not possible, we will respond within 5 working days. If we fail to do this we will pay you £20.

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### Don't forget

If your property is damaged or flooded because of a burst or leak from a water main, we will offer to clean up and arrange for our appointed loss adjuster to assess your needs and claim.

We will recompense you for clothes stained during washing if it was our fault.

If your supply is metered and we agree you need to run water to flush the supply, we will make an allowance of £5. You need to let us know within 3 months.

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### Contact us

**If you would like any further information please contact:**

Our lines are open Monday - Friday, 8am - 6pm and for emergencies after working hours.

**Tel:** 0345 702 3797

**Minicom equipment users only:** 0800 917 0737

**E-mail:** [bristolwatercustomer.services@bristolwater.co.uk](mailto:bristolwatercustomer.services@bristolwater.co.uk)

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### Write to us:

Bristol Water plc  
Bridgwater Road  
Bristol  
BS13 7AT