



BRISTOL
WATER

Statement of Assurance for 2022/23 Charges

10 January 2022

Charges Scheme, Wholesale Charges Schedule and
Charging Arrangements for New Connections



1. Introduction

This statement of assurance is provided in accordance with Ofwat’s expectations as set out in Information Notice IN21/04 and relevant Charges Rules publications¹. This statement covers the Charges Scheme that applies to end user customer tariffs and charges, wholesale charges to licensed retailers supplying eligible business customer premises and new connection charging arrangements to developers. It also describes significant changes in charges. Our statement is accompanied by supporting useful information on our charges.

A summary of the annual charges publications that this statement of assurance applies to is provided below.

Annual Charges Publications

Charges Scheme

Our charges to all **domestic customers** for the supply and billing of water.

Wholesale Charges Schedule

Our wholesale charges to **licensed retailers** supplying eligible **non-household (business) premises**; and the wholesale element of our charges to **household customers** for the supply of water, and to New Appointments and Variations (NAVs).

Charging Arrangements for New Connections

Our charges for setting up new water supply connections applicable to **developers, retailers, households and businesses**

Statement of Assurance

A statement of assurance provided by the Bristol Water plc. Board that our Charges Scheme, Wholesale Charges Schedule and Charging Arrangements for New Connection Service are compliant with the Ofwat charging rules.

¹ Wholesale Charging rules (October 2021); Charges Scheme Rules (October 2021); and Charging rules for new connection services – English undertakers (October 2021).



2. Statement of Assurance

2022/23 CHARGES SCHEMES, WHOLESALE CHARGES SCHEDULE AND NEW CONNECTION CHARGING ARRANGEMENTS

The Board of Bristol Water confirms that:

- a) The company complies with its legal obligations relating to the charges set out in its charges schemes, wholesale charge schedule and new connection charging arrangements.
- b) The Board has assessed the effects of the 2022/23 charges on household customers' bills and wholesale service charges to retailers supplying customers occupying eligible premises for a range of different customer types, and confirms that there are instances where bill increases for particular customer types exceed 5%, given a constant level of consumption. We summarise our key changes in charges and other useful information that provides context for this statement at the end of this document.
 - The increases above 5% reflect a number of key factors:
 - i. the outcome of the CMA PR19 Final Determination, which increased K factors by c. 4.6% for 2022/23;
 - ii. the higher CPIH of 4.6%;
 - iii. mitigated by regulatory adjustments such as performance incentives and higher household demands. Unmeasured tariffs increase by c.3.5% more than measured due to demand changes.
 - Despite higher inflation, higher household demand means that bill increases are similar or lower than we anticipated in our indicative assurance statement in September 2021.
- c) No significant changes to end user or wholesale charges have been made.
 - Our consultation with retailers has not raised any issues concerning the structure or level of charges
 - We also discussed the indicative household charges we published in October 2020 with the Consumer Council for Water (CCW) and the Bristol Water Challenge Panel. For our final charges we have had



additional discussions with CCW. We consider that appropriate handling strategies are in place, including temporary use of our Assist social tariff for customers anticipating being in debt because of change in circumstances because of COVID-19, our promotion of social tariffs, and our promotion of metering including the introduction of a two-year money-back guarantee for meter optants.

For new connection services:

- d) The Board has assessed the effects of the new charges on customers' bills for a range of different types of development (as described in this section), and approves the impact assessments and handling strategies developed in instances where bill increases for particular types of new developments exceed 10%.
- In making this statement the Board noted the extensive consultation with Developers and SLPs that had taken place, in particular on the indicative new connection charging arrangements for 2022/23 approved by the Board in September 2021.
 - Where there were increases above 10%, these were on low value total bills relative to the cost of a development, and this had directly arisen from simplification of charging bands specifically requested by the affected types of developers based on the options set out in the consultation. This was confirmed at our developer services market engagement day, held as part of the consultation process
 - The increases in bills noted below range 2.8% to 9.6% for the Bristol Water worked examples. Excluding the simplification changes to application and design fees requested by developers, mains costs increase by c2.5% and service costs by c. 7.7%. The Ofwat worked example scenarios for direct delivery show increases between 4.1% and 7.8% including infrastructure charges and income offset, and - 0.4% and +7.8% excluding infrastructure charges and income offset. Therefore, we conclude that there are no material increases that exceed 10% that require specific handling strategies, given these changes were given positive feedback in our earlier consultations.
 - There is one Ofwat scenario (5) which has a 26.1% increase including income offset and infrastructure charges, but this is only 3.3% without it. No additional handling strategies are required because this scale of development (200 houses) would normally be served by Self Lay



Providers, the charges change for them being 7.6% (8.1% excluding infrastructure charges and income offset).

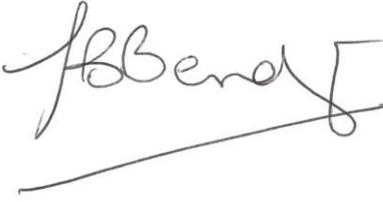
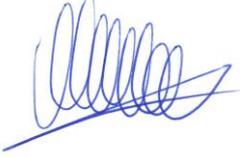
- e) The structural changes we have made to new connection charges are:
- We have made minor changes to our new connection charges, following consultation on a range of options in our indicative new connection charging arrangements document.
 - Cost reflectivity has been reviewed, including the general findings of the SIA report for Ofwat, although this did not indicate any specific issues given the clear individual contract rate and overhead approach we had previously implemented.
 - We have reviewed the structure of some of our charges and made changes to application and design fees so they are more visibly equivalent between different development approaches.
 - Following consultation, based on Self Lay Provider feedback, we rationalised the number of bands for application and design fees through averaging, as this was clearly preferred.

For all charges:

- f) The company has appropriate systems and processes in place to make sure that the information contained in the charges scheme, wholesale charge schedule and new connection charging arrangements, and the additional information requested by Ofwat is accurate; and
- g) The company has consulted CCW and other relevant stakeholders (including the Bristol Water Challenge Panel, retailers, NAVs and developers) in a timely and effective manner on its charges schemes, wholesale charge schedule and new connection charging arrangements.
- h) The final wholesale charges are not significantly different to the indicative wholesale charges, particularly once accounting for changes in CPIH.

The submission is signed by the executive and independent non-executive Board members of Bristol Water, and we confirm that the Board has reviewed and endorsed it.



Board Approval			
Name	Role	Signature	Date
Keith Ludeman	Chairman		10.1.22
Tim Tutton	Senior Independent Non-Executive		10.1.22
Jeremy Bending	Independent Non-Executive		10.1.22
Jim McAuliffe	Independent Non-Executive		10.1.22
Mel Karam	Chief Executive Officer		10.1.22
Laura Flowerdew	Chief Financial Officer		10.1.22



3. Supporting information for household, wholesale and new connection charges

3.1 Bill Impacts for Household Customers

The table below presents the example bill changes for Household customer charges affecting customers on measured (metered) and unmeasured charges for 2022/23 compared to 2021/22. This reflects our measured and unmeasured charges as set out in our charges publications². It reflects the outcome of the CMA PR19 Final Determination, updated to reflect the Ofwat in-period ODI determination in November 2021. For measured household customers we show a range of typical volumes (m³ per annum) and for unmeasured household customers a range of Rateable Values (£). The changes in different customer categories largely reflect that retail standing charges do not have CPI(H) inflation applied. For ease of presentation, the components of the example bills are shown later in this statement.

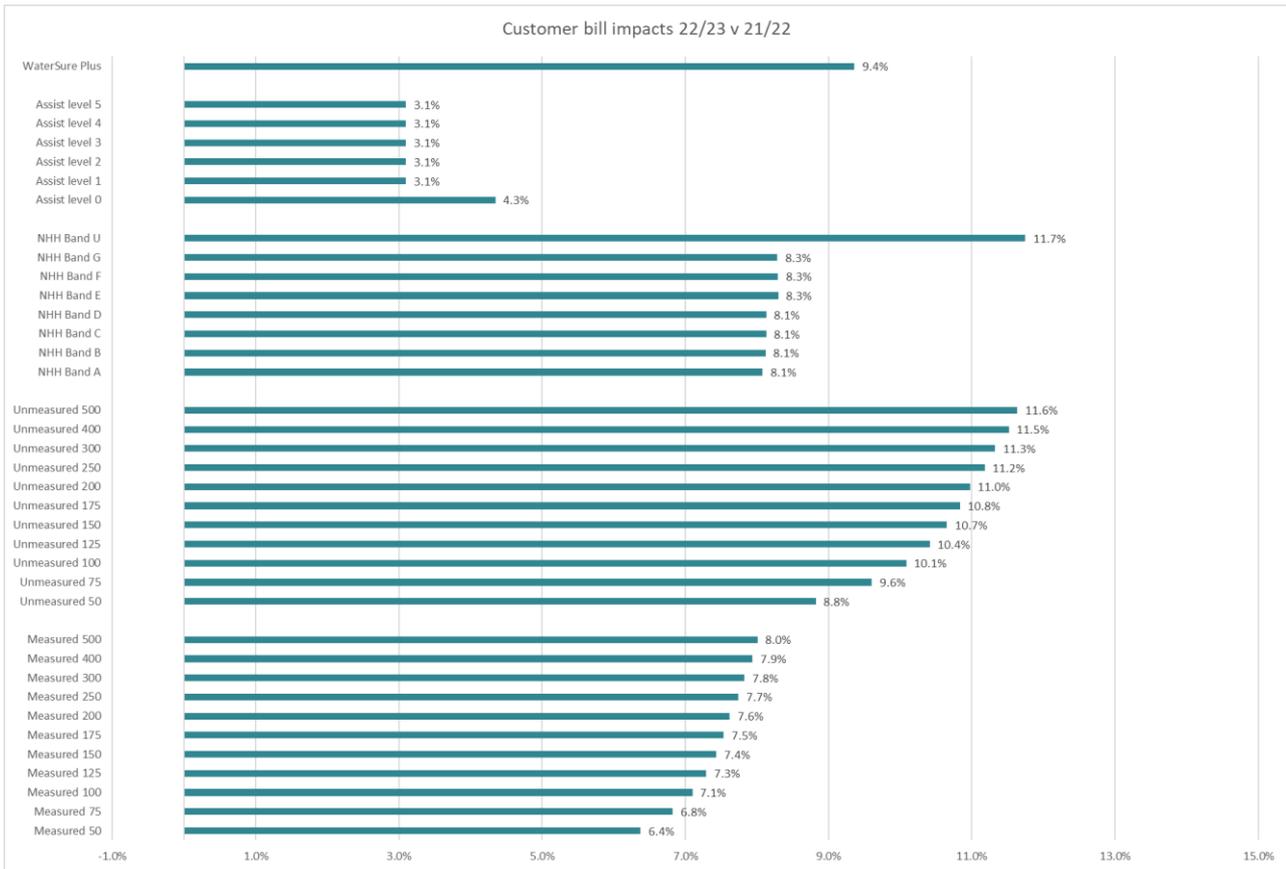
Household Customers	Customer Group	Water used (litres per day)	Typical Bill 2021/22 (£)	Typical Bill 2022/23 (£)	Change (£)	Change (%)
Measured Households	Measured 50	50	107.89	114.77	6.88	6.37%
	Measured 75	75	140.14	149.69	9.56	6.82%
	Measured 100	100	172.38	184.62	12.24	7.10%
	Measured 125	125	204.63	219.54	14.92	7.29%
	Measured 150	150	236.87	254.47	17.60	7.43%
	Measured 175	175	269.12	289.39	20.27	7.53%
	Measured 200	200	301.36	324.31	22.95	7.62%
	Measured 250	250	365.85	394.16	28.31	7.74%
	Measured 300	300	430.34	464.01	33.67	7.82%
	Measured 400	400	559.32	603.71	44.39	7.94%
	Measured 500	500	688.30	743.41	55.11	8.01%
Unmeasured Households	Unmeasured 50	50	88.49	96.29	7.81	8.82%
	Unmeasured 75	75	115.73	126.84	11.11	9.60%
	Unmeasured 100	100	142.97	157.39	14.42	10.09%
	Unmeasured 125	125	170.21	187.94	17.73	10.42%

² Household Charges Scheme and Wholesale Charges Arrangement



BRISTOL WATER CHARGES ASSURANCE STATEMENT 2022/23

Household Customers	Customer Group	Water used (litres per day)	Typical Bill 2021/22 (£)	Typical Bill 2022/23 (£)	Change (£)	Change (%)
	Unmeasured 150	150	197.46	218.49	21.04	10.65%
	Unmeasured 175	175	224.70	249.04	24.34	10.83%
	Unmeasured 200	200	251.94	279.59	27.65	10.98%
	Unmeasured 250	250	306.43	340.69	34.27	11.18%
	Unmeasured 300	300	360.91	401.79	40.88	11.33%
	Unmeasured 400	400	469.88	523.99	54.11	11.52%
	Unmeasured 500	500	578.85	646.19	67.34	11.63%





3.2 Bill Impacts for Wholesale Charges to Retailers

The table below presents example bill changes for wholesale charges affecting licenced retailers that supply eligible Non-Household (business) customers on measured (metered) and unmeasured charges for 2022/23 compared to 2021/22³. This reflects our non-Household charges as set out in our published Wholesale Charges Schedule. Charges for measured Non-Household customers (Bands A to G) are based on forecasts of annual water used (m³ per annum) and for unmeasured Non-Household customers (Band U) the charge is based on the Rateable Value (£).

Non-Household Customers by Band		Water used (m ³ per annum)	Typical Bill 2021/22 (£)	Typical Bill 2022/2 (£)	Change (£)	Change (%)
Non-Households	Band U	200	230	257	27	11.7%
	Band G	500	648	702	54	8.3%
	Band F	2000	2,551	2,763	212	8.3%
	Band E	10000	12,558	13,600	1,042	8.3%
	Band D	32500	37,892	40,972	3,081	8.1%
	Band C	75000	83,082	89,835	6,753	8.1%
	Band B	175000	183,936	198,869	14,934	8.1%
	Band A	375000	375,446	405,763	30,318	8.1%

3.3 Bill Impact for Assessed Charges (Household and Non-Household)

Assessed charges are levied for customers who have requested to be charged on a measured (metered) basis but for whom it is not possible to install a water meter at their property. Assessed charges are available to both Household customers, in which case the Assessed charge is based on the number of bedrooms in their property, and Non-Household customers in which case the Assessed charge is based on the number of employees. Single Household occupiers receive the 1 bedroom assessed charge.

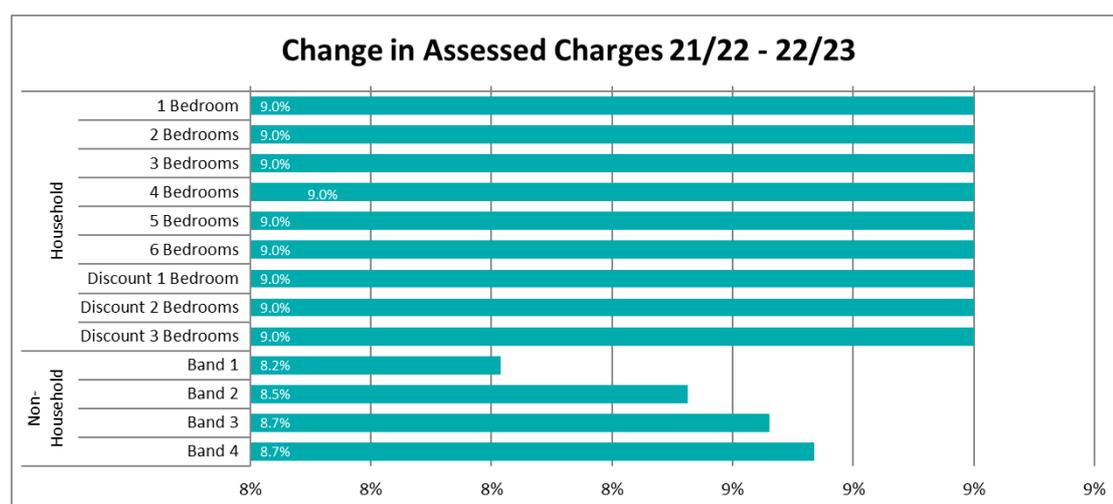
The table below presents typical bill changes for Assessed Household and non-Household customer charges for 2022/23 compared to 2021/22, as reflected in our

³ Charges for retail services provided by retailers will be added to the wholesale charge payable by Non-Household (business) customers.



standard charges publications. The change in charges is also presented in the graph overleaf.

Assessed Charges		Bill 2021/22 (£)	Bill 2022/23 (£)	Change (£)	Change (%)
Household	1 Bedroom	113.78	124.02	10.24	9.0%
	2 Bedrooms	161.57	176.11	14.54	9.0%
	3 Bedrooms	209.36	228.20	18.84	9.0%
	4 Bedrooms	257.15	280.29	23.14	9.0%
	5 Bedrooms	304.94	332.38	27.44	9.0%
	6 Bedrooms	352.73	384.48	31.75	9.0%
	Discount 1 Bedroom	103.22	112.51	9.29	9.0%
	Discount 2 Bedrooms	143.84	156.79	12.95	9.0%
	Discount 3 Bedrooms	184.47	201.07	16.60	9.0%
Non-Household	Band 1	61.04	66.06	5.01	8.2%
	Band 2	101.09	109.71	8.62	8.5%
	Band 3	141.14	153.37	12.22	8.7%
	Band 4	181.19	197.02	15.83	8.7%



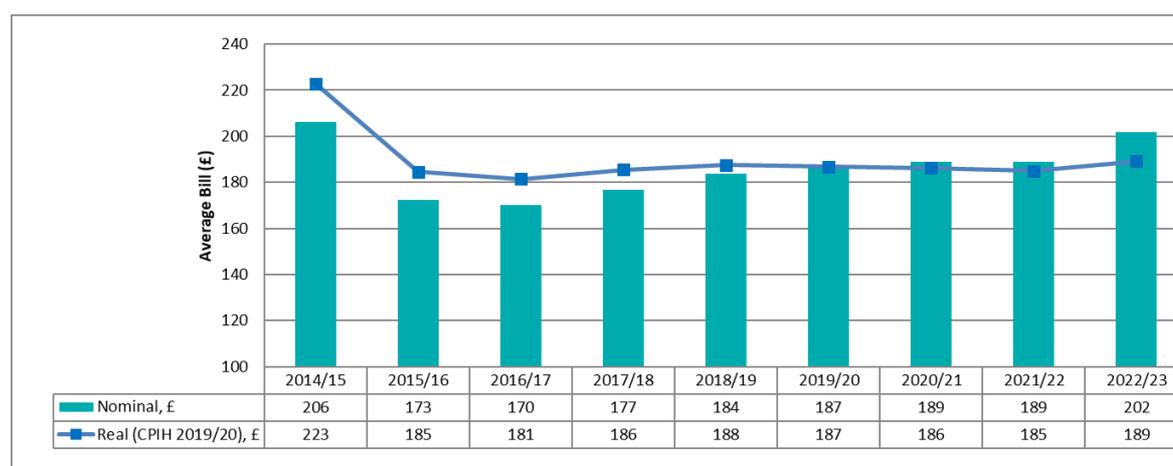
3.4 Average Household Customer Bills

Average household bills are forecast to be £202 for 2022/23. This is 6.9% higher than the average bills we expect customers to have paid during 2021/22. Average



bills for 22/23 are 9.2% higher than the forecast we had for 2021/22 when we set tariffs, before increased demand due to COVID-19, and so represents an alternative comparison.

The movement in the average bill since 2014/15 is summarised in the figure below.



The table below presents a breakdown of the average bill for Household customers charged on an Unmeasured and Measured (metered) basis for 2021/22 compared to 2020/21.

Average Household Customer Bill, by Measured and Unmeasured Charges, 2022/23 compared to 2021/22 (£)

Household Customer type	2021/22 average bill – original estimate (£)	2021/22 average bill – latest forecast (£)	2022/23 average bill (£)	Movement vs original (%)	Movement vs updated forecast (%)
Measured	170.99	177.22	186.79	9.2%	5.4%
Unmeasured	207.74	207.19	228.57	10.0%	10.3%
Overall	184.90	188.82	201.86	9.2%	6.9%

The average household bill is also impacted by the effects of Covid-19, as this has reduced the amount of water being used by our non-household customers, which means a greater proportion of our revenue must be recovered from household customers. We have also seen an increase in the number of customers on our social tariffs, again partly due to the impacts of Covid-19, which slightly increases the amount that other customers need to pay to subsidise the discounts given.



A summary of the drivers of changes in the average bill is shown below:

Household Customer type	Contribution to av. Bill increase	Revenue (wholesale and retail revenue controls) £m
2021/22 base		£121.4
Performance incentive adjustments	-1.7%	-£2.2m
K factors and retail allowance	+4.7%	+£5.6m
CPIH	+4.6%	+£5.3m
Social tariffs	+0.2%	Nil
Changes in revenue base and revenue corrections	-1.0%	+£1.1m
2021/22	+6.9%	£131.2m

The movement in charges for measured and unmeasured household customers for 2022/23 compared to 2021/22, broken down by the component standing and variable charges, are summarised below

Movement in Charges for Measured and Unmeasured Customers, by Charging Component, 2022/23 compared to 2021/22

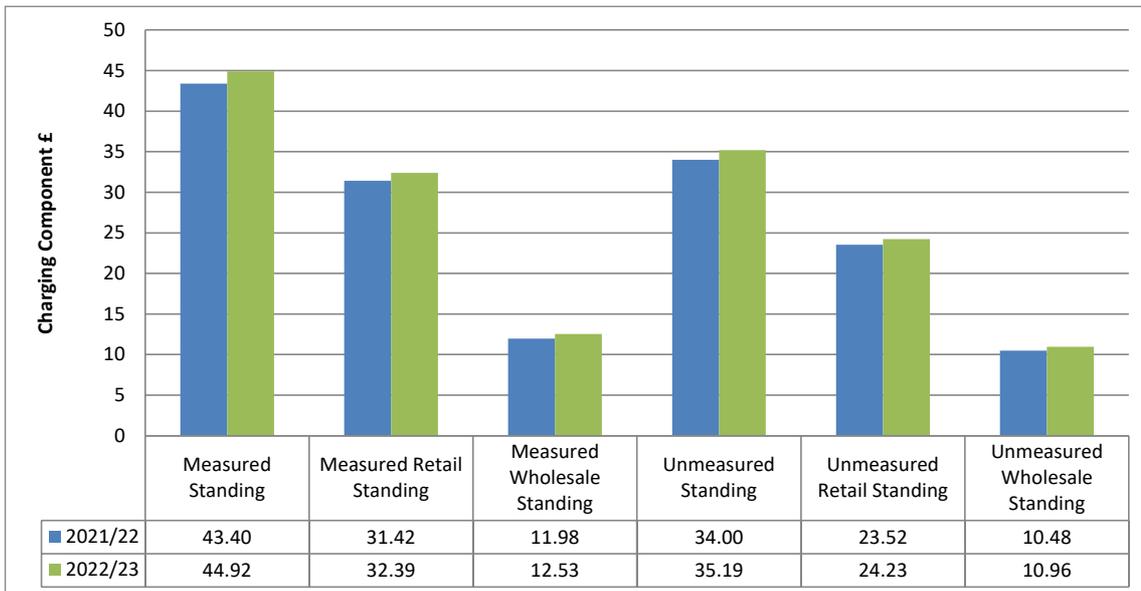
Household Customer	Charging Component	2020/21	2021/22	Change	% change
Measured Household	Standing (£)	43.40	44.92	1.52	3.5%
	Variable (£/m ³)	1.2898	1.3970	0.11	8.3%
	Retail Standing (£)	31.42	32.39	0.97	3.1%
	Wholesale Standing (£)	11.98	12.53	0.55	4.6%
	Wholesale Variable (£/m ³)	1.2898	1.3970	0.11	8.3%
Unmeasured Household	Standing (£)	34.00	35.19	1.19	3.5%
	Variable (£/RV)	1.0897	1.2220	0.13	12.1%
	Retail Standing (£)	23.52	24.23	0.71	3.0%



BRISTOL WATER CHARGES ASSURANCE STATEMENT 2022/23

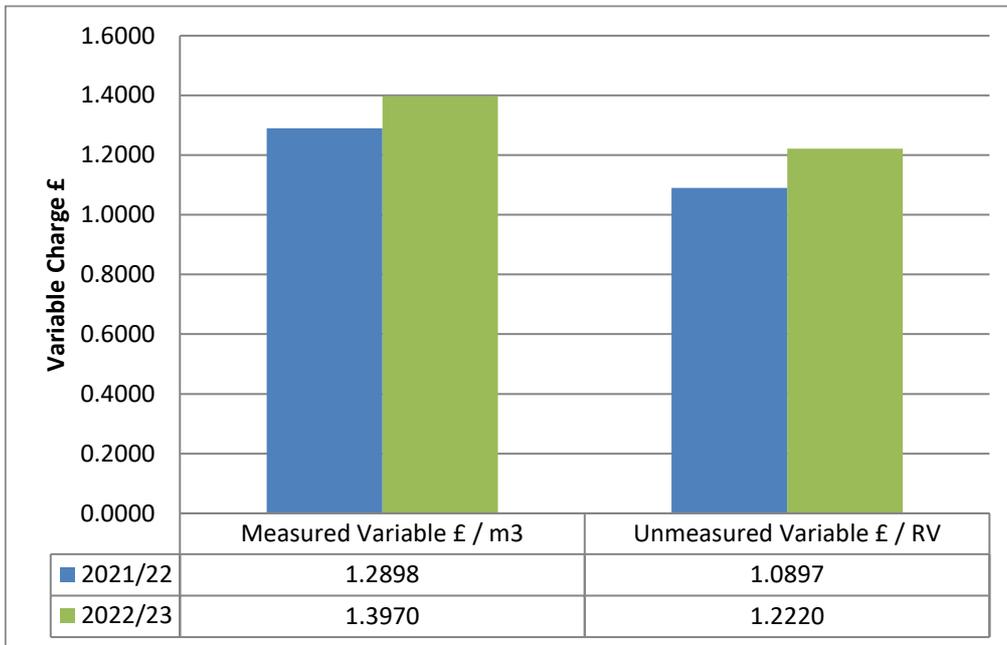
Household Customer	Charging Component	2020/21	2021/22	Change	% change
	Wholesale Standing (£)	10.48	10.96	0.48	4.6%
	Wholesale Variable (£/RV)	1.0897	1.2220	0.13	12.1%

Movement in Standing Charges for Measured and Unmeasured Customers, by Charging Component, 2021/22 - 2022/23





Movement in Variable Charges for Measured and Unmeasured Customers, 2022/23 compared to 2021/22

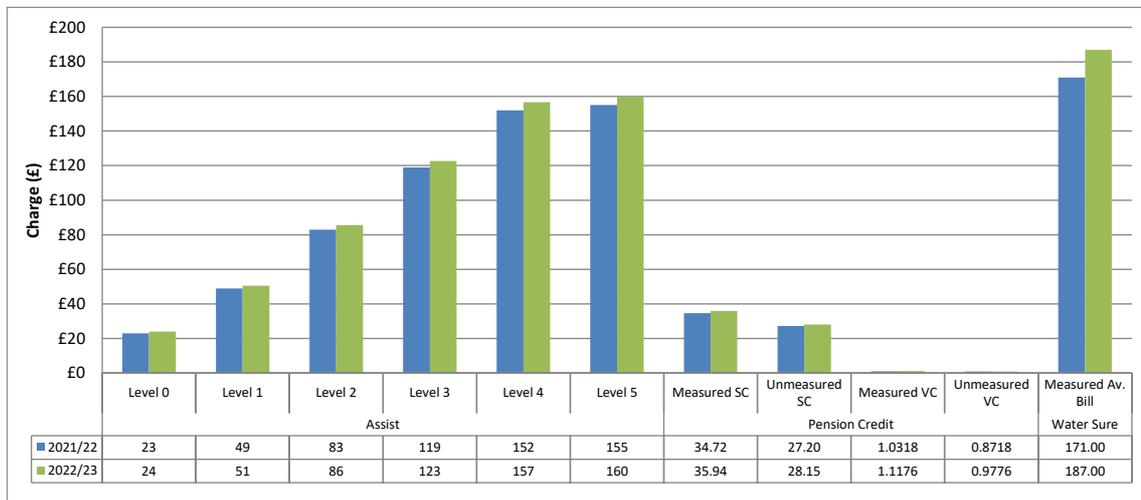


3.5 Social Tariffs and Cross Subsidies

Social Tariffs and the amount recovered through other customer bills vary dependent on the number of claimants and by the level of the social tariff charged. As the figure below presents, our Pension Credit tariffs have increased in line with the increases to standard charges, and continue to offer a 20% discount. Assist charges are subject to inflationary increases in line with September CPI (the figure used to index government benefits) of 3.1%, but we round these tariffs to the nearest pound.



Movement in Social Tariff Charges, 2022/23 compared to 2021/22 (£)

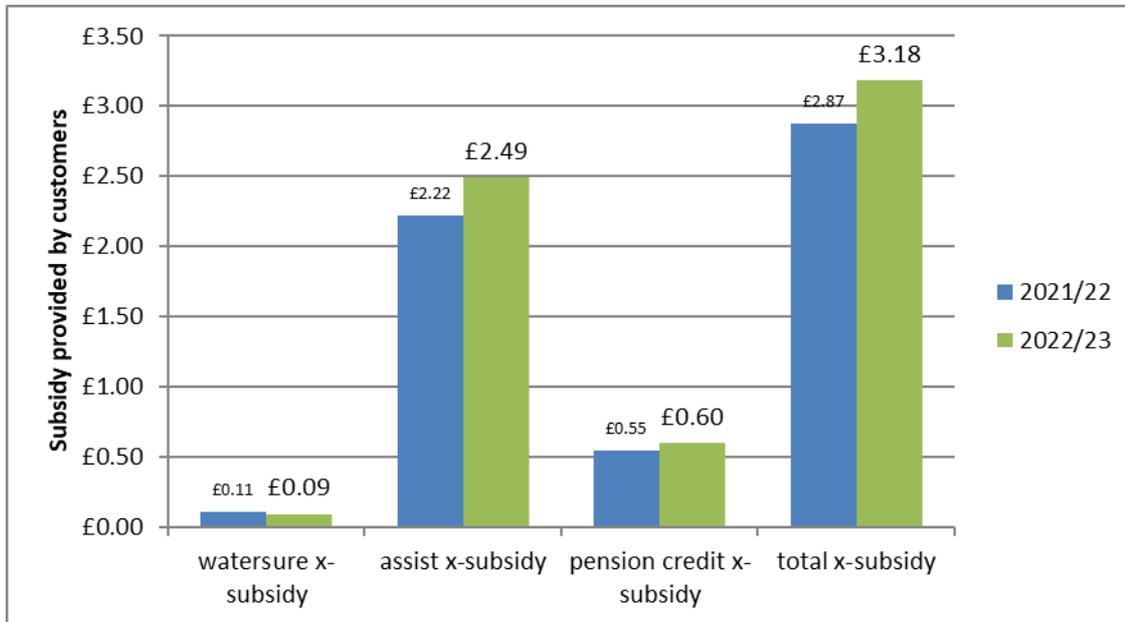


The overall level of the social tariff cross-subsidy for 2022/23 is £3.18 per customer, compared to £2.87 per customer in 2021/22, due to the growth in the number of customers we expect to support. This level of subsidy is below the mean value of customer Willingness to Pay of £7.41 found in our social tariff research.

The Figure below presents a summary of the social tariff cross subsidy by each tariff.



Summary of the Movement in the Social Tariff Cross-subsidy, by Tariff, 2022/23 compared to 2021/22 (£ per customer)



NAV charge approach

New Appointments or Variations (NAVs) operate within defined areas within an incumbent water company’s supply region. They are responsible for operation and maintenance of the supply network within their own areas of appointment, and for billing and customer service relationships. These are typically on new build housing developments.

The starting point for our NAV tariffs is our wholesale charging structure, which sets standing and volumetric charges for households, and for non-households in seven different consumption bands.

The principle of our NAV tariffs is that we then deduct from the wholesale charges the costs that we avoid within the NAV site. This recognises that we do not incur certain types of costs within NAV sites because some activities that we undertake where we serve customers directly

We propose to no longer apply a standing charge to properties on NAV sites, having reviewed bottom up costs saved.

Variable charges

- We apply discounts in relation to:



- the ongoing costs we avoid at NAV sites:
 - not having to replace communication pipes and stop taps
 - not having to replace meters and their chambers
 - not having to renew or replace water mains within the sites
 - not having to clean (“flush”) the water mains
- leakage allowances for volumes not used by NAV customers compared to our bulk meter.
- depreciation costs avoided at NAV sites (an annuity for asset replacement)
- the operating margin for risks we do not face without end customers. No separate rate of return is applied as on-site assets are fully funded by developers with income offset greater than infrastructure charges for network reinforcement. Both elements are also available to NAVs.
- Where relevant we adjust the calculated discounts for larger non-household properties in recognition of the discounts already included within wholesale charges, reflecting that for larger users they are receiving a discount for on site operations, flushing and leakage etc.

Our proposed NAV tariffs are shown below. The percentage change ignores the removal of fixed standing charges, which as an example for each household served by a NAV are the equivalent of 12.53p/m³ off the on-going costs.

Tariff Band	Customer consumption (m ³ p.a.)	Standard rate wholesale tariff £ per m ³	On going costs - discount £/m ³	Depreciation - discount £/m ³	Operating margin and leakage	Variable NAV Tariff £/m ³ 2021/22	Variable NAV Tariff £/m ³ 2020/21	% Change
NHH A	<500000	1.0158	-0.01817	0.0000	-0.0095	0.9882	0.9226	7.11
NHH B	<250000	1.0800	-0.01843	-0.0284	-0.0395	0.9936	0.9231	7.64
NHH C	<100000	1.1413	-0.02541	-0.0284	-0.0825	1.0050	0.9301	8.05
NHH D	<50000	1.2016	-0.02941	-0.0584	-0.0825	1.0313	0.9519	8.34
NHH E	<15000	1.3560	-0.16464	-0.0584	-0.0825	1.0505	0.9609	9.32
NHH F	<5000	1.3756	-0.16551	-0.0584	-0.0825	1.0693	0.9782	9.31
NHH G	<1000	1.3935	-0.11458	-0.0584	-0.0825	1.1381	1.0434	9.08
H Household tariff		1.3970	-0.04251	-0.0584	-0.0825	1.2136	1.1154	8.80



Infrastructure charges and income offset

Our infrastructure charges are forecast to increase from £273 for 2021/22 to £309 for 2022/23 (an increase of 13.2%). The cost and connection assumptions behind this are set out in our new connection charging arrangements document.

In addition, the infrastructure payment / “income offset” reflects a payment necessary to developers (including NAVs and SLPs) to reflect the balance between charges paid by developers and those paid by other customers. For 2022/23 this is £699, increased by 1.9% from £686 in 2021/22.

Further details of the calculations are included in the new connections charging arrangements document.

The net payment per connection at £390 is 5.6% lower than the £413 in 2021/22, due to the combination of the increase in infrastructure charges and income offset. This reflects larger development schemes that require network reinforcement.

We detail typical new developer bill change scenarios below. This demonstrates that charge changes are less than 10% excluding income offset, with the income offset percentage affected by the size of the net payment/receipt for the specific development. Where there are increases, this is often the opposite impact to 2019/20 and therefore is expected variation with income offset, whilst maintaining the balance of revenue as the charging rules require.

Ofwat Example number	Summary Description	22/23		21/22		Movement from 22/23 to 21/22	
		Total	Total excluding income offset and infrastructure charges	Total	Total excluding income offset	Total	Total excluding income offset
1	Single connection - BW delivery	£1,145	£1,535	£1,069	£1,482	7.1%	3.6%
1	Single connection - SLP	-£324	£67	-£339	£74	-4.7%	-9.8%
2	New block of flats (10 units) – BW delivery	-£19	£3,881	-£531	£3,599	-96.4%	7.8%



BRISTOL WATER CHARGES ASSURANCE STATEMENT 2022/23

Ofwat Example number	Summary Description	22/23		21/22		Movement from 22/23 to 21/22	
		Total	Total excluding income offset and infrastructure charges	Total	Total excluding income offset	Total	Total excluding income offset
2	New block of flats (10 units) – SLP	-£3,640	£260	-£3,915	£215	-7.0%	21.0%
3	Medium house development (50 new connections) – BW delivery	£13,921	£33,421	£12,914	£33,564	7.8%	-0.4%
3	Medium house development (50 new connections) – SLP	-£13,164	£6,336	-£14,335	£6,295	-8.3%	0.7%
4	Medium house development (50 new connections) water company excavation and reinstatement – BW delivery	£80,811	£100,311	£77,291	£97,941	4.6%	2.4%
4	Medium house development (50 new connections) water company excavation and reinstatement – SLP	-£1,342	£5,518	-£13,163	£6,336	8.6%	1.4%
5	Large house development (200 new connections)– BW delivery	£40,395	£118,395	£32,035	£114,635	26.1%	3.3%
5	Large house development (200 new connections)– SLP	-£66,667	£11,333	-£72,119	£10,491	-7.6%	8.1%
6	Large house development (200 new connections)– water company excavation and reinstatement - BW delivery	£254,082	£332,082	£244,135	£326,734	4.1%	1.6%



BRISTOL WATER CHARGES ASSURANCE STATEMENT 2022/23

Ofwat Example number	Summary Description	22/23		21/22		Movement from 22/23 to 21/22	
		Total	Total excluding income offset and infrastructure charges	Total	Total excluding income offset	Total	Total excluding income offset
6	Large house development (200 new connections)– water company excavation and reinstatement – SLP	-£69,091	£8,909	-£74,319	£8,281	-7.0%	7.7%



4. Bill Impacts and Handling Strategies

Both household and wholesale charges are forecast to increase, excluding certain social tariffs linked to CPI, by more than 5%.

For households this includes:

- We are increasing promotion of our social tariffs, including through working with our partners
- We are targeting areas for this promotion, using the insights from our water poverty tool. We use this to meet our performance commitment of zero water poverty, and report on progress in our annual report.
- We are increasing our promotion of metering, which will allow customers to save water and save money.
- We are promoting these factors through our “Watertalk” newspaper to delivered to all properties during January 2022.
- We are introducing a two-year money back guarantee for meter optants, by allowing customers to have confidence that metering will not cost them more by refunding the difference if this proves to be the case after two years. This provides us with a further incentive to promote water efficiency
- We are updating our billing information to make sure charge changes and support are clearly signalled
- We will be announcing our charges and support through clear communications, including through social media. We will make clear the causes of the increase, which include inflation and that the increases reflect adjustments to customer bill reductions in 2020/21.
- We have made it easier and quicker to access social tariffs, accepting applications directly through a range of channels. Our helping hand cards distributed through face to face contact throughout our workforce signal the Priority Services and help to pay services we provide.

We will work with stakeholders and customer representatives to explain these impacts and the support we can provide for customers affected. Many unmetered customers could experience a bill reduction through switching to a meter, and we will continue to promote that option through our bill design and pro-active messaging.

Some of our messages also reach business customers directly. We have already communicated the likely increases to retailers following the October 2021 publication of our indicative wholesale charges scheme.



BRISTOL WATER CHARGES ASSURANCE STATEMENT 2022/23

We do not expect any typical new connection charge scenarios to increase by more than 10% between 2021/22 and 2022/23. We have already communicated with developers about how we have adjusted our charges proposals following consultation and our developer services market engagement event.

Summary Log of Engagement with CCW, Customers and Stakeholders

The table below provides a summary of the key engagement activities we have had with our customers and stakeholders in the development of our household customer charges, wholesale charges to licensed retailers supplying eligible business customer premises and new connection charging arrangements to developers for 2022/23. Covid-19 has impacted our ability to engage with these groups in person as we would normally prefer, but we held virtual meetings and engagement sessions instead. We consulted on indicative wholesale and new connection charges, and we produced indicative charging documents alongside the charges and assurance to aid the consultation process.

Date	Relevant Charges	Activity	Discussion	Considerations and Actions
22/09/21	Household	Bristol Water Challenge Panel	Indicate charges and handling strategies for 21/22 indicative charges	CCW were also involved and the BWCP were aware of the increase, focused on the need for Bristol Water performance to match the charges (to be reflected in our mid-year and social contract reports published 16/12/21). The BWCP were content that Bristol Water were engaging with CCW, and had measures such as the money back guarantee and customer engagement on bill design and communications in place. Brief update provided at following meeting 15/12/21.
11/10/21	Household	Specific meeting with CCW	Discussion on our indicative charges for 2021/22 with CCW	We discussed our range of handling strategies in response to the likely c8% increase in average bills. Other than meeting again to confirm in late December, no specific further measures or actions were required.

BRISTOL WATER CHARGES ASSURANCE STATEMENT 2022/23

Date	Relevant Charges	Activity	Discussion	Considerations and Actions
15/10/21	Wholesale	Retailer engagement event	Presentation given on indicative 2021/22 charges	Four retailers present with apologies from 12 others. Retailers asked for a clear message they could pass onto customers for the reason for the higher increase than recent years, which we provided as a follow up. We provided a post event survey for other comments and also had 1:1 regular liaison meetings. No specific issues raised.



BRISTOL WATER CHARGES ASSURANCE STATEMENT 2022/23

08/11/21	Developers	Market engagement day	Discussion on indicate 2021/22, charges policies, recent industry policy changes and a range of developer issues.	<p>Communication and handling plans discussed. Attendees welcomed the changes in charges structures that we proposed. Considering the options, general feedback was that fewer bands than proposed (not a single band) for design and application fees, together with a single rather than tiered non-physical connection charge was the right balance of cost-reflectivity, because that lowered admin costs for developers and SLPs and simplified scheme planning. We reflected this in our final proposals.</p> <p>We also had offers from SLPs and NAVs to support our trial of environmental benefit discount to infrastructure charges, which we have reflected in our final new connection charging arrangements document.</p> <p>We followed up with a newsletter summarising the points raised and our response, and included a link to our event quarterly satisfaction survey.</p> <p>Other questions we answered and actioned included:</p> <ul style="list-style-type: none">• Confirming that SLP and requisitions pay the same mains application fees• SLPs were content that design work was contestable given the charge applied to requisitions and SLPs equally• The mains application fee only applies to on-site mains not the Point of connection, which is dealt with separately.
----------	------------	-----------------------	---	---

BRISTOL WATER CHARGES ASSURANCE STATEMENT 2022/23

Date	Relevant Charges	Activity	Discussion	Considerations and Actions
				<ul style="list-style-type: none"> <li data-bbox="1397 277 2092 341">• We are exploring changing our quotations to include service costs in the same document.
18/11/21	Household	Quarterly liaison meeting with CCW	Provision of our indicative charges for 2021/22 to CCW	Charges were presented and discussed no concerns raised. We talked through our handling strategies. We also had additional meetings on 17 th December to talk through our final charges.
Ongoing	Wholesale	Retailer account meetings	We hold account meetings at least quarterly with all retailers, these have largely been by MS Teams in 2021. We also correspond daily with retailers where they are impacted by planned or unplanned works.	Feedback continues to be positive. The simplicity and transparency of our charging structure is of particular note. There were no specific concerns with 2022/23 charges.