

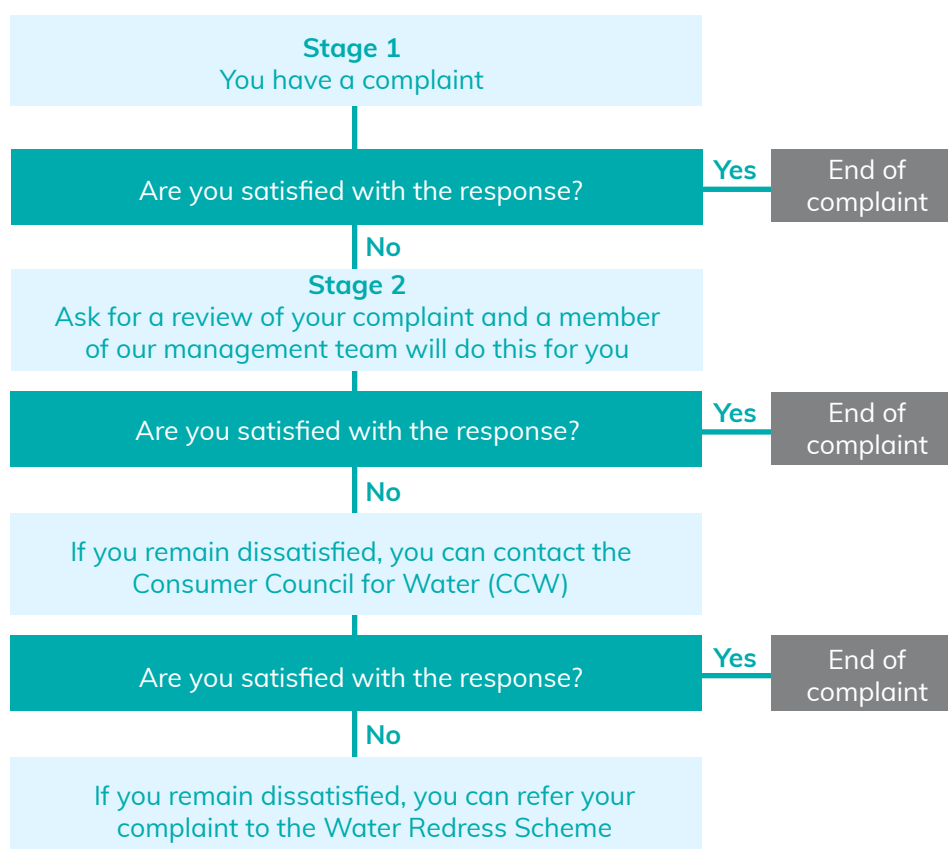
Our operational complaints process



Good Customer Relations

At Bristol Water, we aim to provide the best possible service at all times. To help us improve our service, we need you to tell us when you are pleased or disappointed with the service you have received.

Independent customer research is carried out each month on our behalf to help us better understand how we can improve our services. The answers you give are important and will help us identify where we can do things better.



Stage 1

If you have a complaint about your water supply and you contact us by telephone, we'll try to resolve it immediately for you. If it isn't possible for you to call us, you can use any of our other channels available.

If we can't resolve your issue right away, we aim to resolve it within five working days. However, if it requires more investigation we'll make sure we respond to you within ten working days from the date you contact us. We will be clear with you on the timescales of when we expect to resolve your complaint.

If we fail to respond within ten working days, you'll automatically receive a payment under our customer charter the Bristol Water Promise. You can find out about our Promise commitments at www.bristolwater.co.uk

Stage 2

If you're unhappy with our initial response and ask for it to be reviewed by a manager, we will respond to you within ten working days of receiving this contact from you.

Within eight weeks of us receiving your complaint, we will either:

- be able to resolve your complaint, or
- advise you that we're still not in a position to issue our final response. We will tell you why this is, and also when we expect to be able to do so.

In both of these cases we will tell you how you can contact CCW if you are unhappy with our response, or if you do not want to wait beyond the 8 week time limit.

Consumer Council for Water (CCW)

If you are still not happy with our response to your complaint, you can refer the matter to CCW. This is the statutory independent body that represents the interests of water consumers and helps resolve customers' complaints.

CCW will look at the facts relating to your complaint and may act on your behalf either through mediation or by investigating your complaint. Where appropriate, they may ask us to take action to resolve the issue.

Water Redress Scheme (WATRS)

If you are still not happy with the response to your complaint, you can refer the matter to WATRS. It is an independent and impartial adjudication service that is free for you to use and has the authority to make decisions that we have to comply with

Disputes handled by the Water Services Regulation Authority (OFWAT)

In some cases, OFWAT has a statutory duty to investigate complaints and determine the outcome. This typically relates to complaints of a technical or legal nature. CCW normally refers any such complaints that it receives to OFWAT.

Arbitration

In some cases, it may be appropriate to use an arbitrator to resolve a complaint. We can provide more information about which disputes may be appropriate for arbitration. Alternatively, CCW can advise you about this.

Water supply enquiries, requests or complaints

Call us on: 0345 702 3797 from Mon-Fri, 8am-6pm
(emergency service at all other times)

You can also reach us on our website by submitting an enquiry form or speaking to our expert team on Live Chat. If you're on social media, you can also reach us on Twitter and Facebook.

Write to us:
Customer Services
Bristol Water plc
Bridgwater Road
Bristol
BS13 7AT

Household billing enquiries, requests or complaints

Call the billing team on 0345 600 3600
from Mon-Fri, 8am-6pm

You can also fill out an enquiry form online at
bristolwater.co.uk/contact-us

Write to the billing team:
Bristol Wessex Billing Services Ltd
1 Clevedon Walk
Nailsea
BS48 1WA

For non-household enquiries, requests, or complaints
please contact your retailer.

Sewerage enquiries, requests or complaints

If you're a Wessex Water customer, you can contact them
on 0345 600 4600 or
operational.enquiries@wessexwater.co.uk

If you're a Severn Trent Water customers, you can reach
them on 0800 783 4444 or
customer.relations@severntrent.co.uk

Consumer Council For Water (CCW)

Consumer Council For Water
1st Floor, Victoria Square House
Victoria Square
Birmingham
B2 4AJ
Telephone: 0300 034 2222

Water Redress Scheme (WATRS)

International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU
Telephone: 0207 520 3801
Email: info@watrs.org