



BRISTOL
WATER

Wessex Water
YTL GROUP



FOR YOU. FOR LIFE.



We want to help

Our billing and account complaint process

We want to help

We want to provide the best possible experience for our customers when they contact us, but if we don't get things right we will do everything we can to try and get things resolved.

If you need to contact us

About your bill or account:

Call: 0345 600 3 600

(Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm)

Email: **bristolwater.co.uk/contact-us** or **wessexwater.co.uk/contactus**

Live chat: through our websites **bristolwater.co.uk** **wessexwater.co.uk**

Write to: Customer Services

BWBSL, 1 Clevedon Walk, Nailsea BS48 1WA

A leaflet with more information on each company's procedure for complaints relating to operational matters is available at **bristolwater.co.uk** or **wessexwater.co.uk/policy**

1. What to do if you have a complaint

The quickest way for us to put things right is to call us and speak to one of our friendly team and let them know what has happened.

We will listen to your issue, if we have done something wrong we'll apologise and try and resolve your issue immediately, however if we can't we'll aim to respond to you within five working days.

If we fail to respond within 10 working days, you may be entitled to compensation under our customer promise. A full list of these can be found at **bristolwater.co.uk**, **wessexwater.co.uk/promises** or you can contact us.

2. If you'd like us to review our response to your complaint

If you are not happy with the response, you can request for your complaint to be reviewed by a senior manager.

3. CCW -The voice for water consumers

If you remain unhappy following our review or your complaint has still not been resolved within eight weeks, you can ask CCW to help you.

This independent body represents the interests of water and sewerage customers and has legal duties for dealing with customer complaints. It will look at the facts relating to your case and take the matter up with us on your behalf. This service is free of charge.

Write: CCW, 1st Floor, Victoria Square House Victoria Square
Birmingham B2 4AJ

Call: 0300 034 2222

Visit: www.ccwater.org.uk

If CCW thinks your complaint is justified, we will be asked to take the appropriate action to put things right.

4. WATRS, the Water Redress Scheme

If your complaint remains unresolved after it has gone through all the stages of our complaints procedure and has been reviewed by CCW, you might want to consider asking WATRS for their help. They will provide an independent binding decision.

Call: 0207 520 3801

Email: info@watrs.org

Website: www.watrs.org

Write: WATRS, International Dispute Resolution Centre, 70 Fleet Street
London EC4Y 1EU

Disputes handled by the Water Services Regulation Authority (Ofwat)

Some types of complaint need to be dealt with by Ofwat, rather than CCW. These include: water/ sewerage companies powers to lay pipes on private land and concerns water companies are breaking their license conditions.

Arbitration

In some cases you will have the legal right to refer your dispute to arbitration, which means bringing in someone else to settle this.

Matters that may be suitable are:

- Positioning of our water meters
- compensation for street works
- disputes about the installation of water fitting (prevention of contamination).

For more details about arbitration, contact your local office of the Chartered Institute of Arbitrators.

Extra support when you need it

If you or anyone you know, needs extra support from Bristol Water and Wessex Water.

Sign up to our Priority Services Register for FREE to get:

- Additional assistance in the event of water supply interruptions.
- Bills and leaflets in braille, large print or a language other than English.
- Help locating and reading water meters.
- A security password system to protect against bogus house calls.

Apply online at bristolwater.co.uk/priorityservices,
wessexwater.co.uk/priorityservices or call 0345 600 3 600
(Monday to Friday, 8am to 8pm; Saturday 8am to 2pm).

Energy providers offer a similar service – don't forget to register with them too.

This leaflet is available in braille, large print and other formats.

We welcome calls via the Relay UK Service.

Calls to 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more.

We may record telephone calls into our contact centres for quality, security and training purposes.

Bristol Water and Wessex Water are not responsible for the content of external websites.

This leaflet forms part of our core customer information.



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