



BRISTOL  
WATER

Wessex Water  
YTL GROUP



FOR YOU. FOR LIFE.



# We want to help

Billing enquiries and complaints

# We want to help

We want to give our customers the highest possible standard of service.

We want to hear from you if you are disappointed with the service you have received so we can continue to improve it.

This leaflet explains what to do if you would like to make a complaint or provide feedback. We would also like to hear from you if you have a query or would like to compliment our service.

## If you have a question about your bill

Wessex Water and Bristol Water have a joint venture company called Bristol Wessex Billing Services Ltd (BWBSL), which is responsible for billing. You can contact BWBSL in one of three ways:

Call: 0345 600 3 600  
(Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm)

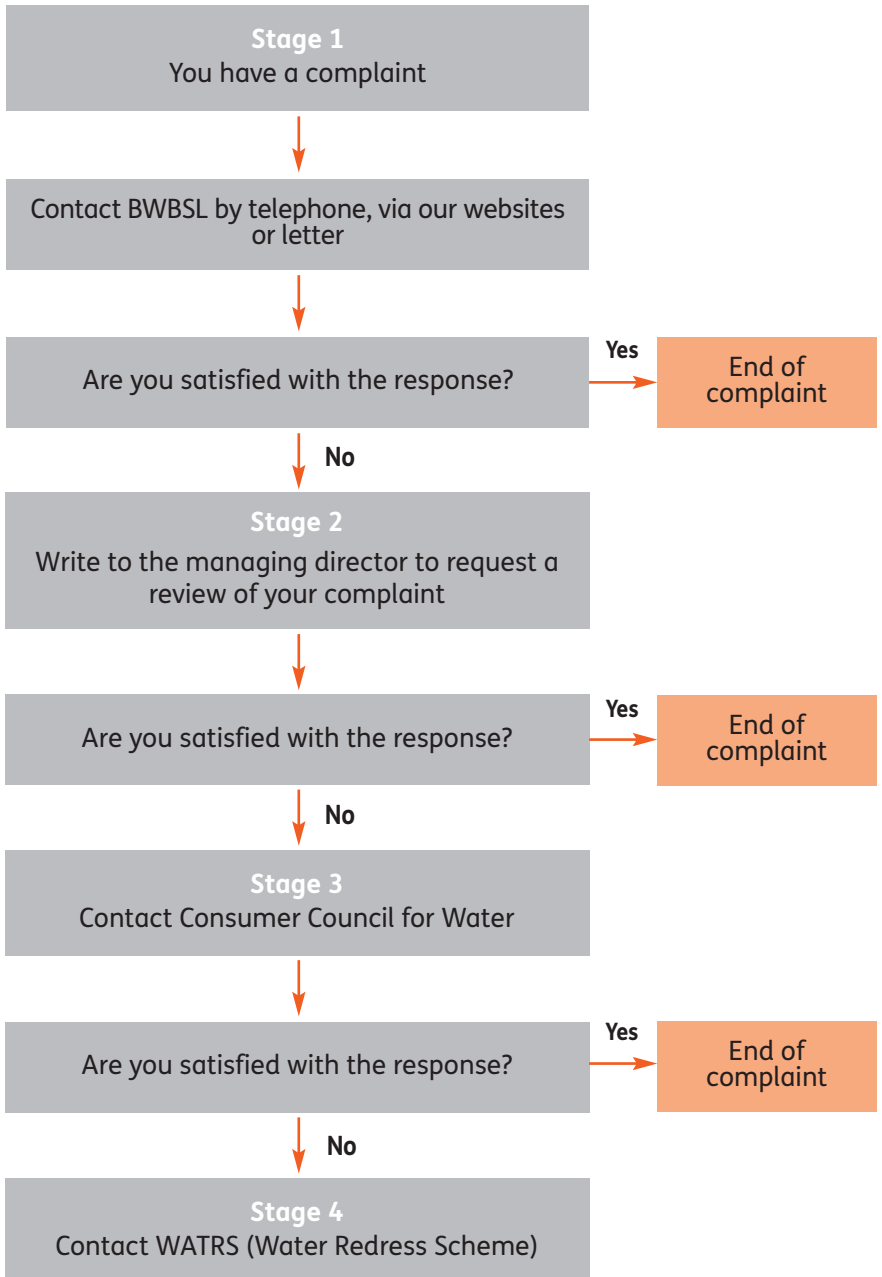
Submit an online enquiry via our websites:

**[bristolwater.co.uk/contact-us](http://bristolwater.co.uk/contact-us) or [wessexwater.co.uk/contactus](http://wessexwater.co.uk/contactus)**

Write to: Customer Services  
BWBSL  
1 Clevedon Walk  
Nailsea  
BS48 1WA

## If you have a complaint

Follow this procedure to ensure your complaint is dealt with promptly.



# Stage one

If you have a complaint about your bill:

Call: 0345 600 3 600  
(Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm)

We will try to resolve your complaint there and then. If this is not possible we will make sure you receive a response within five working days from the date you call us unless a visit to your property is required. In these cases we will reply within 10 working days.

You can also write to us:

Write: Customer Services  
BWBSL  
1 Clevedon Walk  
Nailsea  
Bristol  
BS48 1WA

We will reply to you within 10 working days from the date we receive your complaint.

If we fail to respond within these timescales, you will automatically receive £25 compensation under either the Bristol Water or Wessex Water customer guarantee schemes.

For a full list of our guarantees see our websites [bristolwater.co.uk](http://bristolwater.co.uk) or [wessexwater.co.uk/promises](http://wessexwater.co.uk/promises) or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm). Our guarantees apply to our water supply, sewerage and customer services.

For all complaints we will consider what action to take to put things right. If your complaint is justified, we will apologise and correct our mistake. It may be appropriate to review company policy or consider financial compensation.

If you contact us to dispute a debt, we will put the debt recovery process on hold until the situation is resolved. You must pay any amount not in dispute immediately while we investigate.

We will accept a complaint from a third party representing you, such as a relative, carer or Citizens Advice, provided they have your permission.

## Stage two

If you are not happy with the response from customer services, you can refer your complaint to the managing director.

Please write to:

Managing Director  
BWBSL  
1 Clevedon Walk  
Nailsea  
BS48 1WA

The managing director will review your complaint and our responses to date and reply to you within 10 working days of receiving your letter.

## Stage three

If you are not happy with their decision, you have the right to refer your complaint to the Consumer Council for Water, the water watchdog.

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.

Details of your complaint and the responses you have received from BWBSL should be sent to:

Consumer Council for Water  
1st Floor  
Victoria Square House  
Victoria Square  
Birmingham  
B2 4AJ

Call: 0300 034 2222

Visit: [www.ccwater.org.uk](http://www.ccwater.org.uk)

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

# Stage four

If your complaint remains unresolved after it has gone through all the stages of our complaints procedure and has been reviewed by the Consumer Council for Water, you may be eligible to take your concerns to WATRS, the Water Redress Scheme, which can provide an independent binding decision.

For details on how and when to apply:

Visit: [www.watrs.org](http://www.watrs.org)  
Call: 0207 520 3801  
Email: [info@watrs.org](mailto:info@watrs.org)

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

Further details can also be found on our websites  
**[bristolwater.co.uk/watrs](http://bristolwater.co.uk/watrs) or [wessexwater.co.uk/billingpolicy](http://wessexwater.co.uk/billingpolicy)**

## Disputes handled by the Water Services Regulation Authority (Ofwat)

In some cases the Consumer Council for Water will not be able to deal with your complaint.

You or the Consumer Council for Water may refer certain disputes to the Water Services Regulation Authority (Ofwat) for a decision. Either Bristol Water, Wessex Water or the Consumer Council for Water can provide more information about which disputes can be referred to Ofwat.

## Arbitration

Our complaints procedure is designed to make it as easy as possible for you to have your complaint dealt with quickly, cheaply and fairly.

Some complaints may need to be decided by an arbitrator and not Ofwat. These include prevention of contamination, costs of installing a water meter, the location of a water meter and compensation for street works.

We hope you will not have to resort to the time and expense of arbitration or legal proceedings.

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

## Operational enquiries and complaints

If you have an enquiry or complaint relating to your water supply or sewerage service, please contact the relevant company.

### **Bristol Water** – water supply enquiries only

Call: 0345 702 3 797 (Monday to Friday, 8am to 6pm, emergencies only at other times) or submit an online enquiry via our website: [bristolwater.co.uk/contact-us](https://bristolwater.co.uk/contact-us)

### **Wessex Water** – sewerage enquiries only

Call: 0345 600 4 600 (Monday to Friday, 8am to 6pm, emergencies only at other times) or submit an online enquiry via our website: [wessexwater.co.uk/contactus](https://wessexwater.co.uk/contactus)

A leaflet with more information on each company's procedure for complaints relating to operational matters is available – contact the relevant company's operational customer services.

## Further information

This leaflet forms part of our core customer information, covering key aspects of our work including charges, enquiries and complaints. All these leaflets can be found at [bristolwater.co.uk/policy](https://bristolwater.co.uk/policy) or [wessexwater.co.uk/policy](https://wessexwater.co.uk/policy)

## Extra support when you need it

We want to give all our customers the best service at all times. We know that everyone's needs are different and we can help through Priority Services.

When you sign up for Priority Services you can:

- ensure you always have easy access to water
- choose how you receive your bill and information
- ask for help with reading your meter
- set up a password for when we visit.

Priority Services is a free service and anyone living in the region can sign up for it.

**Spread the word** – tell your family and friends about our service if you think it will help them.

Apply online today – visit: [bristolwater.co.uk/priorityservices](https://bristolwater.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 Next Generation Text 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.**