

# Our promise to you - the developer



Our Developer promise sets out the levels of service you, as a developer or builder, can expect from Bristol Water.

We understand that to encourage growth and investment in our area of supply we need to work in partnership with you to ensure that your new development is connected to our supply infrastructure in a timely and efficient manner. We recognise that you have strict deadlines to meet for your clients therefore our promise is based on national standards and the targets set by Water UK.

Our Developer Interface Team (DIT) and New Supplies team will support you by delivering a great service throughout the process of laying new mains or water connections for your new development. To make our commitments clear and to highlight what you can expect from Bristol Water; we have outlined the process of connecting a new supply, installing a new water main and applying for a diversion of a water main in the diagrams below.

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## Contact us

Our Developer Interface Team will be able to assist if your query relates to the installation or diversion of a main.

**Email:** [developer.interface@bristolwater.co.uk](mailto:developer.interface@bristolwater.co.uk)

**Tel:** 0117 934 1224

### **Developer Interface Team**

Bristol Water  
Bridgwater Road  
Bristol  
BS13 7AT

For services please contact:

**Email:** [newsupplies@bristolwater.co.uk](mailto:newsupplies@bristolwater.co.uk)

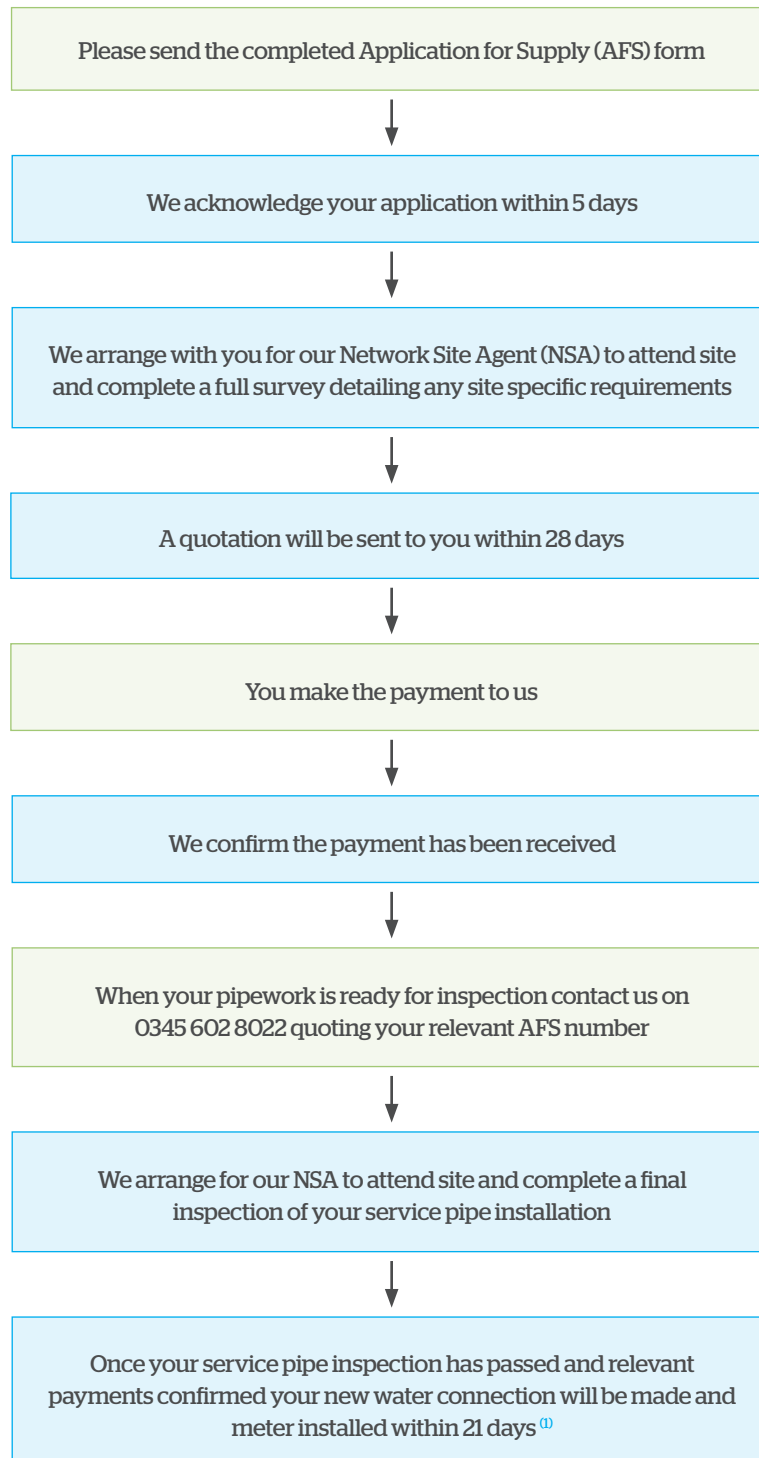
**Tel:** 0345 602 8022

### **New Supplies**

Bristol Water  
Bridgwater Road  
Bristol  
BS13 7AT



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# Application for supply new connection process

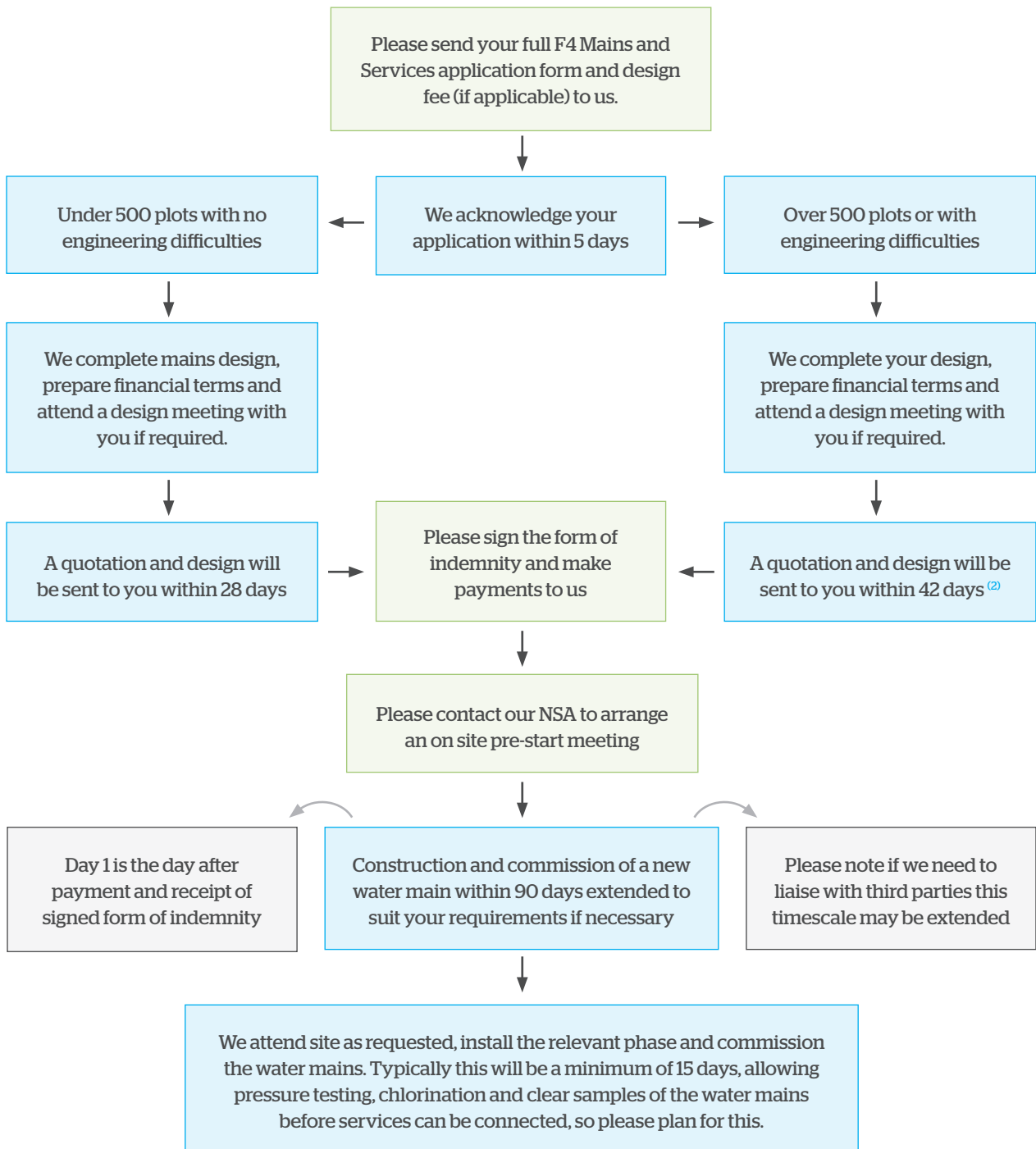


<sup>(1)</sup> Please note if we need to liaise with third parties this timescale may be extended.

**All timescales are calendar days**

 What we do  
 What you do

# Design and Construction of a Water Main Process (Requisition)



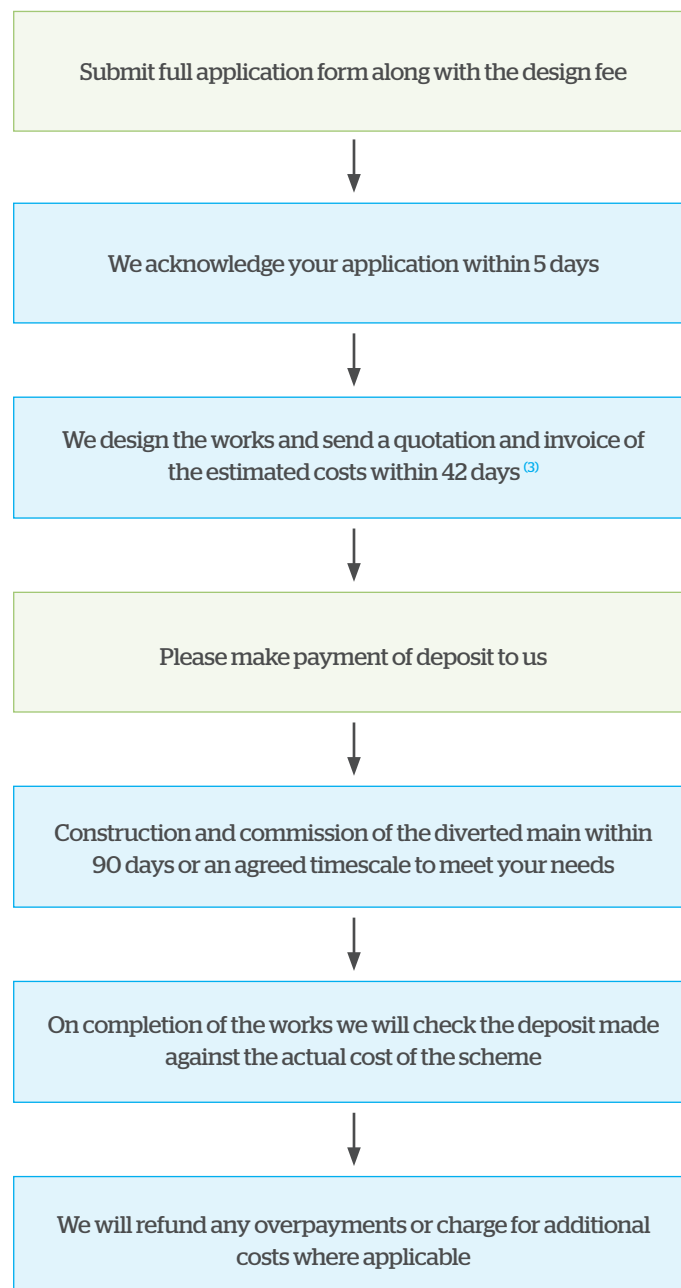
<sup>(2)</sup> Or where an extension beyond the target period of 42 days has been agreed.

**All timescales are calendar days**

- What we do
- What you do
- Further notation

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# Diversion of a Water Main Process



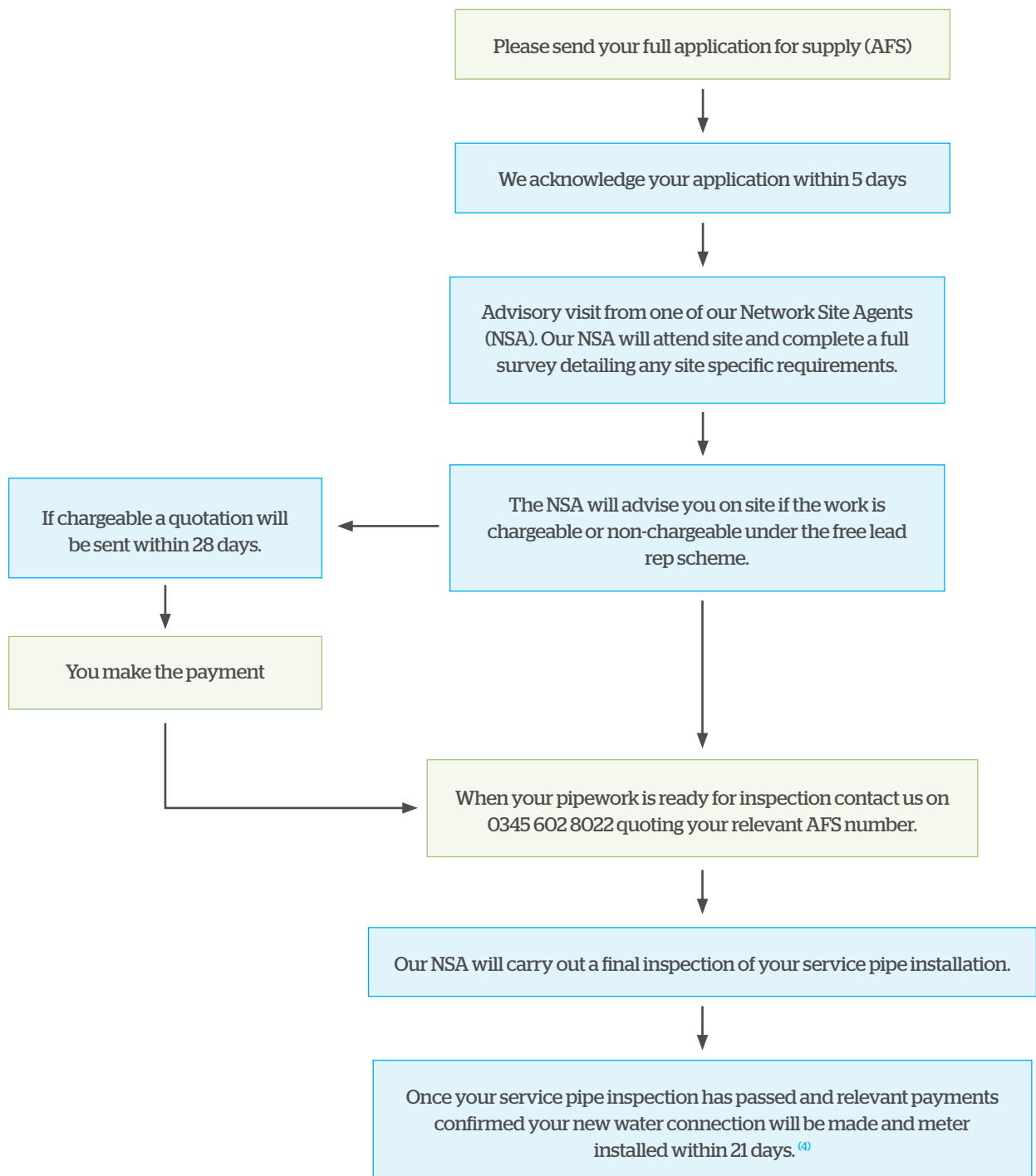
<sup>(3)</sup> Or where an extension beyond the target period of 42 days has been agreed.

**All timescales are calendar days**

■ What we do

■ What you do

# Replacement lead and iron connection pipe process



<sup>(4)</sup> Please note if we need to liaise with third parties this timescale may be extended.

**All timescales are calendar days**

■ What we do  
■ What you do