

Our promise to you - the retailer



Bristol Water aims to provide excellent wholesale services that support you and your customers. We understand that to excel in the competitive market, you will need first class service from your water wholesaler to support you in providing excellent service to your customers.

Our Wholesale Service Team will be the main channel of communication between the retailer and Bristol Water and are dedicated to deliver you an outstanding service by working in partnership with you to keep you updated on water supply issues at all times.

We promise to:

- Provide a dedicated wholesale services team as the main point of contact between retailers and Bristol Water.
- Maintain a Wholesale-Retail Portal, to enable easy communication between retailers and the wholesale services team.
- Build beneficial working relationships with retailers by engaging with them to ensure we provide a service that supports their business customers' needs.
- Respond to retailer and business customer enquiries and requests quickly and efficiently.
- Treat all retailers and their business customers in a friendly, courteous, helpful, and informative manner.
- Play our role in ensuring all customers receive excellent customer service in the new business retail market.
- Provide clear, accessible information on services, charges, and policies via our website.
- Publish a Compliance Code on the Bristol Water website, and ensure it is adhered to at all times.
- Treat all communication with retailers confidentially.
- Ensure no retailer is unfairly discriminated against or treated with preference.

Continuous Improvement:

As well as industry standards Bristol Water plc has set its own internal standards to monitor our team performance. These standards will be regularly reviewed and we will continue to encourage feedback from both retailers and their business customers.

Our wholesale promise to your business customers



Delivering the best possible service

While businesses will no longer be our direct customers, we still aim to deliver the best possible operational service and an excellent supply of water. Our promises to your business customers are outlined below.

Unfortunately on rare occasions things can go wrong and if we fail to meet a promise that doesn't satisfy the needs of your business customers, we will make the payments directly to you for you to reimburse your customers under the Guaranteed Standards Scheme. We want to make things quick and easy so the payments will be automatic.

Water supply

Planned Interruptions

We will give notice of any planned supply interruptions.
We will restore the supply within the times specified in the notice.

Emergency interruptions

For an emergency incident, we will restore supplies within 12 hours.
For leaks on strategic mains, we will restore supplies within 48 hours.

Pressure

We will provide your customers with a good flow at their tap by maintaining a minimum pressure of 0.7 bar at the point where our responsibility ends.

Water quality

We will supply your customers with water that is safe to drink and meets the legal water quality standards.

Resolving enquires

If your customers telephone us about a water quality issue, we will provide the answers within 4 hours.

We will phone them with sample results no later than 2 working days after the results become available.

Customer service

Appointments

If we need to offer your customer an appointment, it will be in the morning or afternoon. We will arrive within the agreed timeframe and will give the customer at least 24 hours' notice beforehand if we need to rearrange an appointment.

Complaints

If your customers write with a complaint, we will respond within 10 working days.

Other documents:

We aim to meet the service standards set out in the Wholesale-Retail Code Part 3: Operational Terms

Contact us

If you would like any further information please contact:

Telephone:

- Retailer line only 0345 604 1495 (between 9am-5pm)
- 0345 702 3797 (emergency contact before 9am and after 5pm)

Email: Wholesale.desk@bristolwater.co.uk

Website: www.bristolwater.co.uk/your-business/wholesale-information