

Bristol Water For All



Our plan to deliver excellent
water experiences



2020-2025

Thank you for helping shape our future plans

Every five years we develop a business plan which sets out what levels of service we plan to provide our customers, and how much your bills will be.

Over the past two years we have been asking what you want and need from your local water company, whilst safeguarding our assets and our environmental resources for the benefit of future generations. We listened to more than 37,000 of you who shared your thoughts and ideas, helping us create our final plan for the period 2020-2025.

We are proud to have now submitted our plan to our regulator Ofwat, knowing that you have been right at the heart of it. Ofwat will now scrutinise the plan and will publish its assessment in 2019.

Our listening does not stop here, especially now that we start to deliver the promises we have made. We are always open to your ideas, comments and opinions, which will help us keep improving and developing how we meet your expectations.

This document is a summary of our plan. Our full plan can be found on our website: www.bristolwater.co.uk/forall.

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Bristol Water For All - providing excellent water experiences to you

Over the past two years, more than 37,000 of you have shared your ideas and thoughts with us, and thanks to all that feedback I'm proud to now present our ambitious final plan for the period 2020-2025. And what is more, after months of talking to you about our future, the overwhelming majority of you (93%) say it is what you want and need from your local water company which gives us a strong mandate to go ahead to deliver this ambitious plan.

We have a long history of providing safe, clean drinking water to the city of Bristol and surrounding areas for more than 170 years. Our company was formed by ambitious entrepreneurs, who had a vision of supplying water to benefit the health and wellbeing of all communities. This is our enduring passion, and today we supply water to 1.2 million people who rely on us every day.

In February 2018, we published "Bristol Water... Clearly", our ambition for the future of Bristol Water over the next 25 years. It sets out 4 long term ambitions; excellent customer experiences, safe and reliable supply of water, local community and environmental resilience, and corporate and financial resilience.

We also asked you for your views on our five-year plan. You told us that you trust us to do what a water company is expected to do - provide you with clean and reliable water at affordable price. But you also said we should go beyond that essential service and play our part in making your communities and lives better. You also told us to focus on 5 priorities: supporting local communities and the environment, providing top quality water, achieving customer excellence, affordable bills, and saving water.

In order to deliver your priorities, we make 10 promises in our plan (see diagram on the right). We know delivering all these promises will be challenging. That is why we are transforming the way we do things in Bristol Water to strengthen our capabilities to deliver them.

We have come a long way with you, and our journey will continue as we set our sights on providing excellent water experiences for all.

Mel Karam
Chief Executive,
Bristol Water



"I am confident we have our customers at the heart of this high quality plan. We plan to deliver an ambitious and innovative programme which allows us to invest in the future, and support our local communities, while keeping bills low and affordable to all."



We are your local company

Bristol Water supply area



88%
of Bristol Water staff live in the area which makes us customers too

1846

We have supplied drinking water to our customers for over 170 years. We were formed in 1846 by ambitious entrepreneurs who had a vision of a company which would serve the whole community, rather than the wealthy few.

2,400

We supply customers over an area of 2,400 square km.

1.2m

We serve 1.2 million customers.

34,000

We supply over 34,000 business, who are served by the 18 retailers who currently operate in our area. We have also sought the views of our retailers to inform our plans.

500

We employ 500 people who all really care about what we do. We share the challenges and concerns of our local communities because these are where the majority of us live, which makes us customers as well as employees. Providing great services combined with affordable bills is personal for us.



Awards won for our innovative Bristol Water Bar which tours our area handing out free water refills while raising the profile of water efficiency and plastic pollution.



We are recognised by the UK Customer Service Institute as the most trusted utility company and best water company for customer service.



We collaborate with Wessex Water to provide you with joint bills and consistent messages about your water and sewerage service.



More than 800 acres of lakeside land as well as three large reservoirs, much of which is open for you to enjoy.

We have listened, and will continue to listen

Creating this plan would not have been possible without your ideas and thoughts. Over the past couple of years we have heard from more than 37,000 of you about what our future should look like. Many of you usually do not need to contact us, and may only do so to tell us you have moved or to pay your bill. But we recognise that when it comes to knowing what is needed from your local water company, you are in the best position to tell us.

This is why we have used the past couple of years to take every opportunity to seek your input. Whether it has been through our 2,000-strong online customer panel, 227 of you joining customer focus groups, 16,000 who completed surveys, the five customer forum sessions involving up to 40 customers, 318 customers who joined full-day workshops or any of our other 50 engagement activities, we have made sure you have had every opportunity to share your ideas. Even if you have not taken part in one of our events, and if you have contacted us about your water supply, we have analysed your feedback to understand how we can do things better.

Our listening does not stop here. We know we are on a journey to improve the way we do things, and we cannot go on that journey alone. We need you to continue to be involved with what we are doing, tell us where we can improve and also tell us when we do great things.

Some of the ways you have shared your thoughts and ideas include:



Your customer forum

The Bristol Water Customer Forum is a group of 40 customers we meet with regularly to discuss what you want, and to work together to develop future plans.



Your online panel

We have an online panel of 2,000 customers who we ask to take part in a short survey, roughly every three months, to find out about the things that matter to them.



Your customer challenge panel

The Bristol Water Challenge Panel is made up of 17 members who represent your views, and includes representatives from farming, education, environmental groups and local councils to name a few.



Your direct feedback

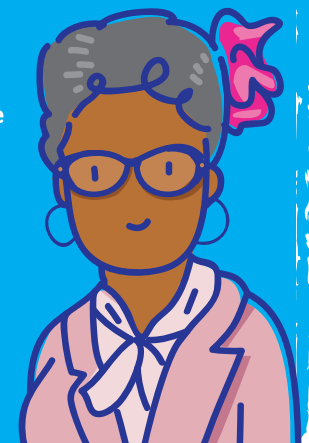
You have been telling us your ideas through our call centre, emailing us, using live chat, through social media and by chatting with colleagues at numerous events including the tour of our award-winning Bristol Water Bar.

Bristol Water Challenge Panel Statement

“This is an ambitious plan, and one that delivers what we as customers want from our local water company. But it hasn’t been plain sailing. The customer group has really challenged Bristol Water to ensure its customer research was robust, that it identified innovative ways to consult and that the plan was stretching enough. Our work doesn’t stop here; we will continue working with Bristol Water to ensure it improves its performance and adapts its plans to meet the future needs of its customers.”

Independent Chair, Mrs Peaches Golding OBE

Mrs Golding is a trusted and respected business and community leader with a wealth of experience in representing customer groups. She is widely regarded for her work representing diverse and disadvantaged communities. She is also Lord-Lieutenant of the City and County of Bristol.



An overview of our plans for 2020 to 2025

Based on what we have heard from you, we are making 10 promises to deliver against your five priorities. These will all contribute towards the long-term customer outcomes we set out to achieve.

An interactive list of our proposed performance commitments can be found on our website at www.bristolwater.co.uk/forall. An overview of the performance targets we aim to achieve by 2025 is also provided on page 20 of this document.

In the next section we describe our promises to you, and will explain how we will achieve them. We have also set out our promises under three of the four long term outcomes.

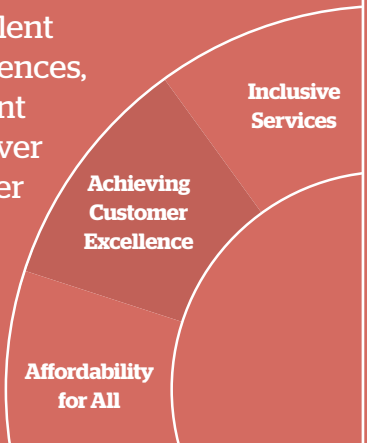


Excellent customer experiences

You have said that when you contact us we should respond efficiently and quickly, while keeping you informed throughout the process. You have also told us that our services should be inclusive, reflecting the differing needs of everyone in your community, and that we should support those of you who struggle to pay.

We have already been recognised as the best water company when it comes to customer service (UKCSI 2018 survey), but we aspire to do even better and be recognised as the best utility company. Our plan also responds to the needs of business customers and their retailers, as well as developers and self lay providers by making the improvements which they have told us that they would like to see. They challenged us to deliver improved services at a lower cost.

To achieve excellent customer experiences, we will implement initiatives to deliver on three customer promises.



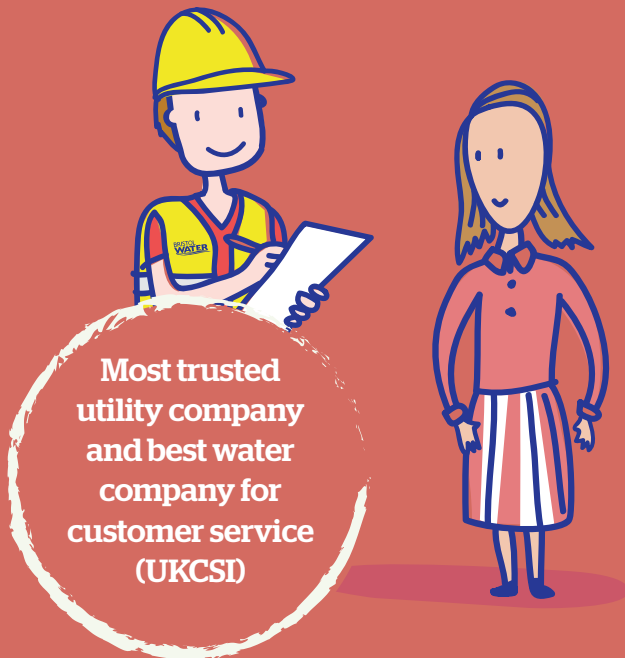
We already provide a range of additional support to customers who may need extra help to access our services (for example braille bills or a constant supply of water). We plan to help even more customers by trebling the number of customers who receive additional support and we will be proactive in understanding who would benefit from these services.

We also provide support for customers who struggle to afford their water bill through a number of different low-rate tariffs. We want to extend this support to include all customers who are eligible for this support, which could be up to an extra 12,000 customers.



How will you know we have achieved these?

- Satisfied customers
- Satisfied developers
- 85% satisfaction of those we help
- 0 customers in water poverty
- 83% say we provide value for money
- 5% reduction in the number of connected properties classified as empty



Most trusted utility company and best water company for customer service (UKCSI)

> Excellent customer experiences

★ OUR PROMISE

Achieving customer excellence

Making sure you get the best possible experience every time you need us so we can remain the best water company for customer service and aim to be the best utility company.



> What you said

- I am happy with the customer service I receive from you and want it to continue.
- I want you to be able to do more, for less.
- I want you to improve how quickly you resolve issues and to keep me informed throughout the journey if things go wrong.
- I would be interested to see more information about my water usage and would like my bills to be easier to understand.
- I expect you to let me know in advance when you are planning work which will impact me.
- I want to be able to contact you, and receive information, by whatever method is convenient to me.
- I would like to see a reduction in traffic disruption caused by your works.
- I think it is good that you ask our opinions, I want to be more involved.



How we will achieve this

- Make it easier for you to find out what you need from us by offering more channels and self-serve options to contact us. This will allow you to find out what you need to know at a time that suits you.
- Reduce our bills, and make sure you understand how we are measuring our performance so you are happy that your money is being well spent.
- Continue to be the most trusted utility company.
- Make sure our colleagues have the knowledge and technology to provide you with great customer care, and ensure you get the information when you need it.
- Work with other utility companies and local councils to reduce the impact that roadworks in our area have on your travel plans.
- Make improvements to our billing system so we know if you need additional help.
- We will simplify processes for developers and make sure they get everything they need from our online portal so they can finish their jobs quickly.
- Meet developer service standards.
- Improve the information we give to developers so they know what choices are available to them.



How do you know if we succeed?

- Satisfied customers
- Satisfied developers

> Excellent customer experiences

★ OUR PROMISE

Inclusive services

Meeting the needs of all customers, especially those who need that extra bit of help with an aim of reaching up to 8,000 more customers who may benefit from our extra care services.



> What you said

- I am pleased to see that vulnerable customers are supported in the plan.
- You should support vulnerable customers and ensure everyone has access to the water they need, particularly during supply interruptions.
- You could do more to communicate the additional support that you have available to those who need it.
- I am not aware of all the support that you offer to cater to my specific needs. When you talk me through what you do offer, I see that you offer a range of additional support options which I could benefit from.
- Providing excellent service to customers who require more assistance is really important and a worthwhile investment that I support.
- You should work more closely with non-financially focused stakeholder groups to spread the word of the help available.



How we will achieve this

- Treble the number of customers who receive extra care through our Priority Services Register.
- Carefully share data with other utilities to help us identify those who may need extra help.
- Expand our innovative partnership with Western Power Distribution to ensure vulnerable customers are recognised across the energy sector.
- Work with community groups to promote the support we have available.
- Make sure customers on the register are satisfied with our services and still receiving the support that they need.



How do you know if we succeed?

- 85% satisfaction of those we help

> Excellent customer experiences

★ OUR PROMISE

Affordability for all

Keeping bills as low as possible while delivering excellent customer service so we continue to ensure we have no customers in water poverty.



> What you said

- Affordability of my bill is one of my top priorities.
- I want my bill to stay low and as stable as possible and I am pleased to see that bills are reducing in real terms in 2020.
- I think it is important to help those who genuinely need help, even if it means a small increase to my bill.
- The range of financial support available is excellent.
- You need to do more to promote the extra support that you offer to those customers who need it.
- Once I have contacted you about not being able to afford my bill, you are able to help me and the process is smooth.



How we will achieve this

- We will use our range of social tariffs to ensure we have no customers in water poverty.
- Continue to work to help reduce bills for those who struggle to pay.
- Continue to find and work closely with debt advice partners to provide free advice to our customers.
- Review the presentation of our bill to make sure it is easy to understand.
- Do more work to ensure properties with a water supply, but registered as empty are genuine, so we can reduce the number of properties not billed to 1.8%.
- We will also support retailers to bill business properties.
- Improve the number of people who say we provide value for money to 83%.



How do you know if we succeed?

- 0 customers in water poverty.
- 83% say we are value for money.
- 5% reduction in connected properties classified as empty.



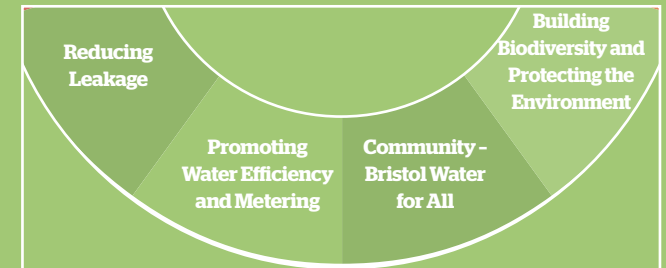
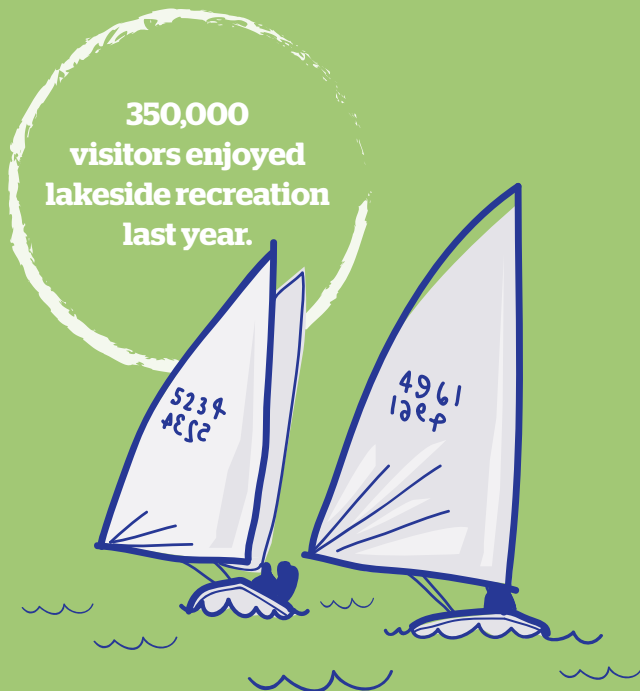
Local community and environmental resilience

We want to be a company that does more than just provide water to your taps. We want to be part of your local community. We are committed to understanding our local communities' needs beyond water so we can provide both social and economic benefits to your local areas.

Many of you have told us that we should focus on providing clean and reliable water, but that our involvement in community work also makes us a great company. You highlighted education, working with schools, water efficiency and protecting the environment as some areas we should focus on.

But we are going even further than this; our stakeholders will decide if we are doing a good job in your local community through our Bristol Water For All initiative. If they think we have fallen short then the initiative means we will invest more into community activities to ensure we hit the targets we promise. How good we are at customer service will also form part of Bristol Water For All.

Of course, there are other key areas we will focus on which reflect our key role of providing water. One of your biggest concerns is leakage, and you have told us that this reflects how well a company is doing. We aim to continue being among the best water companies by reducing leakage by 15%. This ambitious target also means we will not need to create any new water resources until at least 2045.



To achieve local community and environmental resilience, we will implement initiatives to deliver on four customer promises.



How will you know we have achieved these?

- Prevent 531kg of phosphorus entering our water courses.
- 53 point increase in our biodiversity index.
- 100% of treatment works compliant with discharge rules.
- 100% compliant with requirements of Water Industry National Environment Programme.
- Reduce the amount of water taken from sensitive sources during dry weather by 20%.
- 85% of stakeholders satisfied.
- 5% less water used per person, per day.
- 75% of properties on a meter.
- 15% reduction in leakage.

> Local community and environmental resilience

★ OUR PROMISE

Building biodiversity and protecting the environment

We will improve and protect habitats for wildlife and water sources.



> What you said

- Protecting the environment is important and I expect you to act sustainably.
- Being environmentally friendly is not always my priority, but I think it should be yours.
- I support increasing resilience for the natural environment but don't have a clear understanding of what this would involve.
- I recognise that it is important to protect the environment for the benefit of future generations. If I am a future customer then I have higher expectations for environmental standards.
- I agree with your community initiatives outlined in your plan, particularly around reducing plastic, provision of more water fountains and working in partnership with the university on water efficiency.
- Your role in the wider community and environmental sustainability is a key priority.
- I don't prioritise community impact over more concrete services like water quality, but they do see it as a positive aspect of Bristol Water.
- I would like to see more and/or improved recreational facilities, but only where disturbance to wildlife is minimal.
- Your lakes are a treasured asset within the community for social wellbeing and wildlife habitats.



How we will achieve this

- We are working closely with other organisations such as the Environment Agency to ensure you and your local area benefit from our work, particularly through the Water Industry National Environment Programme (WINEP).
- We are setting biodiversity and raw water quality targets to demonstrate that we are protecting the environment for the future.
- We will continue to increase biodiversity at our sites by actively working to ensure plants and wildlife can thrive.



How do you know if we succeed?

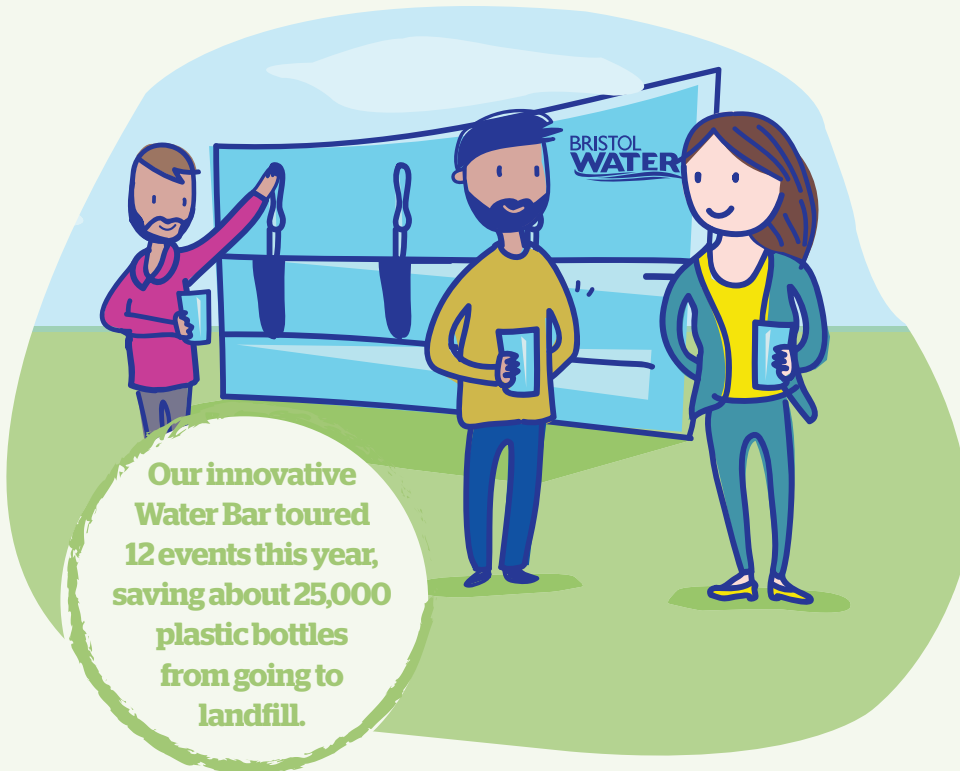
- Prevent 531kg of phosphorus entering our water courses.
- 53 point increase in our biodiversity index.
- 100% of treatment works compliant with discharge rules.
- 100% compliant with requirements of Water Industry National Environment Programme.
- Reduce the amount of water taken from the most sensitive sources during dry weather by 20%.

> Local community and environmental resilience

★ OUR PROMISE

Community - 'Bristol Water For All'

We want to continue to play our part in your local community with a programme of activities and initiatives as well as working with local partners to help deliver our plans. Our stakeholders will decide if we are doing good work in your local area.



We pioneered the Refill campaign with City to Sea – the first UK city to adopt the project.

> What you said

- Your role in the community is not top of my list of priorities, but I do see it as a positive aspect of Bristol Water.
- I agree with your proposals for further investment in the community and think it is a nice way for reinvesting.
- I feel that Bristol Water has a responsibility to the local community. I have varied opinions on what this should involve, but education on water conservation and working with schools is important to me.



How we will achieve this

- Improve education and awareness of water issues including via school talks and Bristol Water Youth Board initiatives.
- Greater role in community leadership including through our water fountains project, following the success of fountains opened in Millennium Square and Queens Square.
- Continued support for the Bristol Refill campaign.
- Academic partnerships, such as our water efficiency test site with the University of West of England.
- Contribution to the Bristol City Mayor and West of England Combined Authority Regional strategies, including the active roadworks initiative.
- Increasing satisfaction with our community engagement including our support for festivals and community events.

- Improving our lakes and recreational facilities.
- Helping to improve wildlife on land where we are carrying out works.
- Work with Wessex Water to improve our joint billing messages, and environmental impact.
- Form an active network to share best practice on resource efficiency with west of England utility companies.
- Expand and align our vulnerability support with Wessex and other utilities.



How do you know if we succeed?

- 85% of stakeholders satisfied with our community contributions.



> Local community and environmental resilience

★ OUR PROMISE

Promoting water efficiency and metering

Working together to ensure we reduce water wastage - we will install more meters to help more of us to be water efficient.



> What you said

- Over the long-term, I would prefer you to prioritise reducing demand before increasing supply.
- I am supportive of the idea of reducing the amount of water used by customers. I see education as playing an important role in this.
- If I am a metered customer then I generally support more metering.



How we will achieve this

- Promote water efficiency to encourage a 5% reduction in your everyday water use - from 142 litres per person per day to 135 litres.
- Increase the percentage of properties with a meter to 75%.
- Provide more information to allow you to track and manage your water usage.
- Continue working with the University of the West of England to better understand water usage, and understand worldwide trends to help you reduce your usage.
- We will be a local leader, bringing organisations together to address water efficiency, plastic waste and energy efficiency.
- Support scientific and educational projects on water conservation so we become a community leader in this area.

How do you know if we are succeeding?

- 5% less water used per person, per day.
- 75% of properties on a meter.



> Local community and environmental resilience

★ OUR PROMISE

Reducing leakage

Recognising that tackling leakage is one of your key priorities, we are setting tough targets to reduce leakage through a number of methods including replacing more than 60 miles of pipe.

Leakage from our network is already one of the lowest in the country.

> What you said

- Reducing leakage is one of my top priorities, I expect you to reduce leakage before developing new resources.
- I don't want you to be wasteful. Reducing leakage is really important to me.
- I am supportive of your ambition to reduce leakage and think you should communicate with customers about metering as a method of identifying leaks.
- When I report a leak, I expect it to be fixed quickly and to be kept informed of the progress.



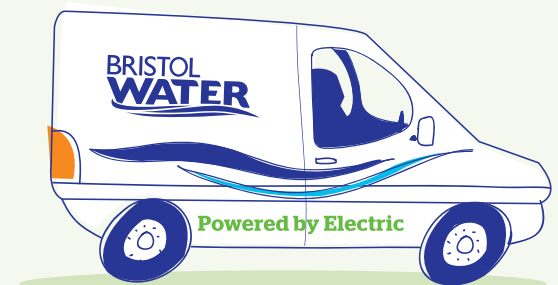
How we will achieve this

- Reduce leakage by a further 15% from 43 mega litres per day to 36.5 mega litres, to reduce treatment, distribution, and our need to take water from other natural sources.
- We will replace more than 60 miles of pipes, fix leaks quicker and find and fix more of the smaller leaks which are not visible above ground.
- We will invest in new technology to achieve our promises.



How do you know if we succeed?

- 15% reduction in leakage.



Safe and reliable supply

Making sure you always have water flowing to your tap is the most important thing to you. When things go wrong, you want a quick, personal response. Recent events, such as the very cold weather earlier this year, have shown that you will continue to trust us and be satisfied if we deal with issues quickly.

We plan to improve water quality and reduce interruptions to your supply, while making sure we can start to operate as near to normal as possible during extreme events. Our plan makes sure our colleagues have the right information, and are not hindered by issues with our pipework which stop them from fixing problems.

We have already improved our pipework, and expanded projects which ensure we reduce the chance of severe supply issues to areas with more than 25,000 people. You have said you would like us to extend this work over the next 10 years to areas with more than 10,000 people.



How will you know we have achieved these?

- 100% of water quality rules met.
- 54% reduction in discoloured water reports.
- 43% reduction in taste and smell reports.
- 0 cases of failed tests for cloudy water (turbidity) at treatment works.
- 85% reduction in the impact of supply interruptions.
- 6% fewer mains bursts.
- 13% fewer properties receiving persistent low pressure.
- 18% fewer cases of unplanned maintenance.
- 98% of treatment work capacity available for use.
- 0 water supply restrictions in a drought.
- 550,000 fewer people at risk from interruptions lasting more than 24 hours.

> Safe and reliable supply

★ OUR PROMISE

Improving water quality

Making sure we provide you with safe and clean water. To stop it occasionally looking, smelling and tasting odd, we will upgrade pipes, improve your environment and work with farmers.



> What you said

- I want water that looks good, tastes good and smells good. This should come as standard.
- Maintaining top quality water is consistently my top priority and think this should be your core area of focus.
- Delivering water that tastes and smells right is my top priority as the most visible signs of quality.



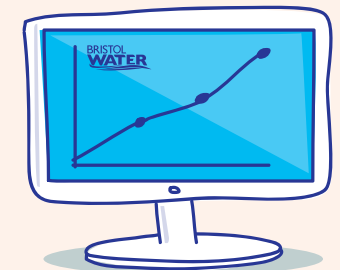
How we will achieve this

- We will continue to maintain and upgrade our treatment works so they continue to provide fresh, clean water.
- We will improve water treatment and customer information to reduce calls about water that does not smell right, and we will replace pipework which leads to discoloured water.
- We will replace lead pipes supplying high risk properties such as pre-schools and nurseries.
- We will help our local farmers to improve the quality of water by helping them to manage their land, and reduce the effects of pesticides used in the countryside.
- We will improve raw water quality and biodiversity across the Mendips.



How do you know if we succeed?

- 100% of water quality rules met.
- 54% reduction in discoloured water reports.
- 43% reduction in taste and smell reports.
- 0 cases of failed tests for cloudy water (turbidity) at treatment works.

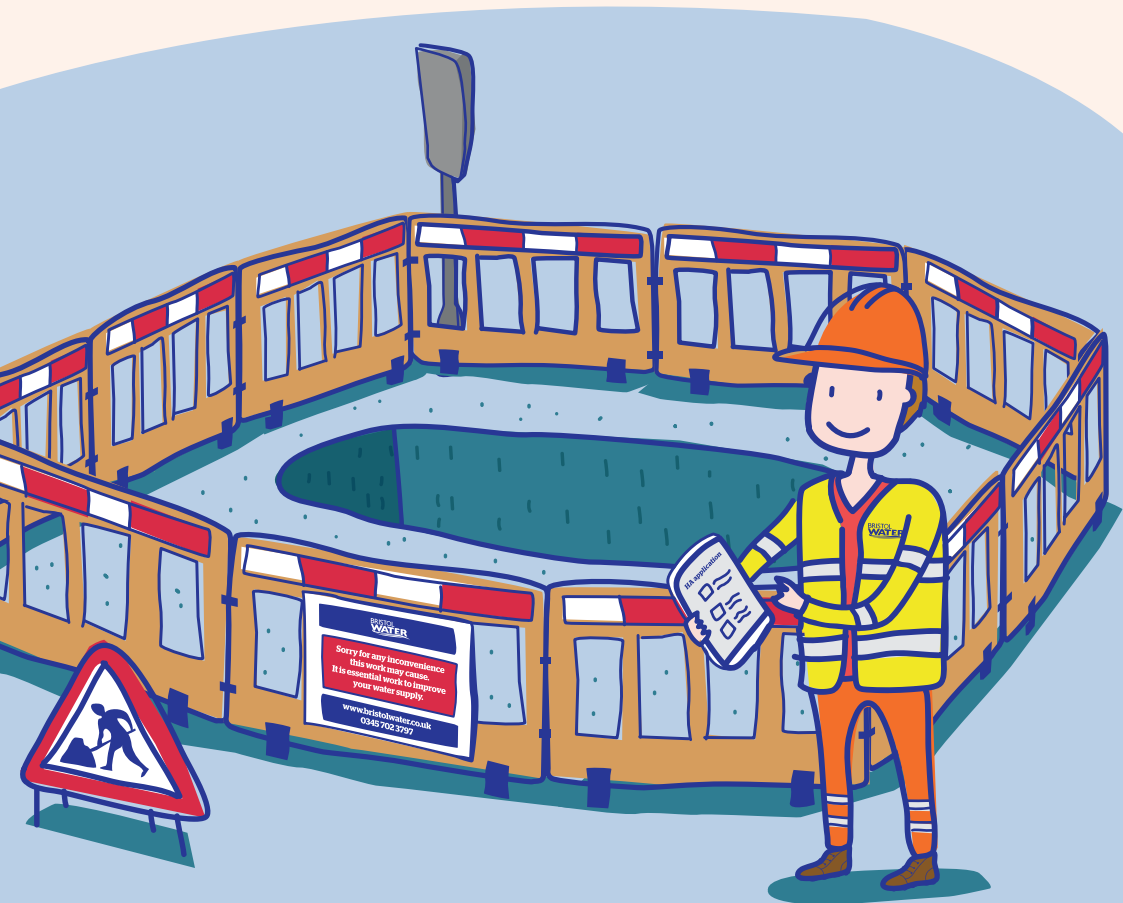


> Safe and reliable supply

★ OUR PROMISE

Reducing supply interruptions

Making sure you always have water running to your tap, and when this does not happen, reducing the amount of time it takes to fix it.



> What you said

- Keeping the water flowing to my tap is one of my top priorities and I support it as one of your key promises.
- A focus on water supply should be among your key areas to consider.
- I have not experienced interruptions and so do not feel it is an issue that requires investment, however I understand that it would be frustrating for those who have.
- I am understanding of one-off events but would like you to focus on improving your response to supply interruptions, particularly around communication.
- When I have been dissatisfied with the way you have handled an interruption to my supply, it is generally because you haven't been able to tell me how long the interruptions will last.
- I want water at the right pressure, you should sometimes do better at resolving the issues when I have to contact you about my water pressure.



How we will achieve this

- Improve the effectiveness of our network by targeting problem pipes and improving our ability to re-route water.
- Introducing new initiatives to broaden our knowledge, including the use of smart data such as installing hundreds of pipe sensors to quickly detect issues or trends.
- Further investment to reduce mains bursts by targeting areas more prone to leakage and interruptions including the use of innovative projects to improve supplies.
- Reduce the number of mains bursts by 6%.
- Continue to use innovative and new technologies to further reduce supply interruptions.



How do you know if we succeed?

- 85% reduction in the impact of supply interruptions.
- 6% fewer mains bursts.
- 13% fewer properties receiving persistent low pressure.
- 18% fewer cases of unplanned maintenance.

★ OUR PROMISE

Resilience – boosting protection

Making sure even fewer people face the threat of having no water for more than 24 hours when things go wrong, and not restricting your water supply if we have a drought.

We invested £30m in the last three years to make our network more resilient.



> What you said

- I want you to make the most of your current water resources.
- I have not experienced a drought so I don't see it as a key concern for the Bristol Water area.
- I am not prepared to pay more to reduce the risk of drought, I think the cost should be covered by my current bill.
- I think your plan strikes the right balance of risk for the short and long term.
- I feel confident that Bristol Water will ensure future supply.
- Bristol Water should communicate more details on long-term issues.



How we will achieve this

- Protect an extra 550,000 customers from supply interruptions lasting more than 24 hours.
- We will continue to manage water resources carefully. The last water restrictions during a drought were in 1990.



How do you know if we succeed?

- 98% of treatment work capacity available for use.
- 0 water supply restrictions in a drought.
- 550,000 fewer people at risk from interruptions lasting more than 24 hours.



Bristol Water Performance Targets 2025

Raw Water Quality of Sources (kg of Phosphorus loss reduction)
2025 target: 531

Abstraction Incentive Mechanism (ML reduced abstraction)
2025 target: 2843.4

Void properties
2025 target: 1.8%

Per Capita Consumption (annual) (litres/head/day)
2025 target: 135

Developer services measure of experience (D-Mex)
2025 target: measure TBC by Ofwat

Waste disposal compliance
2025 target: 100%

Meter penetration
2025 target: 75%

Water industry national environment programme (WINEP) compliance
2025 target: 100%

Biodiversity index (score)
2025 target: 17711

Percentage of satisfied vulnerable customers
2025 target: 85%

Mains bursts
2025 target: 133 per 1,000km

Properties at risk of receiving low pressure
2025 target: 60 properties

Population at risk from asset failure
2025 target: 290,000 people

Turbidity performance (no. of failures) at treatment works
2025 target: 0

Customer measure of experience (C-Mex)
2025 target: measure TBC by Ofwat

Water quality compliance (risk index)
2025 target: 0 (fully compliant)

Leakage (annual) (ML/d)
2025 target: 36.5

Supply interruptions (Minutes/property/year)
2025 target: 01:48

Unplanned maintenance (no. of jobs) – non-infrastructure
2025 target: 3272

Value for money
2025 target: 83%

Customer contacts (per 1,000) about water quality – appearance
2025 target: 0.43

Unplanned Outage
2025 target: 1.74%

Local community satisfaction (stakeholders)
2025 target: 85%

Percentage of customers in water poverty
2025 target: 0%

Risk of severe restrictions in a drought (% customers)
2025 target: 0%

Customer contacts (per 1,000) about water quality – taste and smell
2025 target: 0.25

Average household bill in 2025:
£172 (in 2017/18 prices)

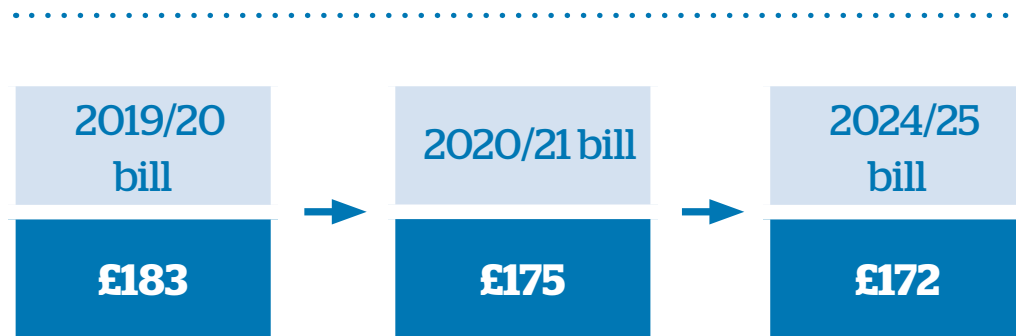
What does this mean for bills?

One of our promises is to make sure bills are affordable for all. The good news is that by doing things better and reducing costs, we can deliver our ambitious plan for about the same as you are paying now.

Our plan sets out what you've told us you want from your local water company. In our draft plan, we told you we could deliver all of this at an average price of £188 by 2025. But we have gone even further than that by making more efficiencies, allowing us to reduce average bills to £172.

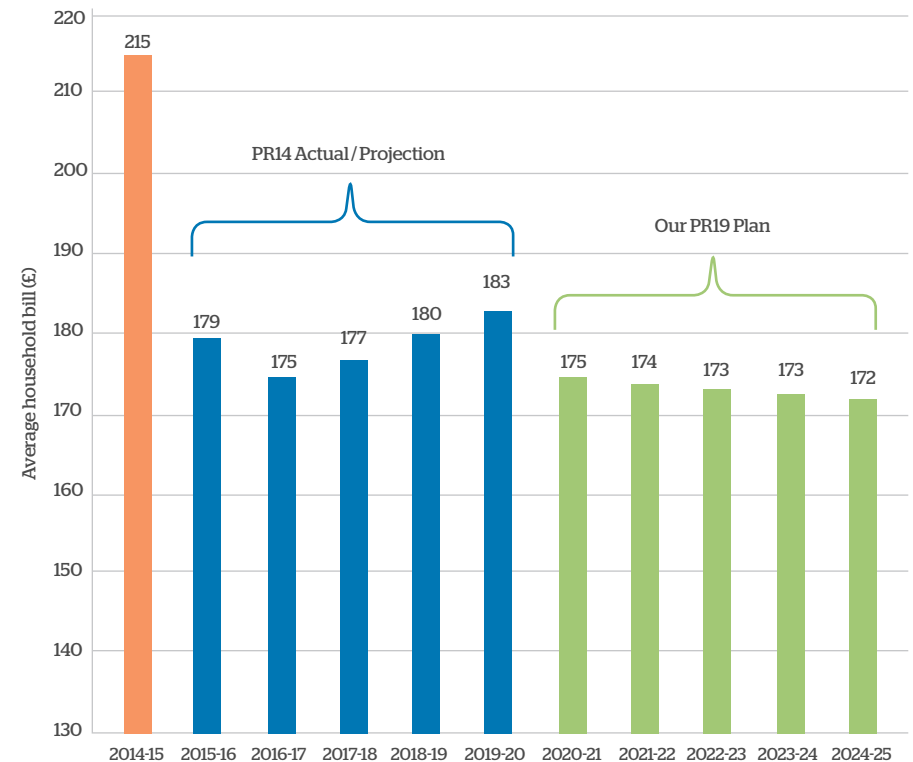
Let us take a look at how your bill will be affected from 2020.

In 2020/21 - before you take inflation into account - the average bill will be £8 less per year than in 2019/20*. Even after inflation, we expect the average bill in 2024/25 to be £9 lower than ten years earlier in 2014/15.



*Based on average figures, not including inflation

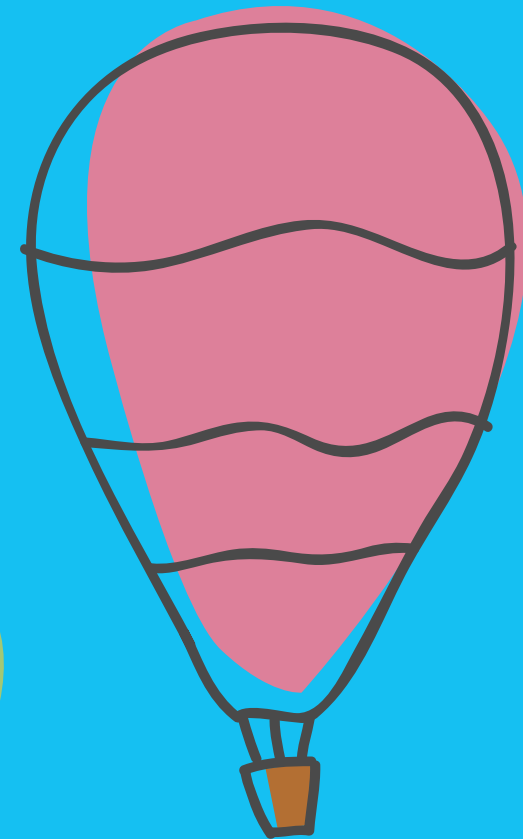
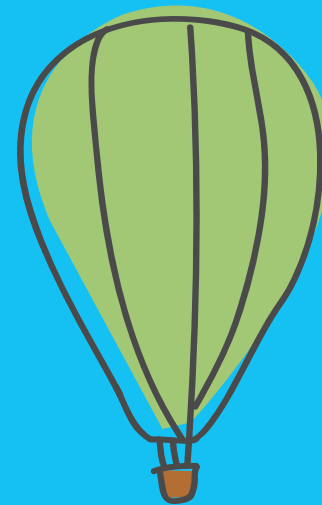
Average bill levels (in 17/18 prices – excluding inflation)



Keep in touch, stay informed

Thanks to you, we have produced a plan which sets out what you want and need from your local water company. While we are confident we have set out an ambitious and innovative plan, we are constantly reviewing and developing our programmes of activity to reflect what you, our customers and stakeholders, are telling us.

We will have the latest information about our plan on our website at: www.bristolwater.co.uk/forall



Other ways to be involved:

   #BWForAll

- Keep up-to-date on our website: www.bristolwater.co.uk/forall or follow us on social media; Twitter, Facebook and Instagram as well as our community Facebook group More to Water, where we giveaway £500 every month to local causes.
- We will be publishing regular news stories about the areas included in our plan.
- You can also write to us at: My Views, Bristol Water, Bridgwater Road, Bristol BA13 7AT or email: myviews@bristolwater.co.uk.



Our plan places your thoughts and ideas right at its heart.

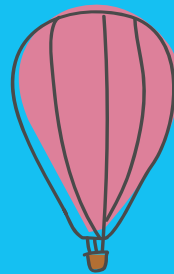


We have set out an innovative and ambitious programme designed to deliver what you have told us are your priorities.



The overwhelming majority of you (93%) say this plan delivers what you want and need from your local water company.

Bristol Water For All



bristolwater.co.uk

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