

Watertalk

Winter 2022 Bristol Water's magazine

FAMILY FUN

AT CHEW VALLEY LAKE



BEAUTIFUL BEASTIES

WILD WALKING TRAILS

YUMMY FISH & CHIPS

PRETTY PICNIC SPOTS

DAZZLING PLAY PARKS

FAMILY FUN GUARANTEED

Read an extract from Seb & Polly Planet

Take a look at our water-saving tips

bristolwater.co.uk

Celebrating 175 years of Bristol Water!

175
YEARS
of
BRISTOL WATER



In 1840 it is claimed that
"the beer in Bristol is better
for you than the water"

1872

We supply water 24/7,
rather than switching it
off on summer nights



1850

1846
Bristol Water is
started by a group
of philanthropists,
led by William Budd



1877

Bristol Civil
Corporation looks
to take us over.
They fail.



1900



1956 sees the
Queen open Chew
Valley Lake



1967

Our first
computer arrives,
an IBM 360



1950

1945

The Water Act
is introduced

The First World
War sees our first
female employees

1976

The driest year
for 200 years



2000

2021, we're
175 years old!



Inside...

4

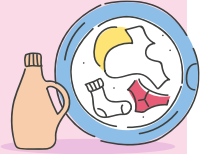


MEET THE ARTISTS

We said “no way!” to paint-by-numbers graphics and worked with these **cracking creatives** to build our new brand

12

Whether you're **washing your dishes** or **doing your laundry**, using only the water you need will help to cut your use... and your bills!



15

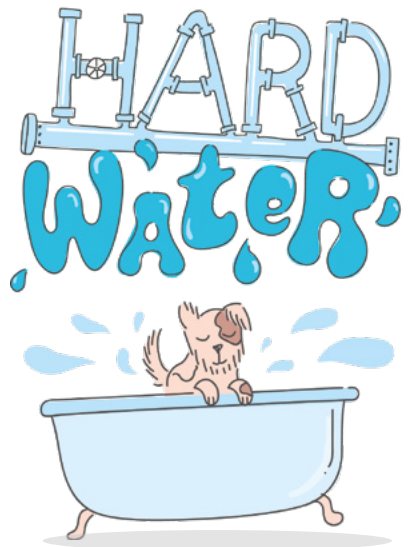
If you're having trouble paying your water bill, help could be at hand with our brand new **COVID assist scheme**



THE HARD FACTS ABOUT...

We get a lot of queries about **hard water** here at Bristol Water. We understand you want to know more about what you're putting into your bodies, watering cans, and pots and pans. So here goes...

Water comes from the environment. Three-quarters of it is taken from natural springs and lakes, most of which, like the Mendip Hills, contain **limestone rocks**. These special rocks contain loads of minerals and goodness – and it's thanks to all those natural minerals that your water is 'hard'. When it gets to our treatment works, your water is **treated and monitored** continuously by our high-tech machinery and **rigorously tested** by our water quality scientists. And so your limestone-rich lake water is transformed into drinking water, just like that!



ART AND SOUL

We collaborated with four of our favourite artists, illustrators and creatives in Bristol's art scene on our new brand. We speak to them here and share some of their brilliant work



BEX GLOVER

The eagle-eyed among you will know we're long-standing fans of Bex Glover, having collaborated with the artist during the creation of our well-travelled water bar, so we relished the idea of working with her again on our new branding. "I grew up in the Somerset countryside and loved exploring the woods and fields," Bex says. "I'm interested in the idea of our connection to nature and to each other; it's something I try to depict in my work." The urban environment and Bristol's bulging school of street artists have also been an inspiration. "There are so many talented artists in Bristol including those involved in Bristol Water's branding project," Bex says. "I am really chuffed that they've used my work alongside these artists." For more, visit [instagram.com/bexgloverart](https://www.instagram.com/bexgloverart)

LOCH NESS



Given the opportunity to take a "trippy ride of feel-good absurdity ... to a place that oozes a twisted harmony and zen", we found it difficult to refuse, which is why we jumped at the chance of working with master of the idiosyncratic, Loch Ness. His work – all kaleidoscopic characters and psychedelic street-art cool – has been snapped up by brands like BBC Radio 6 Music, TATE Britain and Rip Curl... and can now be seen on a Bristol Water van near you. Loch Ness finds inspiration in a variety of places: environmental and social injustices, wildlife, conspiracies and the street art that surrounds us. "Seeing new pieces pop up all around the city is a constant motivation for me to keep creating new works," he says. For more, visit [lochnessart.com](https://www.lochnessart.com)



MARY PRICE



The natural world, travel memory and imagination feed into the bold, expressionistic work of “artist in the shed” Mary Price. “I’m what you call an intuitive painter,” she says from her brightly decorated, award-winning garden shed studio. “I don’t plan my paintings. Often I start with building up a rich tapestry of marks and colours in acrylic paint, which informs the direction of the painting. Sometimes I’m inspired to bring in imagery and sometimes paintings remain entirely abstract.” Mary was “absolutely thrilled” to be invited by Bristol Water to collaborate and loved the imaginative use of her work, Happy Tree – Full Moon Party. “It’s a huge validation for me,” says Mary. “I was born in Bristol and have been driving past Bristol Water HQ for years, so it’s really exciting to be connected with the company.” For now, Mary can be found in her shed, listening to podcasts and painting palm trees like crazy. “They’ve been flying off the walls,” Mary says. For more, visit [instagram.com/artistintheshed](https://www.instagram.com/artistintheshed)

PIC: SWNM

ZOË POWER

If it’s a big, fat dose of colour you’re after, look no further than painter, illustrator and lettering artist Zoë Power. Take a saunter around the city and you’ll see her energetic and playful pieces brightening up drab spaces and putting smiles of faces. “Rather than using bland, off-the-shelf graphics, Bristol Water wanted to reflect the city’s vibrant and creative culture through their new branding,” Zoë explains. “I thought my mural of synchronised swimmers for Portishead Lido would be perfect. With its uplifting feel, bright colours and inclusive nature, it’s a great image to be driven across the city on Bristol Water’s vans. Toot toot!” Movements and nature feature heavily in Zoë’s work, but she is “particularly conscious of how female



bodies are depicted in public space: I try to paint diverse bodies doing interesting things, not just the slim, shiny-haired women you see on billboards.” Dream commissions include “having a go on that Tobacco Factory wall. Otherwise anything involving a cherry-picker. When I’ve been up a cherry-picker, I can officially say ‘I’ve made it.’” For more, visit [zoepower.com](https://www.zoepower.com)

WHERE'S PETER?

He's **Peter the Meter** and he'd like to meet ya! He's hiding out somewhere in our supply area, telling our 1.2 million customers about the benefits of switching to a meter.

Can you spot him?



SAVE UP TO £100!

Switching to a meter is simple, free, brilliant for the planet and not so bad for your pocket either – in fact, customers who make the switch to a meter save an average of £100 a year on their water bill.



WIN £500!

We're offering three sharp-eyed Watertalk readers the chance to win £500!

For your chance to win £500 can you tell us how many species of birds visit Chew Valley lake each year?

To enter, please visit bristolwater.co.uk/watertalkwin

To find out more about making the switch, visit bristolwater.co.uk/water-meter



FAMILY FUN WITHOUT THE FAFF



Chew Valley Lake's got the lot: nature trails, a shiny new playground, award-winning fish and chips and more wildlife than you can shake a stick at (please don't shake sticks at the wildlife). If we were you, we'd be heading there lickety-split for a fuss-free family day out



LOOK! BEAUTIFUL VIEWS

Start with a walk

Chew Valley boasts a brace of trails for you to take in. For little legs, start with Grebe nature trail – a short and sweet 1.2km circuit taking you from picnic area 2 into the heart of our conservation area. This all-weather path is suitable for pedestrian, pushchairs and wheelchairs. Dogs must be kept on leads. For those with added stamina, quick-march onto our brand-new Recreation trail which is due to open next year. The 2.7km trail runs along the edge of the lake from Picnic Area 2 down to Woodford Lodge. As with all our trails, we have carefully carried out ecological surveys to make sure nature remains at the heart of the show.



Spot some wildlife

Such is the richness of flora and fauna at Chew Valley Lake, you'd be hard-pushed not to spot something flying, fluttering or scuttling past. There's plenty to keep birdwatchers spellbound with 260 species visiting the lake each year, including cormorants, ospreys and American waders. Further down the food chain, we've a mind-boggling mixture of insects busy at work among the grasses, flowers and trees. Stay sharp and you may see the super-speedy emperor dragonfly, meadow brown butterfly and common blue damselflies. Then, of course, there's the lake itself, home to some 350,000 trout and other cracking critters like caddisfly larvae, mayflies, corixa, snail, hoglice and shrimp.



WOW! BRILL PLAY PARK

Fill up your tummies

All that exploring will surely build up an appetite so keep energy (and mood) levels lifted by grabbing a plate of the finest fish and chips at award-winning establishment Salt & Malt. The brainchild of renowned chef and restaurateur Josh Eggleton, this champion chippy serves all your deep-fried favourites (children's meals available) alongside cooked breakfasts and a small selection of mains.

Then burn it off again

Plates emptied and tummies filled, it's time to hit the brand new playpark. Located just outside Salt & Malt (Picnic Area 1), this new area features a dazzling array of equipment for children to clamber up, slide down and rabble around. With offspring adequately occupied, grown-ups can snatch a moment to digest both their lunch and deliciously stress-free day out*.

*98 and ¾ percent guaranteed

SEA CHANGE

We speak to local author **Michelle Cassar** about her new children's book, which encourages us all to do our bit to protect the world's oceans from plastic pollution

Photographer, film maker and surfer Michelle Cassar was one of the founding members of City to Sea, a not-for-profit organisation dedicated to stopping plastic pollution. She has seen first-hand the devastating effect of plastic pollution on our oceans and wildlife. In 2019 she published her first children's chapter book, *Seb and Polly Planet on their Ocean Quest*, to help encourage people of all ages to "Plastic A Lot Less" or PALL. We caught up with Michelle to talk about the inspiration behind the book and get top tips for being PALL pioneers.

How do you find the process of writing?

The idea came naturally, the writing not so much so I've worked with a children's editor and copywriters. Since I started writing it, I've lived in seven houses – and worked on the book in Singapore, Portugal, Bristol, Essex, Wales and Weston-super-Mare – so it's well-travelled!

The illustrations are beautiful. Did you collaborate closely with the illustrator?

Yes, very. As an illustrated chapter book, the illustrations and design play a key part for children moving on from picture books. Eve Bourrat is a professional illustrator based in



Falmouth and I loved her quirky style straight away. We worked together on all stages over Skype, and during lockdown we created a weekly bedtime story on YouTube, which includes all the illustrations and activity sheets. They're available on my website.

We know Seb's experiences are (sadly) based on real life. Are the characters based on real people?

Scarlett, my friend's (then) six-year-old daughter, was the inspiration behind the colourful character of Seb. I lived with Scarlett for six months in Singapore and noticed how she took matters into her own young hands, rather than waiting for grown-ups to do so.



You've spent more than a decade inspiring people to stop using single use plastics. Have you seen any positive progress during this time?

So much! Back in 2008, when I started, there were just a handful of people doing something about plastic pollution – now there is much more awareness and action.

MEET POLLY

Watch Michelle read *Seb & Polly Planet on their Ocean Quest* on YouTube, **buy a copy** at a local bookstore (like Zero Green, Arnolfini, Waterstones or Story Smith) and **find tips and activities** to try at home at michellecassar.com



As one of the founding members of City to Sea, I was part of the Refill initiative in 2015. Bristol Water was one of the first water companies to get behind the campaign, which has gone on to prevent over a million plastic bottles entering the waste stream.

What's the easiest way for us to be PALL?

Start filling a reusable bottle with tap water at home rather than buying bottled water.

What do you most commonly hear from people resistant to your PALL ideas?

That their individual actions won't make a difference. In my first three years of being PALL, I reused around 10,000 single-use plastic items so they do add up.

We can turn the tide on plastic pollution by...

... knowing we CAN make a difference.



USE ONLY WHAT YOU

How fortunate we are to live in a place that gives us access to a plentiful supply of fresh, clean water. But that doesn't mean we should approach it like day one at the all-you-can-eat hotel buffet. Taking only what we need – and by extension, using a little less – has an enormous impact.

Here's how you can be a more savvy water user...

IN THE KITCHEN



Washing machine

Yes, it's your favourite pair of jeans but, no, you really shouldn't run a full cycle just for them. Why? An average washing machine uses a titanic 112 litres of water a week. Make sure you fill it up rather than relying on half loads and save yourself a thirst-quenching 10 litres of water each time.

Hob

Aside from the fact that steaming your veggies retains more goodness than

boiling them, it also uses significantly less water. And once cooled, the water can be used on your plants – huzzah!

Sink

Stop! Before placing those decidedly dirty dishes in the sink or dishwasher, use a silicon spatula to scrape leftovers into the food bin. Got stubborn bits? Soak them in a shallow sink of water (not under a running tap), then scrape with a spatula before washing.



For more water-saving tips and tricks, sign up to our newsletter www.bristolwater.co.uk/watertalk-save

NEED

IN THE BATHROOM



Water saving

3 steps to spotting a leaky loo!

1. Wait 15 minutes after flushing the loo then dry the back of the toilet.
2. Place a dry sheet of tissue at the back of the toilet.
3. Leave for three hours (if you can hold that long) then check the tissue.

If it's dry – carry on with your day safe in the knowledge there's no leak.

If it's crumpled or wet – hmm, you may have a leak so repeat the process over the coming days.

If it's wet – yup, you've got a leak and you'll need to get it fixed. Call your trusted plumber or visit www.watersafe.org.uk to find one.

Loo

Hang your head in shame, Push-Button Loo. Yes, this bathroom favourite tops our Most Wanted Water Waster for frequently developing undetected leaks which could see you flushing up to 300 litres of water a year down the toilet. We suggest carrying out our very simple leaky loo checker (see panel, right). Did you know that a **water meter** can help you spot leaks quicker? Turn to page 14 to find out how you can switch to a meter today!

Taps

If we've said it once, we've said it a thousand times: turn off the tap when you brush your teeth! This brilliantly simple hack can could see you saving nine litres of water per minute – that's 18 litres per brush.



IN THE GARDEN



Water butt

Move away from the garden tap! When watering your plants, fill your can with recycled rainwater.

Fitting a water butt is easy – all you need is a hacksaw and a little elbow grease and you'll have free water for life! We say, why stop at one? Link a whole line of 'em using a connector kit for extra kudos.

Outside pipes

As the temperature dips, spare a thought for your humble outdoor pipes. They keep your water flowing to your tap through thick and thin so the least you can do is wrap them up to protect them during the winter months. Lagging your pipes is surprisingly easy to do yourself. Check out our film at www.bristolwater.co.uk/en/knowledge/how-to-lag-your-pipes and get lagging.

SWEETER WITH A METER

The best way to monitor your water use is by using a water meter. This nifty little gadget can help to identify undetected leaks, inspire more efficient behaviour (those with water meters tend to use less) and reduce your water bill.

Some people say that water meters are the fairest way to charge for water services as you pay only for what you use. But there are lots of other reasons why life's sweeter with a meter.



GOOD FOR THE PLANET

People on a water meter tend to use less and spot leaks quicker.



SAVE MONEY

Because you're using less water, you're also using less energy to heat water... so it's savings all round.



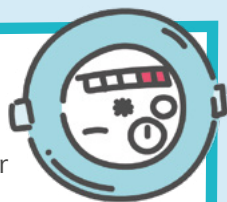
IT'S EASY TOO

You don't usually have to be home for the installation date. Just pick a date that's convenient for you and we'll do the rest.



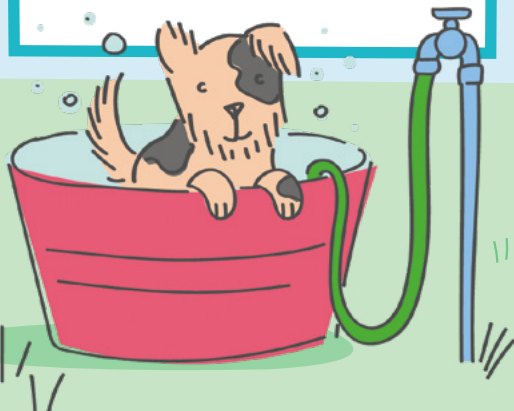
IT'S FREE

Yes, getting a water meter installed is completely free of charge...



Applying for a meter is quick and easy and can all be done online.!!!

To get started, please visit bristolwater.co.uk/water-meter









COVID ASSIST

The new COVID assist scheme could help you afford your water bill



CHECKLIST

-  Were you debt free with us or another company before March 2020?
-  Have you been struggling to pay your bills since March 2020?
-  Are you worried about being able to pay your water bill because you've lost your job or have reduced earnings?
-  Are you confident you can get back on track within six months?

If you can answer 'Yes' to all of our checklist, you're eligible for our Covid assist scheme.

Go to bristolwater.co.uk/covid-assist to apply, or ring the team on 0345 600 3600

YOU CAN GET HELP IN OTHER WAYS TOO...

If you're struggling to pay your bills, we offer a range of payment options for you to choose from. Visit bristolwater.co.uk/struggling-to-pay





Could you be missing out on our **Priority Services register?**

If you have a medical need or disability, you could be receiving free help from our Priority Services register.

Visit bristolwater.co.uk/priority-services or get in touch with our billing team on 0345 600 3600 (Mon to Fri 8am until 8pm and Sat 8am until 2pm) to see if you qualify.

Billing enquiries

Telephone	0345 600 3600 (Mon-Fri, 8am-8pm. Sat, 8am-2pm)
Email	Submit an enquiry to our billing team submit.bristolwater.co.uk/enquiry-form
Letter	BWBSL, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA

Water supply enquiries

Telephone	0345 702 3797 (Mon-Fri, 8am-6pm) (emergency service at all other times)
Email	submit an enquiry to our water supply team bristolwater.co.uk/my-water-supply-enquiry
Letter	Customer Services, Bristol Water plc, Bridgwater Road, Bristol BS13 7AT